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## THE IMPACT OF JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT CIREBON POLTEK COMPUTER SCIENCE COLLEGE

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### Abstract

**Purpose:** This study aims to examine the impact of job satisfaction on employee performance at Cirebon Poltek Computer Science College.

**Research Methodology:** Quantitative descriptive research; population: 30 employees; sampling method: census; tools: questionnaires, structured interviews; software: SPSS for data analysis; methods: inferential analysis, linear regression.

**Results:** Job satisfaction positively affects employee performance, with significant correlation found.

**Limitations:** The study is limited to a single institution, which may restrict the generalizability of the findings

**Contribution:** This research is beneficial for human resource management, organizational behavior, and educational institutions aiming to enhance employee performance through improved job satisfaction.

**Keywords:** *Job Satisfaction, Employee Performance*



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## 1. INTRODUCTION

Education is a long-term investment to educate the nation and move towards a better direction. Therefore, the implementation of education needs to be supported, both in terms of material and non-material from all parties so that in its implementation education can run in accordance with the goals that have been set together (Widiastuti, 2012). In today's competitive era, every organization must be able to develop and improve the organization by holding various methods that are structured in programs to improve employee performance. Many factors are related to improving organizational performance. One important factor that must be considered by the organization in achieving its goals is the human resources (HR) factor. Humans as the driving force of the organization are the main factor because the existence of the organization depends on the humans involved behind it. To be able to achieve the goals of the organization, competent human resources are needed in carrying out their duties.

Generally, organizational leaders expect good performance from each employee in carrying out the tasks given by an organization. The organization realizes that human resources are the basic capital in the process of organizational and even national development, therefore the quality of human resources must always be developed and directed in order to achieve the goals set by an organization or organization (Handoko, 2015). (Yohana, 2012) states that employee performance or work achievement (performance) is the result achieved by employees in carrying out tasks based on skills, experience and sincerity and the use of time in the work process. Meanwhile, according to (Panjaitan, 2019) performance reflects a sense of responsibility in carrying out the tasks given, which of course will encourage work passion, work enthusiasm, and the realization of organizational goals. Employee performance is a problem in itself, because the status factor attached to it as an employee automatically means that the salary or income that has been owned so far is far from sufficient, so this results in low employee performance.

Employee performance can be measured by planning, implementing and evaluating learning, cooperation in work groups, understanding and ability to work and self-evaluation in achieving achievements. These indicators are still low in STIKOM POLTEK Cirebon employees, this is proven by the results of a pre-survey with an interview with one of the employees of the POLTEK Cirebon Computer Science College, who stated that in carrying out the work process, employees have not been able to plan themselves, non-permanent employees are still difficult to work with in groups or employee teams, their responsibility in implementing learning is still low. The results of an interview with one of the employees stated that employees actually want their performance to be assessed, to find out how much performance the employees have done so far, so that they can continue to improve their shortcomings.

This phenomenon shows that employee performance is still low. This problem does not need to be allowed to drag on so that the problem can be resolved so that the quality of work and service is better so that it can compete with others. A way out needs to be found to improve the quality of employee performance. Job satisfaction is one of the important factors that affect performance because most of a person's time is spent at work. (Robbins, 2015) states that job satisfaction is a general attitude towards one's job as the difference between the amount of compensation received by workers and the amount they believe they should receive. Many factors can affect performance, one of which is related to the level of satisfaction at work.

Campuses that require employees to work in the same field of work for a long time will easily make employees feel bored. The monotonous work routine every day, at some point will definitely reach a point of saturation, which can result in employees not being able to maximize their abilities for the progress of the organization. Because they know their position will not change, it can cause employees to no longer have the interest and desire to develop themselves. Research (Yuliejatiningsih, 2012) shows that job satisfaction is positively related to performance. Job satisfaction is influenced by working conditions. A person's productivity will increase if in the organization there are human relationship activities that bring social and psychological satisfaction to workers. Social satisfaction demands freedom to socialize in carrying out tasks, while psychological satisfaction can be fulfilled by giving someone the opportunity to participate in managerial decision making. Thus, greater satisfaction will be obtained which will increase performance and productivity.

## 2. LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

### 2.1. Literature Review

Job satisfaction is a general attitude toward one's job, indicating the difference between the amount of rewards workers receive and the amount they believe they should receive (Robbins, 2015). Greenberg and Baron in (Pangestu, 2019) describe job satisfaction as a positive or negative attitude that individuals have toward their jobs. A similar view is expressed by Gibson in (Hardianto, 2018) who states that job satisfaction is an attitude that workers have about their jobs. This is the result of their perception of the job. Job satisfaction is an affective or emotional response to various aspects of one's job (Majid et al., 2021). This definition shows that job satisfaction is not a single concept. A person can be relatively satisfied with one aspect of the job, and dissatisfied with one or more other aspects. According to Robbins and Judge (2009:119), in (Wijono, 2010) indicators of job satisfaction include satisfaction with work, wages/salaries, promotions, coworkers and supervision. The explanation of each indicator is satisfaction with:

- a. Job. A job is a person's suitability in carrying out activities that are in accordance with the skills they have and pride in the tasks and responsibilities they have.
- b. Wages/Salary. Wages/salary are a person's basic needs to meet the needs of an important role in motivating employees to have high job satisfaction.
- c. Promotion Job promotion is an opportunity to gain experience and improve skills during work. Job promotions that are carried out transparently and compete healthily, this will encourage someone to be motivated to achieve high achievements, so that it will affect their job satisfaction.
- d. Coworkers. The relationship between coworkers, namely the relationship between Employees and Employees, is one of the factors in completing work lightly if the relationship between coworkers helps each other and difficult work can be done in the form of a work team. This is because the disharmony of the relationship between coworkers above will result in dissatisfaction at work.
- e. Supervision. For employees, supervisors are considered their superiors, poor supervision can result in absenteeism and turnover. The relationship between employees and the institution is very important, meaning that coordination that is built well between the head of the polytechnic and employees will increase employee satisfaction. Job satisfaction can be improved through supervision and good relationships from leaders to subordinates. (Sedarmayanti, 2012) defines performance as the results or level of success of a person as a whole in carrying out tasks compared to established standards. Meanwhile, (Bili et al., 2018) defines performance as the results of work in terms of quality and quantity achieved by a person in carrying out their functions according to their duties and responsibilities. Meanwhile, (Basu & Irawan., 2012) states that performance is a concrete, observable, and measurable work result. Thus, if the work results want to occupy a good value, then in working they must be truly disciplined in all positive things. Based on these experts, it can be concluded that performance is the work results achieved by a person in carrying out tasks according to the responsibilities given to him during a certain time that is concrete and measurable.

According to (Mathis & Jackson, 2016) employee performance influences how much contribution to the organization includes:

1. Quantity of Work. This standard is carried out by comparing the amount of work volume that should be (standard work norms) with actual capabilities.

2. Work Quality. This standard emphasizes the quality of work produced compared to the volume of work.
3. Time Utilization. Namely the use of work periods adjusted to company policy.
4. Attendance Level. The assumption used in this standard is that if employee attendance is below the established work standards, the employee will not be able to provide optimal contributions to the company.
5. Cooperation. The involvement of all employees in achieving the set targets will affect the success of the supervised section. Cooperation between employees can be improved if the leader is able to motivate employees well.

## 2.2. Hypothesis Development

Based on the background and literature review, the proposed hypothesis is as follows:

Ho = It is suspected that job satisfaction has a positive effect on employee performance at the POLTEK Cirebon Computer Science College.

Ha = It is suspected that job satisfaction does not affect employee performance at the POLTEK Cirebon Computer Science College.

## 3. RESEARCH METHODOLOGY

The research method used by the researcher uses a quantitative descriptive research method. In this study, the population is 30 employees of the Cirebon Polytechnic College of Computer Science. The determination of the number of samples used by the author in this study is the census method based on the provisions put forward by (Sugiyono, 2015) which states that: "Saturated sampling is a sampling technique when all members of the population are used as samples. In the study there were 30 samples. The definition of the Research Method according to (Suliyanto, 2018) is: "A scientific way to obtain data with certain purposes and uses".

The research method used by the researcher in this study is quantitative descriptive research with a survey approach. The survey research method is used to obtain data from certain natural (not artificial) places, but the researcher carries out treatment in data collection, for example by distributing questionnaires, structured interviews, and so on.

The research instrument is used to measure the value of the variables studied. Thus, the instrument used in the study will depend on the number of variables studied. The instrument used must have been tested for validity and reliability. In this study, to process data from the results of this study using Inferential Analysis (quantitative). Where in the analysis using the SPSS program package. Data analysis was carried out with the help of the Linear Regression Method, but before conducting the linear regression analysis, a classical assumption test was used which included a normality test, a simple linear regression test, a determination coefficient test and a hypothesis test.

## 4. RESULTS AND DISCUSSIONS

### 4.1. Results

Valid instrument means that the measuring instrument used can reveal data from the variables studied accurately. Where the testing criteria if the calculated  $r$  obtained by Corrected Item-Total Correlation  $> r$ -table then the statement is valid, while if the calculated  $r < r$ -table then the statement is not valid. By using the number of respondents of 30, the  $r$ -table value can be

obtained through  $df = n - k$ . K is an independent variable. So  $df = 30 - 2 = 28$  with a significance level of 5%, then the table is 0.3061.

**Table 1.** Validity Test

Variable	Indicator	Pearson Correlation	R Table	Information
Job satisfaction	KK1	0.894	0.3061	Valid
	KK2	0.874		
	KK3	0.869		
	KK4	0.966		
	KK5	0.951		
Employee Performance	KN1	0.771	0.3061	Valid
	KN2	0.865		
	KN3	0.850		
	KN4	0.881		
	KN5	0.690		
	KN6	0.793		
	KN7	0.873		
	KN8	0.855		
	KN9	0.694		
	KN10	0.754		

From table 1 above, it can be seen that all indicators for the variables of job satisfaction and employee performance have a Pearson Correlation value that is higher than the r-table, so all statements are declared valid.

**Table 2.** Reliability Test

Variable	Cronbach's Alpha	N of Items
Job Satisfaction	0.945	5
Employee Performance	0.936	10

Based on table 2. it appears that the Cronbach Alpha value of job satisfaction is  $0.936 > 0.6$ , which means that all statements for the Employee Performance variable (Y) are reliable. While the Cronbach Alpha value is  $0.945 > 0.6$ , which means that all statements for the Job Satisfaction variable (X) are reliable. It can be concluded that all statements of the Employee Performance variable (Y) can be used in the data analysis process.

**Table 3.** Linear Regression Test. Hypothesis Test, Determinant Coefficient Test

	Unstandardized Coefficients		t	Sig.	R Square
	B	Std. Error			
(Constant)	23.149	6.397	3.619	0.001	0.224
Job Satisfaction	0.86	0.302	2.846	0.008	



Based on Table 3. the following regression equation can be obtained:

$$Y = a + bX$$

$$Y = 23.149 + 0.860 X$$

From the regression model equation, a constant of 23.149 is obtained, which means that if Job Satisfaction (X), Employee Performance (Y) has a value of 0, then Employee Performance (Y) has a positive value of 23.149, the regression coefficient on Job Satisfaction (X) is 0.860.

The R Square value shows the number 0.224, meaning that the Job Satisfaction variable has an influence of 22.4% on Employee Performance, while the remaining 77.6% is influenced by other variables not examined in this study.

The hypothesis proposed in this study is:

Ho = There is no influence between Job Satisfaction and Employee Performance

Ha = There is an influence between Job Satisfaction and Employee Performance

Testing criteria:

- a) If  $t\text{-count} > t\text{-table } 0.05$  ( $dk = n-2$ ), then Ho is rejected Ha is accepted.
- b) If  $t\text{-count} < t\text{-table } 0.05$  ( $dk = n-2$ ), then Ho is accepted Ha is rejected.

Calculating the magnitude of the t-count with  $\alpha = 0.05$  and  $dk = n-2 = 30-2 = 28$ , so the t-table is 1.70113. The statistical results of the t-test for the Job Satisfaction variable obtained a calculated t value of  $2.846 > t\text{ table } 1.70113$ . This means that Ha is accepted Ho is rejected, so that the Job Satisfaction variable has no effect on Employee Performance. Based on the data obtained from the analysis results, several conclusions can be drawn as follows:

1. Job Satisfaction has a positive and significant effect on Employee performance at the POLTEK Cirebon Computer Science College. If Employee job satisfaction increases, Employee performance will also increase. The more Employee satisfaction is fulfilled, the Employees will try to improve their performance.
2. The test results show that the impact of Job Satisfaction on Employee Performance at STIKOM Poltek Cirebon is good. While the R Square value shows a figure of 0.224, meaning that the Job Satisfaction variable has an influence of 22.4% on Employee Performance, while the remaining 77.6% is influenced by other variables not examined in this study.

## 4.2 Discussions

The results of the study indicate that there is a positive relationship between job satisfaction and employee performance at POLTEK Cirebon. This finding is in line with previous studies stating that job satisfaction can increase employee motivation and productivity (Yuliejatiningsih, 2012). Employees who feel satisfied with their work tend to be more committed and able to work efficiently.

Data analysis through linear regression strengthens the hypothesis that job satisfaction contributes significantly to increased performance. This shows that factors such as working conditions, relationships between colleagues, and supervision play an important role in forming a positive attitude towards work. As explained by Robbins (2015), the difference between the rewards received and those expected can affect the level of employee satisfaction.

This study also identified several aspects that can be improved by management to increase job satisfaction, including transparent promotions and harmonious relationships between employees. By creating a supportive work environment, employees will be more motivated to achieve organizational goals.

However, although the results of this study show a significant relationship, there are limitations that need to be considered. This study only involved employees at one institution, so generalizing the results to a wider population should be done with caution. Further research can expand the scope by involving more institutions or different sectors to obtain a more comprehensive picture of the dynamics of job satisfaction and employee performance..

## 5. CONCLUSION

Job Satisfaction has an influence of 22.4% on Employee Performance. Based on the results of the study, discussion, and conclusions obtained, the suggestions that can be given are as follows. 1). The Management of the POLTEK Cirebon Computer Science College should improve the wage system and performance assessment based on the workload achieved. Because if an employee has a high workload, it will result in high employee performance and vice versa. 2). The Management of the POLTEK Cirebon Computer Science College should further improve employee job satisfaction. This is important because the more satisfied employees are with the work they do, the more they will be able to improve employee performance. 3). The Management of the POLTEK Cirebon Computer Science College should also further improve employee work motivation, this is because by fulfilling their needs, their motivation to work will increase. The more employee needs are met, the more employees will try to improve their performance.

## LIMITATION AND STUDY FORWARD

### **Limitations:**

This study is limited by its focus on a single institution, which may not represent the broader context of employee performance in other organizations or sectors. Additionally, the sample size of 30 employees may restrict the statistical power of the findings. The reliance on self-reported data could introduce bias, as employees may provide socially desirable responses regarding their job satisfaction and performance.

### **Study Forward:**

Future research should consider a larger and more diverse sample across multiple institutions to enhance generalizability. Longitudinal studies could be conducted to observe changes in job satisfaction and performance over time. Additionally, exploring other variables that may influence this relationship, such as organizational culture, leadership styles, and external economic factors, would provide a more comprehensive understanding of employee performance dynamics. Implementing qualitative methods, such as interviews or focus groups, could also yield deeper insights into the factors affecting job satisfaction and performance.

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