

# *Job Satisfaction of Employees at PT Matahari Agri Bersama*

Muhammad Muhar<sup>1</sup>, Zulkarnain<sup>2</sup>, Abdhy Aulia Adnans<sup>3</sup>

<sup>123</sup>Industrial and Organizational Psychology

Faculty of Psychology, University of North Sumatera

Medan, Indonesia



**Abstract**— This research aims to determine the level of job satisfaction among employees at PT. Matahari Agri Bersama. The approach used in this research is quantitative. The research population used was employees of PT. Matahari Agri Bersama, with a total research sample of 200 people. The sampling technique used is incidental sampling. Data collection was used using a job satisfaction scale in the form of a Likert scale. The job satisfaction scale was distributed online via Google form to research subjects. After the data is collected, it is processed using SPSS. The research results show that the level of employee job satisfaction at PT. Matahari Agri Bersama is at a low level. Based on the research results, PT. Matahari Agri Bersama, management is expected to take action to increase employee job satisfaction. An increase in high job satisfaction will be able to make employees have a positive attitude towards various situations in the workplace. Having job satisfaction will provide good benefits for employee performance and also have a positive impact on the organization or company. Action that can be taken by organizations to increase employee job satisfaction is by improving organizational communication. This is because if employees are communicated about their roles, responsibilities and performance, employees will feel more appreciated for their contribution to the organization and feel cared for, which will make them feel more satisfied with their work.

**Keywords**— Job Satisfaction, Employees, Organization, Human Resources, Company

## I. INTRODUCTION

Companies need humans as resources in carrying out various company activities. This is because humans are planners, doers and determinants of the realization of company goals. Achieving company goals will not be possible without good performance from employees [9].

Based on this, it is important for companies to pay attention to employee performance so that company effectiveness and efficiency can be achieved [9]. There are several factors that can influence employee performance. One of these factors is job satisfaction [8].

Job satisfaction is a positive feeling one has for a job and is the result of evaluations that have been carried out on various aspects of the job. This positive feeling occurs when the organization is perceived as being able to meet individual needs. Employees with high levels of job satisfaction have positive feelings about their work, while dissatisfied employees have negative feelings about the work they have to do. The job satisfaction felt by employees in general will be seen from the employee's attitude towards work and everything they face or are assigned to in the work environment. Thus, individuals who feel satisfied will show an increase in performance, and vice versa [10].

Argue that employee job satisfaction must receive special attention, especially from organizational leaders. This is because job

satisfaction will be able to make employees have a positive attitude towards various situations in the workplace. Having job satisfaction will provide good benefits to employee performance and also have a positive impact on the organization or company [15].

Based on this, job satisfaction will be able to support an employee in carrying out his work, and thus will make it easier for employees to achieve high performance [2]. On the other hand, job dissatisfaction will lead to negative work attitudes. This negative work attitude will have an impact on reducing employee performance [7]. Therefore, managers or leaders need to make efforts to increase and maintain employee job satisfaction. To do this, managers must first clearly understand what needs to be done to create job satisfaction for their employees [16].

Based on this explanation, managers or leaders need to make efforts to increase and maintain employee job satisfaction. To do this, managers must first clearly understand what needs to be done to create job satisfaction for their employees. Even so, there are still many company management that is still not optimal and this has an impact on employee dissatisfaction with their work. This low job satisfaction has a negative influence on employee performance and the company cannot carry out its functions optimally [16].

The important role of job satisfaction in influencing employee performance makes research on job satisfaction in companies important. This is to determine the level of employee job satisfaction, so that intervention can be carried out if low employee job satisfaction is found so that employee job satisfaction can be increased and employee performance can be more optimal. This research was conducted at PT Matahari Agri Bersama. Based on this, descriptive research was carried out to see the level of job satisfaction among employees at PT Matahari Agri Bersama.

## **II. LITERATURE REVIEW**

### **2.1. Job Satisfaction**

Job satisfaction is a positive feeling one has for a job and is the result of evaluations that have been carried out on various aspects of the job. This positive feeling occurs when the organization is perceived as being able to meet individual needs. Employees with a high level of job satisfaction have positive feelings about their work, while dissatisfied employees have negative feelings about the work they have to do. The job satisfaction felt by employees in general will be seen from the employee's attitude towards work and everything they face or are assigned to in the work environment. Thus, individuals who feel satisfied will feel happy with their work situation and show an increase in performance, and vice versa [10].

This job satisfaction is a manifestation of personal pleasure regarding an individual's role and work in a company, which is important for each individual to have various characteristics and different levels of satisfaction. These varying levels of job satisfaction certainly have different impacts. High job satisfaction will encourage the realization of organizational goals effectively. Meanwhile, a low level of job satisfaction is a threat that will bring destruction or decline to the organization, quickly or slowly. Job satisfaction is very important for a company so that the company can realize what the organization desires [1].

Furthermore, job satisfaction is an emotional reaction to one's work due to the reciprocity and physical environment of an organization [12]. Job satisfaction is one of the most important factors to be given particular focus by organizations to obtain an efficient economic position and is also very important in increasing the level of efficiency of their employees [3,4]. Therefore, job satisfaction plays an important role in determining organizational success [5, 14].

## **III. METHODOLOGY**

The method used in this research is quantitative descriptive. The aim of the research is to determine job satisfaction among employees at PT Matahari Agri Bersama. Data in the research were collected using a job satisfaction scale in the form of a Likert scale. This job satisfaction scale was distributed online using a Google form to research subjects. The subject population of this research is employees of PT. Matahari Agri Bersama, with a total sample of 200 people. The sampling technique used is incidental sampling. After the data has been collected, the data will be analyzed using SPSS software.

## **IV. RESULT**

In this research, based on the results of descriptive tests, a description of the research subjects can be found. This description is

based on the employee's gender, age, length of service and level of job satisfaction. In table 1, description of the subjects based on gender can be seen.

TABLE 1. RESEARCH SUBJECTS BASED ON GENDER

Gender	Total	Percentage (%)
Male	76	38
Female	124	62
Total	200	100

In Table 1, it can be seen that there were 76 individuals or around 38% of the total male subjects in this study. Meanwhile, there were 124 women or around 62% of the total subjects. So, that way there are more subjects who are female.

In the next table, the general description regarding working years is categorized based on age categories. According to Santrock, adulthood can be categorized into four categories, namely Emerging Adulthood (18-25 years), Early Adulthood (26-39 Years), Middle Adulthood (40-60 Years), and Late Adulthood (> 60 Years) [11]. The description of the subject based on age, can be seen in Table 2.

TABLE 2. RESEARCH SUBJECTS BASED ON AGE

Age	Total	Percentage (%)
Emerging Adulthood (18-25 years)	116	58
Early Adulthood (26-39 Years)	81	40,5
Middle Adulthood (40-60 Years)	3	1,5
Total	200	100

In Table 2 it is explained that the subjects in the Emerging Adulthood category (18-25 years) numbered 116 people or around 58% of the total. Then, in the Early Adulthood category (26-39 years) there were 81 people or around 40.5% of the total subjects. Finally, in the Middle Adulthood category (40-60 years) there were only 3 people or around 1.5% of the total subjects in this study. So, in this way it can be seen that the majority of subjects are in the Emerging Adulthood category (18-25 years).

In Table 3, the general description regarding work experience is divided into two categories. Tarwaka categorizes work experience into two categories, namely Short Work Experience ( $\leq 5$  Years) and Long Work Experience ( $> 5$  Years) [13]. Subject descriptions based on length of service can be seen in the following table.

TABLE 3. RESEARCH SUBJECTS BASED ON LENGTH OF SERVICE

Categories	Total	Percentage (%)
Short Work Experience ( $\leq 5$ Years)	168	84
Long Work Experience ( $> 5$ Years)	32	16
Total	200	100

In table above, it is explained that the number of subjects with short work experience was 168 people or around 84% of the total

subjects. Then, for long work experience there were 32 people or around 16% of the total. So it can be seen that most subjects have a working period of less than 6 years.

Lastly, in Table 4, an overview of the categorization of job satisfaction can be seen. The categorization of job satisfaction consists of low, medium and high. The following are the results of the categorization of employee job satisfaction levels.

TABLE 4. CATEGORIZATION OF EMPLOYEE JOB SATISFACTION LEVELS

Categories	Total	Percentage (%)
Low Job Satisfaction	86	43
Medium Job Satisfaction	72	36
High Job Satisfaction	42	21
Total	200	100

The table that has been presented above shows the employees' level of job satisfaction. Most of the subjects had a low level of job satisfaction with a total of 86 subjects or around 43%. Meanwhile, 72 subjects or around 36% had a moderate level of job satisfaction. Finally, at a high level of job satisfaction there were a total of 42 subjects or around 21% of the total research subjects.

## V. DISCUSSION

The results of this study show that the majority of subjects are women. Meanwhile, the majority of subjects are 18-25 years old, and had worked for less than 6 years. Furthermore, this research also shows the level of employee job satisfaction. The majority of employees have low job satisfaction. Based on this, it can be seen that there are problems related to employee job satisfaction at PT. Matahari Agri Bersama.

One of the causes of low employee job satisfaction can be due to poor organizational communication. This is because organizational communication has a positive and significant effect on employee job satisfaction. This is because if employees are communicated about their roles, responsibilities and performance, employees will feel more appreciated for their contributions to the organization and feel cared for, which will make them feel more satisfied with their work. Apart from that, supervisors who can communicate well with their subordinates and pay attention to their subordinates will also make employees feel happier at work and can enjoy doing their work. So, with these things in place, employees will feel satisfied. Conversely, if organizational communication is poor, employee job satisfaction will be low [6].

## VI. CONCLUSION

Employee job satisfaction is an important thing that companies need to pay attention to. This is because poor job satisfaction can have an impact on employee performance. Company performance will also be affected due to poor employee performance. Therefore, company needs to make efforts to increase and maintain employee job satisfaction. To do this, company must first clearly understand what needs to be done to create job satisfaction for the employees.

Actions that can be taken by organizations are related to the improvement of organizational communication. Improving organizational communication can be done by the organization providing better communication media so that work-related communication between superiors and subordinates or fellow co-workers can be better established. Then, further efforts can be made by implementing regulations that emphasize transparency regarding important matters that occur in the organization and regulations that can encourage good communication between employees personally. Apart from that, employees also need to be facilitated with media that can enable employees to freely give feedback and receive feedback that can be constructive for themselves. Finally, another effort that can also be made to improve employee organizational communication is by carrying out regular team building activities to give employees the opportunity to communicate outside the work context, so that they can build better interpersonal relationships and hopefully improve communication between employees. When organizational communication improves, employee job satisfaction will also increase.

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