Analysis of Elements that Form Employee Job Satisfaction at CV. Ibnu Aqil Mandiri

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ABSTRACT

From the initial research that researchers did, the phenomenon within the company was related to the employees' work awareness for the organization, where it was an obligation that needed to be further developed. For that reason the clarity of goals and policies applied by the organization is a very important factor and needs to be implemented properly and correctly so that employee job satisfaction with the organization can grow. Of course employee job satisfaction can grow along with the creation of a conducive organizational climate. The warmth of the work relationship at the workplace, the organization's attention to the facilities and infrastructure that are increasingly adequate, the better employee rewards need to get the attention of superiors because these factors contribute positively to employee job satisfaction. The purpose of this research is to find out the elements that influence the formation of employee job satisfaction on the CV. Ibnu Aqil Mandiri. The number of samples in this study amounted to 10 people using saturated sample techniques. The analysis technique used is descriptive analysis method. The results showed that the most dominant factors affecting employee job satisfaction CV. Ibnu Aqil Mandiri is a desire for a decent life. This is based on the desire to get compensation in the form of basic salary, incentives in the form of additional bonuses outside of basic salary, benefits such as THR, leave due to illness, leave because of the interests of holding a marriage, pregnancy and so forth. Likewise with career development, job allowances, family allowances that play a role as a driver of his desire to work harder and improve his abilities.

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1. INTRODUCTION

Human resources are important assets owned by all organizations or institutions which include all people who carry out activities and require active and wise management, because human resources have a very important role and really determine the success of the organization in achieving its goals, so that it can increase efficiency. , the effectiveness and productivity of the organization's work as a whole. The survival of a company is not only determined by the success of managing finances based on capital strength, but is also determined by the success of managing human resources. Resource management means that the company must be able to unite the perceptions or perspectives of employees and company leaders in order to achieve company goals, including through the formation of a good work mentality with high dedication and loyalty to work, with a good work environment and

good coordination in work by superiors towards subordinates, creates employee job satisfaction which can be done, among other things, through leadership that is accepted by all employees. High job satisfaction among employees will support the smooth performance process. And conversely, employees who do not get job satisfaction will have a negative impact on performance or work processes and can even have a negative impact on the environment where the employee is assigned. Employees who get job satisfaction will be motivated to work hard and achieve higher achievements than employees who are not satisfied.

This is very important for organizations because the level of productivity in principle cannot be separated from the actions and work performance of employees. The implications of job satisfaction on mental health and psychological adjustment have been widely studied by experts. In addition, job satisfaction directly or indirectly influences the effectiveness of an organization. Commitment is a psychological condition that is characterized by the relationship between employees and the organization and has implications for the individual's decision to remain or leave the organization, and the nature of the psychological condition for each form of commitment is very different.

Employees, like consumers, need to pay attention and have their expectations met. When employees decide to work, this is driven by the hopes and desires that the employee wants to obtain and achieve. On the other hand, when a company decides to accept employees, this is because there is encouragement to achieve the company's vision and mission. Where the achievement of the company's vision and mission cannot be separated from the participation of employees. So it can be said that employees and companies need each other. Job satisfaction is an individual's general attitude towards their job, someone with a high level of job satisfaction shows a positive attitude towards the job, someone who is dissatisfied with their job shows a negative attitude towards the job (Robbins, 2010: 139).

Companies have several responsibilities that must be fulfilled, one of which is corporate social responsibility towards employees. In an effort to fulfill this responsibility, the company provides reciprocity/reward for the energy, ideas and thoughts that have been contributed/given to the company. This goodwill can be in the form of awards, compensation, or other forms such as company facilities. If this reciprocity between employees and the company is fulfilled properly, it is possible for employees to be satisfied and loyal to the company, which can also have an impact on the survival of the company. However, in reality there is always a gap between the expectations, views and interests of employees and company management. This can cause employee dissatisfaction in the company, thereby causing employee *turnover* . Many factors can influence an employee's decision to leave/ *resign* , including discomfort with the organizational climate or culture, or a mismatch between compensation and the reality felt/obtained by the employee while working.

This research is a replication of research by Sari and Sagala (2016:12) with the title "Analysis of Factors that Influence Employee Job Satisfaction (Case Study: PT. Wilmar Nabati Indonesia)". The variable used is employee job satisfaction. The difference between this research and previous researchers is that the factors that influence employee job satisfaction are the elements that form employee job satisfaction. This was done so that it was not the same as previous research. Second, another difference between this research and previous research is the research location, where previous researchers studied at PT. Wilmar Nabati Indonesia, while this research was conducted at CV. Ibn Aqil Mandiri. The importance of employee job satisfaction in supporting high company productivity, the main problem in this research is to analyze the sources that influence permanent employee job satisfaction at CV. Ibn Aqil Mandiri. This phenomenon in companies is related to employees' awareness of their work for the organization, where this is an obligation that needs to be further developed. Clarity of goals and policies implemented by the organization also influences employee job satisfaction in carrying out their duties. The level of employee commitment to the values and goals of the organization will ultimately influence job satisfaction. For this reason, clarity of goals and policies implemented by the organization is a very important factor and needs to be implemented properly and correctly so that employee job satisfaction with the organization can grow. Of course, employee job satisfaction can grow along with the creation of a conducive organizational climate. Warm working relationships in the workplace, organizational attention to increasingly adequate facilities and infrastructure, and better employee appreciation need to get the attention of superiors because these factors make a positive contribution to employee job satisfaction.

2.   RESEARCH METHODS

The research method used in this research is a qualitative descriptive research method. In qualitative research, the research process and science are not as simple as what happens in quantitative research, because before the results of qualitative research contribute to science, the qualitative research stage goes beyond the critical-scientific thinking stage, where a researcher starts thinking inductively, namely capturing various facts or social phenomena, through observations in the field, then analyzing them and then trying to theorize based on what was observed (Bungin, 2008: 6).

3.   RESULTS AND DISCUSSION

Elements That Influence Employee Job Satisfaction
Internal Factors
Compensation
Based on interviews conducted by the author in the field regarding compensation, it can be concluded: "There needs to be an increase in basic salary, incentives other than basic salary, holiday allowances, sports facilities and so on, leave due to illness, as well as career development, namely the company provides opportunities for employees. to develop myself."

For an organization, compensation is a basic and important issue. This means that this is often a concern for every employee. Moreover regarding basic salary, incentives and health insurance. Therefore, organizations should always and very seriously pay attention to the issue of providing compensation. It is hoped that providing appropriate compensation will increase job satisfaction and strive to improve employee performance. The forms of compensation received by employees at CV. Ibnu Aqil Mandiri namely:
a. Basic salary, in the form of cash received by each employee.
b. Incentives are in the form of additional bonuses that employees receive apart from their basic salary. The amount of bonuses received depends on the position of each employee and depends on the length of time to complete an activity.
c. Allowances are compensation provided by the organization outside of the basic salary. The types of benefits received by employees are, namely, holiday allowances , sports facilities and so on.
d. Leave is part of the compensation received by employees in the General Department. The leave in question is leave due to illness, leave due to sudden needs, for example holding a wedding, leave due to pregnancy and so on.
e. Career development is compensation received by general employees . As for career development, what is meant here is: the company provides opportunities for employees to develop themselves.

Position Promotion
In a company, the desire to progress and develop further is a natural desire of employees so that they can at least enjoy what other people have. From the results of interviews in the General Section at CV. Ibnu Aqil Mandiri on May 25 2018, it was known that: "The desire to have what other people have in the General section sometimes does not go according to the employee's wishes, this is because the position and position they have do not support being like employees who have positions . "This means that without a position and position as well as closeness to leadership, the desire to have at least something must be restrained and done by saving, so sometimes this also creates feelings of envy among employees and reduces the level of motivation at work."

From the results of the interview, it was stated that the desire to have something is absolutely necessary to increase and stimulate employee performance to work more optimally and be appreciated by the leadership with a promotion to a better position than at present.

Award
Based on the author's interview in the field regarding promotion on May 25 2018 with one of the staff employees whose name did not want to be mentioned on the CV. Ibnu Aqil Mandiri said that: "Promotional activities in the General section do not run according to the expectations of employees in general, because actions that tend to be authoritarian from the leadership are very detrimental to employees, and he also said that promotional activities that occur are activities that are tailored to the

wishes of leadership, meaning that the leadership does not see good job promotion procedures but actually does the opposite."

From these interviews it can be concluded that in general employees do not comply with their leaders' policies in implementing job promotions. They consider the actions of their leaders in job promotion activities to make it difficult for them to develop further, meaning that if promotion activities are not in accordance with existing rules, they are just wishes or in the form of interests, the effects of leadership actions in employee promotion activities will make it very difficult for employees to prepare work programs, work plans and so on whose aim is to advance the organization.

Employee Development

Development of activities in the company, another phenomenon that the author found in the field, namely the author conducted an interview with one of the employees on May 25 2018, he said that: "The implementation of the development carried out did not have a significant influence on changes in individual employees in increasing employee work professionalism, caused by lack of attention on the part of the company, lack of supervision, and poor planning." From the results of the interview, the author assumes that the implementation of development through training has not gone according to expectations, meaning that in general employees do not feel positive changes after attending the training. This can be seen from the fact that there are still many employees who do not know the main tasks that must be done and there are still many employees who are lazy about coming to the office to work, there is a lot of work that is not completed and so on, which shows how insignificant training is for employees in increasing professionalism at work. .

Power

In a company, the desire to have *power* and be able to command employees is one of the desires to progress so it is a natural desire of employees. From the results of interviews in the General Section at CV. Ibnu Aqil Mandiri on May 25 2018, it was known that: "The strong desire of employees to be able to occupy a higher position than they currently do affects the work system they carry out, this can have a positive impact on CV work productivity. Ibn Aqil Mandiri. However, if this desire is not accompanied by hard work and a strong will, then this will have a negative impact in the form of decreasing job satisfaction, because no matter how hard the employee works, the results they will get will always be the same."

From the results of the interview, it was stated that the factor of wanting to have a position is closely related to the employee's own abilities, whether he is able to implement the skills and knowledge he has in order to attract the attention of the leadership or not. So it can be stated that employees must be able to socialize not only with colleagues, but how can they attract the attention of the leadership that they are also capable if given the opportunity to occupy this position.

External Factors
Working Environment Conditions

One of the data regarding the work environment that the author found in the field is office inventory, where complete and adequate inventory really supports employee productivity at work and can increase employee job satisfaction, conversely if inventory is inadequate then employees cannot work optimally and can reduce morale. employee work.

The next thing that employees must pay attention to in their work environment is the social relationship between superiors and fellow co-workers. Good relationships must be maintained to avoid social inequality which as a result can hinder the smooth completion of each work task. From an interview the author conducted with one of the staff in the general department on May 25 2018, he said that : "There needs to be good communication between superiors and subordinates so that the main tasks assigned by leaders to subordinates can be absorbed well and produce good performance as well."

From the results of the interview, the author assumes that there are communication problems between superiors and subordinates, employees complain about the leader's lack of concern for subordinates. The duty of a wise and prudent leader should always be responsive to problems that exist in the organizational environment. From the results of observations in the field, the author sees that the social relations between superiors and subordinates are not good, meaning that the leader

becomes a figure who is feared, not a figure who is respected and liked. Example of a case that the author can provide. tell a story, namely employees who initially sat relaxed while telling stories and reading newspapers, however, when the leadership entered the office the employees were busy looking for a place to sit and pretending to be doing something, but after the leadership left the employees returned to doing activities that had nothing to do with their work such as reading newspapers, telling stories. things outside of work and so on. This is one of the problems that the author sees in the field and the best solution must be found so that the social gap between superiors and subordinates does not occur again and organizational activities can run as expected. Cleanliness is one of the things that can influence employee productivity at work, if the work environment is clean it will create a comfortable environment and can have a positive influence on employees at work to respond to environmental cleanliness in the General section. The author conducted an interview with one of the employees on May 25 2018 where he said that: "The cleanliness of the existing work environment must be further improved, and there needs to be awareness for every employee about cleanliness so that work process activities can run as expected"

Responding to this interview, the current cleanliness does not meet the expectations of each employee because employees see a lack of concern from each member of the organization regarding the importance of cleanliness. The next thing that needs to be considered is the layout of the work space, a neat work space layout will have a positive influence on employee job satisfaction, conversely if the layout is not neatly arranged then employees will not feel at home in the room and employees will look for an atmosphere that can calm them down, p. This is what makes many employees outside the office during working hours so that tasks that should be completed cannot be completed properly.

CV. Ibnu Aqil is as independent as possible create a healthy work environment for employees can work better, both physically and environmentally non physical. Even if the employees are very diverse or heterogeneous (race, ethnicity, nation and religion) but does not become an obstacle in doing so duties in their respective positions, each employee is able to tolerate towards existing differences, so as to create a good atmosphere, this supported by good spatial planning, lighting and air circulation. With such things, employee job satisfaction will increase.

Well-being
Regarding employee welfare, the company does not only provide material welfare, but also provides *immaterial* welfare such as health. Employee welfare has a significant relationship with employee job satisfaction, specifically CV employees. Ibnu Aqil Mandiri feels protected by health and labor insurance. The results of an interview in the General section with one of the employees on May 25 2018 where he said that: " *Immaterial* welfare such as health. Employee welfare has a significant relationship with employee job satisfaction .

In response to this interview, compensation is the main source of income for employees to support themselves and their families. Adequate compensation is the most powerful motivation tool for companies to encourage employees to work well.

Status and Responsibilities
Status or position in a certain position is the dream of every employee at work. By occupying a position, people feel that they will be trusted, given great responsibility and authority to carry out activities. The results of an interview in the General section with one of the employees on May 25 2018 where he said that: "In every activity carried out by CV. Ibnu Aqil Mandiri, the status will guarantee employees to work professionally and be more responsible for the burden given to them. With their status as employees, there is a greater sense of responsibility towards the community to provide the maximum possible service. However , there are also employees who only work as long as they are comfortable with the guarantee of their work status and are less responsible for the burden they are given."

Flexible Regulations
Work systems and procedures can be called regulations that apply and regulate and protect employees. All of these are the rules of the game that regulate work relations between employees and the company, including the rights and obligations of employees, compensation, promotions,

transfers and so on. The results of an interview in the General section with one of the employees on May 25 2018 where he said that: "In every activity carried out by CV. Ibnu Aqil Mandiri, regulations are one of the requirements when employees apply for the job in question. However, work systems and procedures are sometimes ignored by employees because of their permanent status and cause their job satisfaction to become less so that work enthusiasm and productivity decreases." Therefore, regulations are usually protective and can motivate employees to work better.

Discussion
The world is currently facing very rapid changes, the phenomenon of globalization is very pronounced, which is characterized by relatively rapid changes in the flow of information, technology and trade penetrating the territorial boundaries of a country. Those who do not respond quickly to change will be increasingly left behind. Likewise, changes in demographic aspects, global economics and environmental conditions tend to always have a significant influence on the role of products and market competition. It cannot be denied that the influence of the degree of business competition is significant. Competition is no longer only at the local, regional and national levels, but has spread at the international level. Companies that are able to compete will emerge in global competition. Competition occurs not only in the price aspect, but also in the aspect of quality excellence and service systems for customers/consumers. Each business should respond to changes in managerial and technical capabilities in the form of technology or human resource transfer programs.

In the market environment, there is a tendency for accelerated innovation of new products, markets and product competition change more rapidly, competition between companies is influenced by the environment, social, government policies and changes in industrial structure. In its development, the degree of competition of a company will depend greatly on its ability to exploit economic opportunities with the right strategy. Apart from that, it is difficult to avoid the occurrence of economic trade between the elements of human resources, capital and technology. Efforts to maximize the company's competitiveness through planned and continuous improvements to product processes, services, human resources and the environment must always be improved. Increasing investment, research and product development, technology and human resource development as well as expanding international market networks must continue to be developed

4.   CONCLUSION
The most dominant factor influencing CV employee job satisfaction. Ibnu Aqil Mandiri is the desire to live a decent life. This is based on the desire to receive compensation in the form of a basic salary, incentives in the form of additional bonuses outside of the basic salary, allowances such as THR, leave due to illness, leave due to the need to hold a wedding, pregnancy and so on. Likewise with career development, position allowances, family allowances which act as incentives for his desire to work harder and improve his abilities.

Other factors that support high levels of employee job satisfaction are recognition for the achievements achieved, a comfortable and conducive work environment, a relatively long or long working period , as well as education and training that meets quality standards to ensure work professionalism, so employees will be more motivated to work better.

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