THE RELATIONSHIP OF JOB SATISFACTION WITH THE PERFORMANCE OF ENVIRONMENTAL SERVICE EMPLOYEES

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Abstract

This research aims to analyze the relationship between job satisfaction and the performance of Environmental Service (DLH) employees. The research method used is a quantitative method using a questionnaire as a tool for data collection. The samples taken were 121 Tangerang City DLH employees from a population of 172 employees. The analysis used is correlation analysis and regression analysis. This research produces a positive and significant relationship between Job Satisfaction and Employee Performance, with a correlation coefficient r = 0.324 > r table (r table = 0.195 at α = 5%).

Keywords: Job Satisfaction, Employee Performance, Environmental Service.

A. Introduction

Performance is the result of a person as a whole during a certain period in carrying out tasks from the aspects of quality, quantity, working time and cooperation to achieve the goals set by the organization. Performance is related to production problems and is oriented towards the results obtained.

According to Dessler (2013) quoted by Kurniawan, et al. (2017: 121), the indicators used to measure employee performance are quality, quantity, timeliness, effectiveness and independence. Meanwhile, Rusby (2017: 192) states that employee performance indicators are output quantity, output quality, output period, presence at work and cooperative attitude.

Miner (1990) quoted by Sutrisno (2018: 123) mentions indicators, namely Quality produced, explaining the number of errors, time and accuracy in carrying out tasks, Quantity produced, regarding how many products or services can be produced, Working time , explains how many absences, tardiness, and length of work the employee has served and Collaboration, explains how the employee helps or hinders the efforts of his co-workers.

Job satisfaction is an emotional reaction caused by the employee's encouragement, desires, demands and hopes for work which are connected to the realities felt by the employee, giving rise to a form of emotional reaction in the form of feelings of happiness, feelings of satisfaction or feelings of dissatisfaction. Wijaya (2017: 202)

There are several indicators that can measure the level of job satisfaction of an employee, according to Luthans (2006) quoted by Hidayat, et al. (2017: 47), including payment, work, promotion opportunities, superiors and co-workers. Then Robbins and Judge (2011) quoted by Hendro (2018: 3) argue that job satisfaction has the following indicators, the job itself, wages, opportunities to get promotions, supervision from superiors and co-workers.

The Environmental Service (DLH) is an implementing element of the Regional Government in the environmental sector whose main task is carrying out government affairs in the environmental sector which are the authority of the Region and assistance tasks given to the Region in accordance with its vision and mission.

From the explanation above, this research aims to find out the relationship between job satisfaction and the performance of environmental service employees.

B. Method

The research method used in this research is correlation research. Correlation research to see the relationship between two variables. The population in this study was Tangerang City Environmental Service employees with Civil Servant (PNS) status, totaling 172 people. The number of representative samples in this research was 121 employees of the Tangerang City Environmental Service.

The data collection technique used in this research is by using a questionnaire given to Tangerang City DLH employees, done by giving a set of questions or written statements to respondents to answer.

Data analysis techniques include analysis prerequisite tests consisting of normality tests, linearity tests and homogeneity tests. Hypothesis testing is carried out using simple linear correlation analysis, partial correlation analysis, multiple linear correlation analysis, simple linear regression analysis and multiple linear regression analysis.

C. Results and Discussion

The formulation of the hypothesis in this research is that there is a positive and significant relationship between job satisfaction and employee performance. The frequency distribution of Job Satisfaction variable data and the results of data analysis can be seen in the following table and figure.

Table 1. Frequency Distribution of Job Satisfaction Variables

No	Job Satisfaction Value	Frequency	Cumulative Frequency	Cumulative Frequency
1	38 – 41	6	4,96%	6
2	42 – 45	18	14,88%	24
3	46 – 49	40	33,06%	64
4	50 – 53	41	33,88%	105
5	54 – 57	5	4,13%	110
6	58 – 61	11	9,09%	121
	Amount	121	100,00%	

From the table above it can be seen that 33.88% of respondents have the highest relative frequency of job satisfaction in the interval 50 - 53, while the lowest relative frequency is 4.13% which is in the interval 54 - 57. To clarify the presentation of the frequency distribution The Job Satisfaction variable is also presented with a bar graph (histogram) as in the following image.
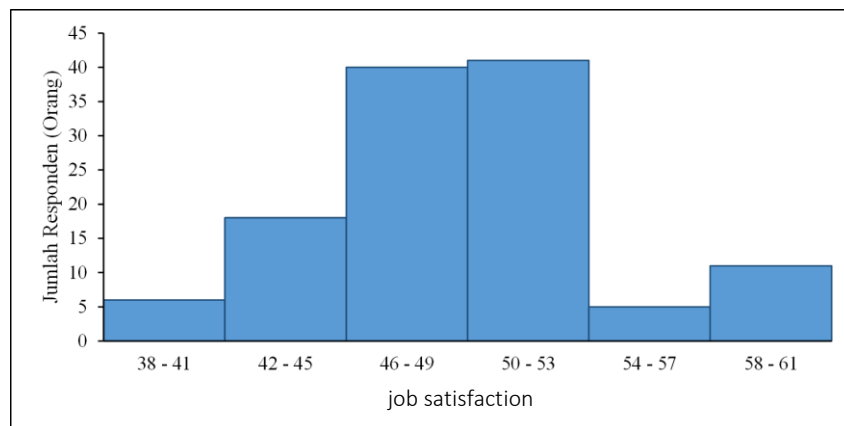

Figure 1. Histogram of Job Satisfaction Variables

Table 2.
Results of Correlation Analysis between Job Satisfaction and Employee Performance.

Summary Output

Regression Statistics

Multiple R	0,324
R Square	0,105
Adjusted R Square	0,097
Standard Error	4,056
Observations	121,000

ANOVA

	df	SS	MS	F	Significance F
Regression	1,000	229,034	229,034	13,919	0,000
Residual	119,000	1.958,139	16,455		
Total	120,000	2.187,174			

	Coefficients	Standard Error	t Stat	P-value	Lower 95%	Upper 95%	Lower 95%	Upper 95%
Intercept	54,259	3,680	14,746	0,000	46,973	61,545	46,973	61,545
X_2	0,278	0,075	3,731	0,000	0,131	0,426	0,131	0,426

The calculated r value between job satisfaction and employee performance was 0.324 and the r table at the 5% significance level was 0.195. Thus, if the rcount value is greater than the rtable value, then the correlation coefficient is significant or in other words there is a positive and significant relationship between job satisfaction and employee performance..

Meanwhile, for the significance test using the t test, the t value obtained was 3.731 and the t table at the 5% significance level was 1.980. Thus, the tcount value is greater than the ttable value, then the correlation coefficient is significant or it can be said that there is a positive and significant relationship between Job Satisfaction and Employee Performance, and the data and coefficient can be generalized to the population where the sample was taken or in other words the data This reflects the state of the population, which means H0 is rejected and H2 is accepted. The functional relationship between Job Satisfaction and Employee Performance can be calculated using regression analysis techniques.

To find out how big the relationship is between Job Satisfaction and Employee Performance, you can use the coefficient of determination. From the table, the coefficient of determination (R Square) value is 0.105 or 10.5%. This means that 10.5% of the variance that occurs in the Employee Performance variable is determined by the amount of Job Satisfaction, while the remaining 89.5% is determined by other factors.

After testing the analysis requirements through normality, homogeneity and linearity tests, correlation analysis was then carried out and the correlation coefficient value rcount = 0.324 > rtable (rttable = 0.195 at α = 0.05) was obtained. Thus, H0 is rejected and H2 is accepted, which means that there is a positive and significant relationship between Job Satisfaction and Employee Performance, and the data and coefficients can be generalized to the population from which the sample was taken or in other words the data reflects the state of the population. This shows that changes in the Job Satisfaction variable will make changes to the Employee Performance variable.

The contribution of Job Satisfaction to Employee Performance is calculated using the coefficient of determination, which is 0.105 or 10.5%. This means that the Job Satisfaction variable contributes 10.5% to Employee Performance. Meanwhile, the remaining 89.5% is determined by other factors, such as work motivation, work

environment, organizational commitment, organizational culture, organizational change and development, leadership style, competency, employee development and other factors. To determine employee performance based on job satisfaction, you can use the equation. The results of the partial correlation analysis also show that there is a significant relationship between job satisfaction and employee performance if compensation is fixed.

Job satisfaction is an employee's attitude or feelings towards their work. This is in line with the opinion of Colquitt, et al. (2011) quoted by Fikri, et.al. (2018: 25) who argue that "job satisfaction is a pleasant feeling obtained from evaluating one's work or work experience". A similar opinion was expressed by Luthans (2006) quoted by Hidayat, et al. (2017: 47), which states that "job satisfaction is a happy emotional state or positive emotion that comes from assessing one's work or work experience".

Job satisfaction has an impact that can affect an organization and its members. Wijaya (2017: 206) believes that an employee's job satisfaction has an impact on productivity, absenteeism and employee turnover, as well as the impact on health. An employee who feels satisfied at work will certainly demonstrate positive and optimal attitudes and behavior in carrying out his work (Erialdy et al., 2020), whereas employees who feel dissatisfied will display less than optimal attitudes and behavior at work.

Based on the explanation above, it can be concluded that job satisfaction is an important determinant factor that must be pursued by an organization or agency. Therefore, job satisfaction can trigger an employee's work productivity, resulting in optimal performance from an employee.

D. Conclusion

There is a positive and significant relationship between job satisfaction and employee performance at the Tangerang City Environmental Service with a correlation coefficient value of 0.324, where this correlation coefficient value is greater than the correlation coefficient value based on the table (rtable) at a significance level of 5%, namely 0.195;

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