EFFECT OF COMMUNICATION, AND EMPLOYMENT STANDARDS DEVELOPMENT EMPLOYEE SATISFACTION

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ABSTRACT

This study aimed to determine the effect of communication, labor standards and the empowerment of job satisfaction in the Business Unit Dolok harvest Ilir PTPN IV. This research was conducted in August 2019. The number of samples in this study as many as 31 people. The independent variable in this study consisted of communication (X1), work standards (X2) and empowerment (X3), while the dependent variable is job satisfaction (Y). Analysis of data using multiple regression analysis using SPSS. The results showed that communication, employment standards and labor empowerment simultaneously significant effect on employee job satisfaction. Partially that communication, employment standards and labor empowerment significant effect on employee job satisfaction.

Keywords: Cooperative Banking, Financial Efficacy, District Central Cooperative Banks, CAMEL Model.

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1. INTRODUCTION

Job satisfaction is one form of one's feelings toward his work, the work situation and relations with colleagues. Therefore, job satisfaction is something that is important to have an employee, in interacting with its environment so that responsibility given by the company can be carried out properly in accordance with the objectives of the company. Job satisfaction is considered important in the scope of the organization because it has a great influence on the productivity of the organization, either directly or indirectly.

Through good communication, an organization can run smoothly and successfully, and vice versa. Lack or absence of organizational communication can result in jams and messy a company. Communication is very important in human life. Not only used as a dispenser communication messages, ideas, ideas or pieces of his mind, but communication is used as a tool to influence others or as the perception and interaction tools to achieve various objectives of individuals, companies and community groups.

Employee to perform an act or the work comes from the interaction between the factors motif with the environmental situation at hand and can be upgraded via a communication relationship good organization. Through communication, a leader or head office always pay attention to and foster good relationships to manage employees in the work.

Besides communication, job satisfaction is also influenced by the presence of employee empowerment given by treating employees as people who have a sense of great responsibility, were invited to participate in decision making, not only regarding employment and job title but also includes a variety of organizational life in general, do the job attractive, their freedom of action plan, setting goals, organizing the work completion schedule, determine their own way of solving problems, developing potential opportunities into actual effective operational capabilities, thus increasing performance. Empowerment increase confidence in doing something, which at the time had not previously been believed possible for the employees of the organization,

According Greasley and Bryman (2008: 5), the empowerment program designed to delegate authority, authorized by superiors to their subordinates and to share responsibility with them. All this can improve the status and recognition of employees who are empowered. Employees prepare their mindset to do the job and try to do our best to achieve individual goals, tujan team, and organizational objectives.

Standard performance by Wibowo (2012: 74) is a statement about the situation that occurs when a job done effectively. The performance standards related to the image of the activities carried out employees to complete the job according to the company's goals. Required performance standards to guide the behavior of employees in order to implement the standards that have been made. Defined goals leader with written evidence submitted to the employee along with the steps that must be done.

The performance standards are an important part of the planning process performance management. Determining and implementing the performance standards should involve all personnel who will join and work together to achieve corporate objectives. The Performance Standards describe how the work carried out the expectations and company leaders to its employees. The performance standards make the job can be done effectively and efficiency. Assessment of the performance can be used as a benchmark by the company.

Employee satisfaction is also influenced by employee empowerment. According Greasley and Bryman (2008: 5), the empowerment program designed to delegate authority, authorized by superiors to their subordinates and to share responsibility with them. All this can improve the status and recognition of employees who are empowered. Employees preparing the mindset to do the job and try to do our best to achieve individual goals, team goals and objectives of the organization.

According to Robbins (2013: 10), job satisfaction refers to the individual's attitude in general towards his job. A person with a high level of job satisfaction has a positive attitude towards work, while someone who is not satisfied with his work having a negative attitude toward his work.

This study aimed to determine the effect of communication, labor standards and the empowerment of job satisfaction to improve the employee's Business Unit Ilir Dolok PTPN IV.

2. RESEARCH METHODOLOGY

This research was conducted at the Business Unit Ilir Dolok PTPN IV is one of the palm oil plantation PTPN IV. This study was conducted in August 2019.

The study population was all employees of the harvest in the Business Unit Ilir Dolok PTPN IV, as many as 304 people. The sample was determined at 10% of the population, or as many as 31 people. Data collected through questionnaires.

The research variables consist of independent variables, namely communication (X1), work standards (X2) and empowerment (X3), while the dependent variable (Y) is employee satisfaction. Testing the hypothesis used multiple linear regression analysis, then dilanjutkan by F test and t test. F-test was used for analysis simultaneously, with the provision that if $F_{count} > F_{table}$ then H_0 rejected and H_1 accepted, otherwise if $F_{hitung} \leq F_{tabel}$ then H_0 and H_1 rejected. The t-test was used for analysis partially, with the provision that if $t > t_{table}$ then H_0 rejected and H_1 accepted, otherwise if $t \leq t_{table}$ then H_0 and H_1 rejected.

3. RESULTS

3.1. Simultaneous Test

Influence communication variables, labor standards, and the empowerment of employee job satisfaction variables can be seen in Table 1 below.

Table 1. Simultaneous Test Results

ANOVA					
Model	Sum of Squares	df	mean Square	F	Sig.
1 Regression	306 768	3	102 256	22 428	.000a
residual	123 103	27	4,559		
Total	429 871	30			

a. Predictors: (Constant), Empowerment, Communication, Standar_kerja

b. Dependent Variable: Kepuasan_kerja

From Table 1 F_{hitung} 22 428 values obtained with significance 0.00, then H_0 rejected and H_1 accepted, means of communication variables, labor standards, and the empowerment of a significant effect on job satisfaction of employees in the Business Unit Ilir Dolok PTPN IV.

The coefficient of determination (R^2) is known to the influence of changes in variables communication, labor standards, and empowering employee job satisfaction variables change in the Business Unit Ilir Dolok PTPN IV, are presented in Table 2.

Table 2. Coefficient of Determination

Model Summary				
Model	R	R Square	adjusted R Square	Std. Error of the Estimate
1	.845a	.714	.682	2.13527

a. Predictors: (Constant), Empowerment, Communication, Standar_kerja

The coefficient of determination (Adjusted R Square) of 0.682 means that the change in job satisfaction of employees in the Business Unit Ilir Dolok PTPN IV can be explained by changes in communication, labor standards, and the empowerment of 68.2%. While the rest of 31.8% is influenced by other variables that are not analyzed in this study.

3.2. Partial Test

Test variables influence communication, labor standards, and empowerment can be partially seen in Table 3.

Table 3. Partial Test Results

Coefficients					
Model	Coefficients unstandardized		standardized Coefficients	t	Sig.
	B	Std. Error	beta		
1 (Constant)	1,116	2,639		.423	.676
Communication	.326	.123	.281	2644	.013
Standar_kerja	.602	.272	.347	2,216	.035
empowerment	.366	.132	.441	2,768	.010

a. Dependent Variable: Kepuasan_kerja

Based on the results obtained by the equation regression:

$$Y = 1.116 + 0.326 X_1 + 0.602 X_2 + 0.366 X_3$$

Based on Table 3, the partial effect of variable communication (X1) obtained by tcount amounted to 2,644, with a significance of 0.013, then H0 rejected and H1 accepted, which means that the communication variables positive and significant impact on job satisfaction of employees in the Business Unit Dolok Ilir PTPN IV, This means that if the communication the better the job satisfaction of employees in the Business Unit Ilir Dolok PTPN IV also will increase.

The partial effect of variable working standards (X2) obtained by tcount of 2.216, with a significance of 0.035, then H0 rejected and H1 accepted, which means that the standard variable labor and significant positive effect on employee job satisfaction in the Business Unit Ilir Dolok PTPN IV. This means that if the standard of work the better the job satisfaction of employees in the Business Unit Ilir Dolok PTPN IV also will increase.

The partial effect of variable empowerment (X3) obtained by tcount of 2.768, with a significance of 0.010, then H0 rejected and H1 accepted, which means that the variable empowerment and significant positive effect on employee job satisfaction in the Business Unit Ilir Dolok PTPN IV. This means that if the empowerment, the better the job satisfaction of employees in the Business Unit Ilir Dolok PTPN IV also will increase

The amount of the partial effect of each variable can be seen from the partial coefficients, as follows:

Table 4. Coefficient of Determination

Coefficients				
Model		correlations		
		Zero-order	Partial	part
1	Communication	.439	.454	.272
	Standar_kerja	.722	.392	.228
	empowerment	.770	.470	.285

a. Dependent Variable: Kepuasan_kerja

Based on the partial determinasi coefficient, it is known that the effect of the partial communication on employee job satisfaction is the 20.61% (0.4542), the effect of the partial work standards by 15.37% (0.3922), the effect of a partial empowerment of 22.09% (0.472). Thus empowering more dominant influence on job satisfaction in the Business Unit Ilir Dolok PTPN IV

4. DISCUSSION

T test results showed that communication significantly influence employee satisfaction. Communication is an important factor in the effort to achieve organizational goals. Communication can express desires, needs, and also what is meant by someone. To finish a job that the employee has been difficult to resolve, then it can dikomunikasikan with superiors, with receives information from subordinates, to establish horizontal communication, establish communication across channels and informal communications are likely to contain confidential report about the people and events that do not flow through companies that formal channels. The results of this study support previous research conducted by Novieka and Prasetya (2018) that the formal communication channels affect the job satisfaction of employees at PT PLN Persero Pasuruan Area. Research Mariati (2017) also support this research which concluded that organizational communication is the message indicator on employee job satisfaction.

T test results showed that labor standards and significant positive effect on employee job satisfaction. Their work standards as a reference guide for employees to do the job. With the standard becomes easier for employees in completing their work due to the whole set of work practices have terprosedur recording in a standard work. With so employees do not contingent with a co-worker to finish the job and can complete the work in accordance with the specified time. By not contingent employees will feel more able to be his work and lead to the satisfaction of oneself due to complete its work by using labor standards as a guideline it works.

T test results showed that empowering positive and significant effect on employee job satisfaction. Employee empowerment can be done by providing the opportunity for employees to identify the problems that are happening. In this case the company is still execute it poorly, because there are many karyawan were not given the opportunity to identify the problems that occur. This will lead to low employee satisfaction. Employee empowerment can be created by the lack of mutual trust organisasi members will create favorable conditions for the exchange of information and advice without fear. In this case the company has done a good job, although there is still a couple of employees who are afraid to exchange information. Lack of mutual trust between the employees of the company will increasingly make them feel comfortable in carrying out their work. Employee empowerment can be created to generate the confidence of employees with respect to the capabilities of the employees of the included actions that give rise to confidence. The higher the confidence will increase employees' ability to perform the job. Companies award given to the implementation of the work of employees will further increase employee job satisfaction. The higher the confidence will increase employees' ability to perform the job. Companies award given to the implementation of the work of employees will further increase employee job satisfaction. The higher the confidence will increase employees' ability to perform the job. Companies award given to the implementation of the work of employees will further increase employee job satisfaction.

Empowerment is the process of granting authority or autonomy to its employees in terms of taking a decision, take the solution to the problem, and determine for themselves how they are to finish the job. The results also support previous research conducted by Miser et al. (2011) showed that the empowerment of a significant effect on job satisfaction. The study also supports research Javed et al (2014); Waqas et al (2014) that the empowerment of employees are also leading to higher levels of job satisfaction. Employees who are empowered to solve everyday

problems in the company feel appreciated. It creates a feeling of satisfaction for the employee or in other words empowerment increases employee job satisfaction.

F test results indicate that simultaneous communication, labor standards and empowerment have a significant effect on employee job satisfaction. In an effort to improve employee job satisfaction required communication within the organization. This communication requires qualified human resources, so that the standard required in accordance with the needs of the organization's work that can be done by hiring employees in accordance with the required qualifications or training to existing employees. Good working standards will produce a qualified employee who can run the information systems applied in the company.

5. CONCLUSIONS AND RECOMMENDATIONS

5.1. Conclusion

1. Simultaneously communication, employment standards and labor empowerment simultaneously significant effect on employee job satisfaction.
2. Partially indicate that communication, employment standards and labor empowerment significant effect on employee job satisfaction.
3. variables empowerment has a more dominant influence on employee job satisfaction compared with the communication and work standards.

5.2. Suggestion

1. The leadership of the company needs improve communication and better working standards, because of its influence on job satisfaction are low.
2. It is suggested to increasingly empower employees, so that will increase job satisfaction which will further increase employee productivity.

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