

Employee Job Satisfaction Analysis of the General Bureau of the General Secretariat of the Ministry of Trade

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Abstract:- This research aims to find out (1) the influence of leadership style towards job satisfaction. The purpose of this study is to analyze the influence of leadership style, motivation, and work environment to the employee satisfaction in the General Affairs Bureau of Ministry of Trade. This study involved 91 respondents who selected by probability sampling methods. Obtained data is based on questionnaires completed by respondents with self-rating Likert scale. Analysis of the data using multiple linear regression models with SPSS 25.0 and processed. The analysis showed leadership style that significant positive effect on the work environment, motivation inspiration quite strongly related dimensions with dimensions of work itself for the organization. Motivation significant positive effect of work environment, dimensions factors strong enough motivation factor associated with the dimensions of the payment in the agency. Work environment significantly positive effect on the work environment, physical motivation work environment related dimensions quite strongly with dimensions of work itself for the organization. Based on the analysis of correlation dimension, the dimension of the type of motivation variable factor has the strongest correlation to the dimensions of a variable payment in employee satisfaction.

Keyword:- Leadership Style, Motivation, Work Environment, Employee Satisfaction.

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I. INTRODUCTION

In the process of governance required the application of the principles of transparency, participation and accountability to the establishment of good governance in general, especially in the era of reform and globalization as it is today. The development apparatus State Civil (ASN) is part of the reform of the bureaucracy that must be fulfilled in anticipation of change and global competition is increasingly innovative in order to achieve the figure of the state apparatus that is professional in carrying out the responsibility of their duties as servants of the state,

implementing public policy and service providers competent public , clean and friendly.

Management Negari Civil Servants (PNS) according to Law No.43 / 1999 article 1 is the overall effort to improve the efficiency, effectiveness, and the degree of professionalism of the organizers of the duties, functions and responsibilities of personnel including planning, procurement, quality development, placement, promotion, remuneration , welfare and dismissal. The purpose of this Civil Negari Employee Management is to ensure the implementation of the government's duty and fruitfully development and effective with the support of civil service professional, responsible, honest, and fair through coaching carried out by the system and the system performance career focused on system performance.

Indonesian Ministry of Trade has the task of conducting affairs in the field of trade in government to assist the president in conducting state affairs.

There have been several unsuccessful in achievement of performance indicators for public agency secretariat general of the Ministry of Commerce from 2015 to 2017, where it is not appropriate from already planned annual target of 100%. In other words, the General Bureau Performance Indicators achievement in every 2015 to 2017 in keadan unfavorable.

Factors decreasing the number of civil servants in the public agency in each month also helped influence the achievement of annual performance both in the administrative process and the process of implementation in the field. From the data obtained, until October 2018 the number of male employees more dominant by the number of 75 employees, compared with the number of female workers, amounting to only 25 employees, and total employees 90 people. Resulting in the workload of some employees to be more severe than other employees. Decrease in employees is due to employees who retire and transfer the job site to another.

NO	Alleged Factor Decreased employee satisfaction	Pre-Survey Results Percent STS and SS	
		% STS	% TS
1.	Leadership style	19.6	53.3
2.	Work motivation	71.8	50.7
3.	Work environment	63.4	20.3
4.	Organizational culture	7.4	20.3
5.	Career development	19.6	17.4

Table 1:- Summary of Results Prastudi Suspected Cause Decreased Employee Job Satisfaction
Source: Survey in October 2018 in the General Bureau of the General Secretariat of the Ministry of Trade

Based on data from pre-survey above, it can be seen that there is job dissatisfaction employees of the General Bureau of the General Secretariat of the Ministry of Commerce reached the category of Less Good on the variables of leadership style, motivation and work environment, and therefore based on the problem above, the necessary research on Analysis of Job Satisfaction Employee Bureau of the Public The Secretariat General of the Ministry of Trade.

The purpose of this study was to determine and analyze the variables as follows: 1) The effect of leadership style on employee satisfaction, 2) The effect of work motivation on employee satisfaction, 3) Effect of work environment on employee satisfaction, 4) The effect of leadership style, work motivation, work environment jointly affect the employee kepuasaankerja.

II. LITERATURE REVIEW

➤ Job Satisfaction

According Mangkunagara (2016: 117) job satisfaction is a feeling of support or do not support self-employees associated with work and with her condition.

Tiffin (1958) in Sutrisno (2016: 76) argues job satisfaction is closely related to the attitude of employees toward his own work, the work situation, cooperation between the leadership with fellow employees.

Job satisfaction (job satisfaction) refers to the overall attitude that will happen to every individual in general toward his work. Factors that may affect job satisfaction among working conditions / work environment, regulatory or organizational culture and organizational characteristics, satisfactory compensation, work efficiency and work partner.

➤ Leadership Style

The role of a leader in organizational life is needed. A leader should be able to give encouragement and motivation to its employees in completing the work.

According to Robbins and Judge (2015) leadership is a process to affect the organization in achieving its goals.

In line with the definition Northouse (2013: 5) states that leadership is a process by which individuals influence a group of individuals to achieve a common goal. Leadership includes the influence and attention to the common cause.

Every leader has a way or style in leading the organization. The leadership style is a pattern of behavior demonstrated by leaders in influencing others or employee (Satyawati, 2014: 20). The leadership style is a set of characteristics that are used to influence the leadership of subordinates in order to achieve organizational goals or can also be a pattern of behavior and strategies used a ruler (Riva, 2008: 64). Based on modern literature on leadership. Meanwhile, according Thoha (2013: 49) style of leadership is the norm of behavior that is used by a person at the time to influence the behavior of others.

➤ Work Motivation

Each organization would want to achieve the goal. To achieve these objectives, the role of humans are involved in it are very important. To move men to conform to the desired organization, it should be understood that the human motivation to work in the organization, because the motivation that determines the behavior of people to work, or in other words, the behavior is a reflection of the simplest of motivation.

Motivation is a factor that encourages a person to do a particular activity, and therefore the motivation is often interpreted also as a factor driving behavior. Any activity undertaken by a person definitely has a factor that encourages such activity. Therefore, the driving factors of a person to perform a certain activity in general is the person's needs and desires (Gitosudarmo, 2001).

➤ Work Environment

The working environment in a company should be noted, this was due to the work environment has a direct impact on the employees.

According Nitisemito (2002) in Wibowo (2014) work environment is everything that exists in the environment around the workers and that could affect him in carrying out the tasks assigned to them, such as hygiene, music, and others. Sedarmayanti (2009: 26) which defines the working

environment in the sense of all the circumstances that are around the workplace, will affect employees both directly and indirectly.

The concept of the overall working environment meluputi the physical, psychological, social and employee work place (Jain and Kaur, 2014: 1). The working environment according to Sedarmayanti (2009: 21-28) consist of two (2) types: physical work environment and non-physical work environment.

Based on the above opinion, it can be concluded that the circumstances which were scattered around the workplace, will affect employees both directly and indirectly.

Here are validity of the leadership style variable (X1), work motivation (X2), Working Environment (X3) and Employee Job Satisfaction variable (Y) for each indicator question that everything is declared "invalid".

correlations		
Indicators code		Total_X1
X1.1	Pearson Correlation	.730 **
X1.2	Pearson Correlation	.822 **
X1.3	Pearson Correlation	.758 **
X1.4	Pearson Correlation	.777 **

Table 2:- Results of Test Validity Leadership Styles (X1)

correlations		
Indicators code		Total_X2
X2.1	Pearson Correlation	.831 **
X2.2	Pearson Correlation	.821 **
X2.3	Pearson Correlation	.843 **
X2.4	Pearson Correlation	.811 **
X2.5	Pearson Correlation	.849 **
X2.6	Pearson Correlation	.853 **
X2.7	Pearson Correlation	.821 **
X2.8	Pearson Correlation	.804 **
X2.9	Pearson Correlation	.822 **

Table 3:- Test Results Validity work motivation (X2)

correlations		
Indicators code		Total_X3
X3.1	Pearson Correlation	.781 **
X3.2	Pearson Correlation	.758 **
X3.3	Pearson Correlation	.841 **
X3.4	Pearson Correlation	.778 **
X3.5	Pearson Correlation	.746 **
X3.6	Pearson Correlation	.759 **
X3.7	Pearson Correlation	.795 **
X3.8	Pearson Correlation	.851 **
X3.9	Pearson Correlation	.766 **
X3.10	Pearson Correlation	.810 **
X3.11	Pearson Correlation	.777 **

Table 4:- Results Validity Working Environment (X3)

correlations		
Indicators code		Total_Y
Y.1	Pearson Correlation	.783 **
Y.2	Pearson Correlation	.722 **
Y.3	Pearson Correlation	.695 **
Y.4	Pearson Correlation	.765 **
Y.5	Pearson Correlation	.715 **
Y.6	Pearson Correlation	.831 **
Y.7	Pearson Correlation	.706 **
Y.8	Pearson Correlation	.637 **
Y.9	Pearson Correlation	.751 **
Y.10	Pearson Correlation	.740 **
Y.11	Pearson Correlation	.689 **

Table 5:- Test Results Validity Job Satisfaction (Y)

➤ *Test Realibitas*

variables	Cronbach's Alpha	requirement	Information
X1	0807	0.6	<i>reliable</i>
X2	0788	0.6	<i>reliable</i>
X3	0778	0.6	<i>reliable</i>
Y	0771	0.6	<i>reliable</i>

Table 6:- Test Reliability Research Variables

Test results reliability it can be seen that for Leadership Style variables (X1), work motivation (X2), Working Environment (X3), and job satisfaction variable (Y), has a Cronbach's Alpha value of 0.807, 0.788, 0.778, and 0.771, and everything above 0.6, ThereforeLeadership

Style variables (X1), work motivation (X2), Working Environment (X3), and job satisfaction variable (Y), otherwise reliable. Therefore, this study variables declared reliable so that the items in each of the variables fit for use as a measuring tool and can do further analysis.

B. Classic Assumption Test➤ *Normality Test*

Tests of normality			
	Kolmogorov-Smirnova		
	statistics	df	Sig.
X1	0277	91	0000
X2	0163	91	0000
X3	0143	91	0000
Y	0163	91	0000

Table 7:- Data Normality Test Results

Kolomogorov-Smirnov test results of the four variables above are qualified normality test value > Table KS value. It can be concluded that the data tested had normal distribution of data.

Coefficientsa				
Model		Coefficients unstandardized		standardized Coefficients
		B	Std. Error	beta
1	(Constant)	1,317	0,098	
	X1	0176	0050	0216
	X2	0350	0037	0533
	X3	0211	0046	0281

Table 8

➤ *Test Multicollinearity*

Model	Coefficientsa		
	collinearity Statistics		
	tolerance	VIF	
(Constant)			
Leadership style	0352	2837	
Work motivation	0416	2,403	
Work environment	0347	2,882	

Table 9:- Test Results Multicollinearity

From the data it is known that the value of tolerance of all the variables more than 0.10 and VIF each variable is 2,837, 2,403, 2,882 and less than 10. It can be concluded that the data did not happen multikolinearitas tested in the regression model.

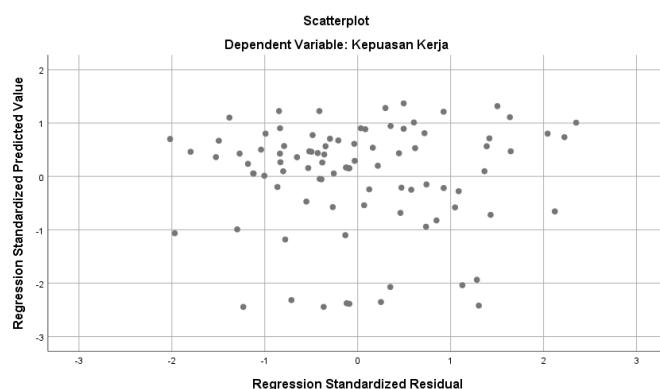
➤ *Test Heterokedastisitas*

Fig 1

The scatter diagram and does not form a random pattern or the regression does not occur heterocedastisity in regression models, so it is worth used to predict job satisfaction of employees based on the input of independent variables of leadership style, motivation and work environment.

C. Multiple Linear Regression Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1	(Constant)	1.317	0.098		13.422 0.000
	Gaya Kepemimpinan	0.176	0.050	0.216 3.536	0.001
	Motivasi Kerja	0.350	0.037	0.533 9.475	0.000
	Lingkungan Kerja	0.211	0.046	0.281 4.552	0.000

a. Dependent Variable: Kepuasan Kerja

Table 10:- Results of Multiple Linear Regression Analysis

The regression equation is formed:

$$Y = 1.317 + 0.176 X_1 + 0.350 X_2 + 0.211 X_3;$$

Can be interpreted as follows:

1. Constants of a = 1.317;
2. Leadership Style variables (X1)

Has a constant value of $\beta_1 = 0.176$ means variable Leadership Style (X1) has a positive effect on the variable job satisfaction (Y), and if the work motivation (X2), and the Working Environment (X3) are considered zero (no or do not do) then the variable Leadership Style (X1) will affect or improve job satisfaction variable (Y) of 17.6%.

3. Variable work motivation (X2)

Has a constant value of $\beta_2 = 0.350$ means the variable work motivation (X2) has a positive effect on the variable job satisfaction (Y), and if the leadership style (X1), and the Working Environment (X3) are considered zero (no or do not do) then the variable Work Motivation (X2) will affect or improve job satisfaction variable (Y) amounted to 35.0%.

4. Work Environment Variables (X3)

Has a constant value of $\beta_3 = 0.211$ meaning variable Working Environment (X3) positive effect on the variable job satisfaction (Y), and if the leadership style (X1), and work motivation (X2) are considered zero (no or do not do) then the variable Work Environment (X3) will affect or improve job satisfaction variable (Y) of 21.1%.

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusions

- Leadership Style significant effect on employee satisfaction.

A very strong correlation to the dimensions of leadership style (X1.1) with job satisfaction variable (Y) on the dimensions of work itself (Y1). The job itself is very influential on job satisfaction, where given the more work will create a situation where employees have the opportunity to learn and accept the responsibility and the impact creates a feeling of satisfaction that is positive for the employees themselves.

- Work Motivation significant effect on employee satisfaction. A very strong correlation to the dimensions of work motivation (X2) with job satisfaction variable (Y) on the dimensions Salary (X2.2). Salary significant effect on employee satisfaction, which remuneration to the employee who has done a good job, increase the comfort of the working environment as well as improving relations between managers and staff and relationships among employees can be done well in the General Bureau of Ministry of Commerce, the motivation of employees working in performing tasks that have been given by the leader can be increased.

- Work environment significantly influence employee satisfaction.

A very strong correlation to the dimensions of the Working Environment (X3.1) with job satisfaction variable (Y) on the dimensions Color decor of the room made comfortable in work (X3.4), dimensions color significant effect on employee satisfaction, where the color of the room decor is able to improve the performance of employees in the company's work on targets psychologically.

- Variable transformational leadership style, employee motivation and working environment together positive and significant impact on employee commitment, with the dominant variable is the variable of leadership style.

B. Suggestion

➤ General Bureau, Ministry of Commerce with transformational leadership style must maintain inspiration motivation to employees, the leader is always communicating goals and objectives to all employees, provide inspiration related to the implementation of the tasks to all employees so that employees more enthusiastic about work, encouraging employees to improve creativity and innovation of employees in carrying out the tasks given, and give attention to all employees associated with the implementation of the tasks that can increase employee commitment.

➤ General Bureau, Ministry of Trade should improve the motivation of employees in the form of hygiene factors, such as relationship managers and staff and relationships among employees, with more attention to incentives beyond salary to employees, primarily to employees who have been carrying out the tasks given to the good, as well as comfort the working environment must be improved, so as to create a conducive working suasa and will have a positive impact to the commitment of employees in their duties.

➤ General Bureau of Ministry of Commerce need to increase the transformational leadership style, motivation and staffing to improve employee commitment in carrying out the tasks assigned to produce the appropriate output targets. Nevertheless variable transformational leadership style should be the main focus of improvement for transformational leadership style that has a significant influence on employee commitment.

➤ The following studies are advised to examine factors other than transformational leadership style, motivation, and the work environment affects employee satisfaction as work discipline, work culture, job commitment, job placement, job performance and others.

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