Creating Employee Satisfaction Through Support Organizations (Case Study PT. Wana Lights Nugraha Senduro Lumajang)

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Abstract

In an organization, what triggered employees morale to Endure to be a goal for every company. This research was conducted of PT. Light Wana Nugraha Senduro Lumajang. The number of respondents taken using a simple random sampling technique, as many as 60 employees who are willing to be sampled using a simple linear regression analysis approach to test the hypothesis proposed in this research. The results show that there is a significant influence between organizational support for employees job satisfaction at PT. Light Wana Nugraha Senduro Lumajang. Organizational support needs to be maximally given to improve employees job satisfaction.

Keywords: Organizational Support, Job Satisfaction Employees

INTRODUCTION

In this globalization era, more and more popping organizations that produce goods or services, it indicates that the more competition requires organizations to have a strategy in conducting the production process (Munawaroh, Indarti, & Marzolina, 2014). In the modern enterprise human resources is considered as the most important asset that they will acquire a major welfare above the crowd (Kasmir, 2017). Human resources is a critical success factor in achieving the organization's objectives (Munawaroh et al., 2014). An organization set up for handling a job can not be done by one person alone but can be done together (Edison, Anwar, & Komariyah, 2017). Employees will develop a strong level of support from organizations or their leaders, and can lead to effective work habits, such as better performance and provide more assistance to their colleagues (Cheung in the Goddess and the Goddess, 2018), Robbins and Judge in kaswan (2015) describes the organizational support is the extent to which employees believe that the organization appreciates the contribution and care for the welfare of employees. If the employee considers that the organizations in receipt of support is high, then the employee will unite the membership as a member of the organization into their own identity. With the merging of membership in the organization with the identity of the employee, then the employee feel part of the organization and feel a responsibility to contribute and give the best performance in the organization.

The theory which is used in support of the organization is the social exchange theory (Social Exchange Theory). This theory describes the various transactions that occur throughout the social life of someone who is characterized by a strong emotional connection. Employees will develop a strong level of support from organizations or their leaders, and can lead to effective work habits, such as better performance and provide more assistance to their colleagues (Cheung, 2013).
Everyone who works expect derive satisfaction from work (Wibowo 2007). Job satisfaction to be one employee attitude that describes someone on a feeling that support or do not support in her work (Wexley and Yukl in Indrasari, 2017: 39). Triton (2009) explaining that job satisfaction is a reflection of the feelings of judgment or workers to work in an organization.

*Perceived organizational support* (Perceptions of organizational support) have a positive relationship to employee satisfaction so it can be concluded that the higher the perceived organizational support in the organization of the high employee satisfaction (Eisenberger, Stinglhamber, Vandenbergh, Sucharski, & Rhoades, 2002). Meanwhile, other research describes perceived organizational support significant effect on job satisfaction (Burke, 2003), This research was supported with research Stamper and Johlke (2003) perceived organizational support has a strong effect on job satisfaction.

Perceived organizational support positively influence job satisfaction (Miao & Kim, 2010), other studies organizational support has a positive effect on employee job satisfaction, so support organizations need to be given to the maximum in order to increase employee satisfaction (Adhika & Riana, 2016). Further research organization support positive effect on job satisfaction (Goddess and goddess, 2018).

**METHODS**

Dukungan organization is the extent to which employees believe that the organization appreciates the contribution and care for the welfare of employees (Robbins and Judge in kaswan, 2015). There are several indicators that influence organizational support (Kaswan, 2015: 238), Among others: respect, caring, and well-being.

Job satisfaction is the result of which is enjoyed in the work by gaining praise the work placement or position he held and the treatment well (Hasibuan in Tannady, 2017: 173), Smith et al in Indrasari (2017) revealed some indicators that can affect employee satisfaction, such as: satisfaction with the work itself, the opportunity to salaries, promotion, satisfaction with supervision, and satisfaction with co-workers.

This research applies quantitative research methods research design causal. Analysis was conducted on the independent variable is organizational support to the dependent variable is job satisfaction using simple linear regression analysis to test the hypothesis that has been developed. The target population in this study are employees at PT. Light Wana Nugraha Senduro Lumajang. The sampling technique is simple random sampling is applied so that the selected 60 employees. Based on simple linear regression analysis of the hypothesis was tested with the criteria of significance value of less than 5%.

**RESULTS AND DISCUSSION**

<table>
<thead>
<tr>
<th>Table 1. Results of Test Validity and Reliability</th>
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Source: 2019 data though results

Table 1 shows that all items on the statement of each of the variables have met the criteria in testing the validity. It can be concluded that the instrument and the whole point statement in this study has been qualified as valid and used as a measurement tool because it can collect data and information required. In Table 1 are also may indicate that variable organizational support and job satisfaction all have a Cronbach's alpha coefficient greater than 0.6 so that it can be concluded that all variables can be said to be reliable.

So that each item statement questionnaire used in this study proved to be reliable because it can give different results if the measurements were taken back to the same subject at different times.

Table 2. Classical Assumption Test Results

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<th>One-Sample Kolmogorov-Smirnov Test</th>
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<td>constants</td>
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<td>DO KK</td>
<td>0.155</td>
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Source: 2019 data though results

Table 2 shows normality test results data using the Kolmogorov-Smirnov test showed Asymp.Sig value greater than 5% significance level. This means that the independent variable and the dependent variable normal distribution.

Table 2 also shows the result of a simple linear regression equation, namely the constant value of 6.343 and organizational support coefficient of 0.846 (positive showing unidirectional relationship), assuming the independent variables are constant or fixed support organization. It can be concluded that the data used in this study heterokedastisitas free of symptoms.

Hypothesis organizational support significant effect on satisfaction (hypothesis is accepted, the value of β = 5.454 and p = 0.000). These results suggest that perceived organizational support (Perceived organizational support) significant effect on job satisfaction (Burke, 2003), Supporting previous research Adhika and Riana (2016) organizational support has a positive effect on employee job satisfaction, so support organizations need to be given to the maximum in order to increase employee satisfaction.

Figure 1 shows the value of R Square that is equal to 0.582, which means that the regression line has the ability to explain for 58.2% of job satisfaction is influenced by independent variables, organizational support, while 41.8% of job satisfaction is influenced by other variables not examined in this study such as motivation, work discipline, work environment, etc.

Discussion

Generally, this study shows the results of the descriptive analysis that condition the respondents' assessment of the variables of this research in general is good. It can be shown from the high number of responses from respondents' agreement PT. Light Wana Nugraha Senduro Lumajang against each of the variables. The number of respondents is dominated by male employees as much as 36 or 60% and the remaining 24 people or 40% are women. When viewed by age then dominated
aged between 21-30 years 48 respondents or 80%, 31-40 years as many as 10 respondents or 16.67%, and over 40 years 2 respondents or 3.33%. While based on the level of education is dominated by the high school level as many as 38 people or 63.33%, from elementary level 6 or 10%, junior high school level as many as 14 people or 23.33%, and 2 or 3.33% educated S1.

From these results subsequently obtained by the independent variable is the result of organizational support significant influence on employee job satisfaction on PT. Light Wana Nugraha Senduro Lumajang. Explanation of each variable described as follows:

Results of testing the hypothesis that a significant difference between organizational support on employee job satisfaction on PT. Light Wana Nugraha Senduro Lumajang that this hypothesis is accepted. This means that the support organization is very influential in improving job satisfaction of employees of PT. Light Wana Nugraha Senduro Lumajang, Support organization is the view of the extent to which employees believe that the organization appreciates the contribution and care for the welfare of employees (kaswan, 2015).

Judging from both the employee genders male and female employees showed that the number of males larger than females. This shows why support organization contribute significantly job satisfaction because a lot of field work performed it takes hard work and diligence as an employee.

While the views of age, the majority of 21-30 years old. This shows that why supporting organizations play a significant role on employee job satisfaction for age mature enough employees classified as an emotional level and maturity of thought in making decisions fairly well.

Employee education level varies greatly, but is dominated by high school-educated employees. This shows that why supporting organizations play a significant role on employee job satisfaction for employee is considered to have been able to complete the job responsibilities.

This study supports research conducted by Adhika and Riana (2016) the results show that the organization support positive effect on employee job satisfaction, so support organizations need to be given to the maximum in order to increase employee satisfaction.

CONCLUSION
This study aims to provide evidence of a significant impact on organizational support variable in improving employee satisfaction PT. Wana Light Nugraha Senduro Lumajang. The target population in this study are employees at PT. Light Wana Nugraha Senduro Lumajang. The sampling technique is simple random sampling is applied so that the selected 60 employees. The collection of data obtained by questionnaires, documentation, observation, interview and literature study. Measurement data is carried out by researchers that is by scoring on each answer of the questions of the questionnaire. Scoring in this study is based on a Likert scale. There are some items statement of support organizations (Kaswan, 2015: 238), Among others: respect, caring, and well-being. Smith et al in Indrasari (2017) statement reveals several items that can affect employee satisfaction, such as: satisfaction with the work itself, the opportunity to salaries, promotion, satisfaction with supervision, and satisfaction with co-workers. Step analysis of research data consists of test instruments and classical assumption. based on the responses of employees of PT. Light Wana Nugraha Senduro Lumajang number of respondents are dominated by male employees 30 people. When viewed by age then dominated aged between 21-30 years 48 respondents. While based on the level of education is dominated by the high school level as many as 38 people.
Based on the results of research and discussion of research hypothesis that has been described above it can be concluded as follows, namely: There is a significant effect of organizational support on employee job satisfaction on PT. Light Wana Nugraha Senduro Lumajang.

REFERENCES


