Analysis Factors Satisfaction Work Employees at the office of the Management Apartment Casablanca East to Residences

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ABSTRACT

Employees are resources companies able to drive the organization. Hence the role of employees was really needed by the company. Employees will be loyal to business management the treatment he created satisfaction work employees. This research uncovers about factors to work satisfaction employees in the apartment Casablanca east to residences. The purpose of this research is to find work factor-factor satisfaction workers in management agency apartmentCasablanca east to residences. This report is written with a data collection method by means of a questionnaire on 111 workers in managementapartment. Samples were taken using formulas Slovin. Testing the quality of data in this research using validity and reliability. A data analyzed using factor analysis. It is known that through factoring the testing can be reduced to five factors that significance variably larger than significance. Personnel management (0,600 > 0,5), facilities employees (0,565 > 0,5), of managerial capabilities (0,520 > 0,5), employment regulation (0,627 > 0,5), secure (0,565 > 0,5). Hence satisfaction work very predominant employees with personnel management related to trust, attention to employees, equal treatment, variation work,conducive environment, a superior respect subordinate, communication, and awards.

Keywords: *satisfaction work, employees, factors, management, regulation, environment.*

INTRODUCTION

Background Problems Human resources (employees) are one of the factors that determine the success of an institution or organization achieving its objectives. (Pollard,1969). In a 'tight' labour market and when employee cooperation is at a premium, the main role of the industrial welfare worker can be characterized as a 'caring' one. Employees are a driving factor and have a vital role for the organization in which they work. Good management of employees to work efficiently and effectively is the responsibility of the company's leadership to achieve the goals desired by the organization. Generally, in every organization, there are two parties that have mutual interests and dependence between the company and employees. Usually, between them, there are different perceptions, namely, employees want salaries, incentives, and decent facilities from the organization, while the organization wants employees to work in accordance with the expected good performance, high productivity, sales continue to increase. Therefore there arises a gap such as feeling satisfied and not satisfied at work. The job of the company leader is to guarantee the

conditions of a comfortable working environment in an organization, that both parties are interdependent from the side of the employee requiring salary to support life

The managing office of Casa Blanca East Residences (CER) is a management of apartment building management that has the main task of caring for the building and serving all residents in the building.

These service activities must be professional as a guarantee of upholding transparency in providing services to residential residents which are embodied in the management motto "ONE TEAM, ONE VISION, ONE GOAL" where the motto means being in a team if together having the same vision will be realized the same purpose. The problem in the apartment that happened lately and became the spotlight of residents is the lack of service provided due to to the dissatisfaction of residents in the work on repairing unit leaks that are too long.

In addition to the issue of maintenance and repairs, the problems that occur in the management of the Apartment are caused by employee dissatisfaction at work, job dissatisfaction can be influenced by many

factors such as wages or salaries received, work placements, work environment, leadership roles, and others. To achieve management objectives, the functions of management must be carried out properly, and these activities will be easily implemented if employee job satisfaction can be fulfilled. In this case, it must pay attention to matters that influence the efforts to achieve management goals, namely increasing job satisfaction. Based on the questionnaire through the initial survey conducted in the field of employees obtained employee job dissatisfaction of 66% and satisfaction of employee job satisfaction by 34% from 111 respondents with a 20-scale closed-ended indicator of 4 choices. Every person who works expects to get satisfaction from the workplace. Basically, job satisfaction is an individual thing because each individual will have different levels of satisfaction according to the values that apply to each individual. The more aspects of the work that is in accordance with the wishes of the individual, the higher the level of satisfaction felt. So that employees can do the right thing to do.

THEORETICAL STUDY

General description of human resource management is actually a movement to recognize the importance of the human element as a potential resource, which needs to be developed in such a way as to be able to provide maximum contribution to the organization and its development. Human resource management varies in each organization, tailored to the needs of the organization. A company can run well and lead to the achievement of goals if these activities are well regulated. To regulate the activities of the company, especially in the field of personnel management personnel is needed.

Human resource management is one of the fields of general management which includes planning, organizing, implementing and controlling. This process also exists in the functions of production, marketing, finance, and staff management. Because human resources are considered an increasingly important role in achieving company goals, it is interesting to study and analyze related to Human Resources (HR). The term "management" means a collection of knowledge about how to manage (manage) resources. According to Mangkunegara (2011: 2) defines HRM is "A management and utilization of existing resources in individuals or employees."

Management and utilization are maximally developed in the world of work to achieve organizational goals and individual development of employees.

According to Hasibuan (2011: 89), management is science and art regulates the process of utilizing human resources and other resources effectively and efficiently to achieve a certain goal. This management consists of six elements (6 M), namely: men, money, methods, materials, machines, and markets. This element of men (humans) developed into a field of management science called Human Resource Management which is a translation and manpower management. Some management that regulates human elements is called personnel management or personnel management. The human resource management equation with personnel management is both a science that regulates the human element in an organization, in order to support the realization of goals. According to Marwansyah (2010: 2) Management of human resources is the activity of planning, procuring, developing, maintaining, and using human resources in an effort to achieve individual or organizational goals. From several definitions above, it can be concluded that Human Resource Management is the most important factor in the organization owned by the company so that it provides maximum contribution to the organization and has the ability to develop in order to achieve company goals.

Job satisfaction everyone hopes to get rewarded for supporting himself and his family. However, it often happens that just getting rewarded is not enough. They want to get satisfaction from their work. According to Robbins and Judge (2011: 114) provides a definition of job satisfaction as a positive feeling about work as a result of evaluation of its characteristics. Work requires interaction with work colleagues and superiors, following organizational rules and policies, meeting performance standards, living with work conditions that are less than ideal, and the like. According to Hasibuan (2005: 202) states job satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by work morale, discipline, and work performance. According to Sunyoto (2013: 26) job satisfaction is a reflection of one's feelings for their work. This has an impact on the employee's positive attitude towards work and everything he faces in his work environment.

According Sutrisno (2009: 82) suggests satisfaction has a considerable influence on the productivity of the organization directly or indirectly. Many factors influence employee job satisfaction.

The factors themselves in their role provide satisfaction to employees depending on the personal of each employee. Whereas according to Luthans (2006: 243) job satisfaction is the result of employee perceptions about how well their work provides things that are considered important. From the above definition it can be concluded that in essence job satisfaction is a level of pleasure someone feels as a positive assessment of his work and the environment in which he works.

Workers with high job satisfaction experience positive feelings when they think about their assignments or take part in task activities. Workers with low job satisfaction experience negative feelings when they think about their assignments or take part in their work activities. Unfortunately, workplace surveys indicate that satisfied workers tend to be less frequent.

Factors of Job Satisfaction

According to Kuswadi (2004: 23-25) employee job satisfaction is influenced by many factors, especially concerning the needs of employees as follows:

- Salary / income, variation of work
- Job security, Feeling appreciated
- Feel trusted
- Recognition of Management achievements and Awards
- Flexibility or flexibility in working hours
- Holiday rights, Promotion opportunities
- Training, pension scheme
- Collaboration with all employees
- Communication with top leaders
- Flexibility from superiors
- Social mushrooms, work challenges, get the same opportunity
- Communication between parts of the company
- The company knows what is expected of the employee

- Office location from home
- Assessment, physical condition of the place of work
- Involved in the decision making process
- Reputation boss, personal security
- Ease in reaching work facilities
- Respect to management
- Vehicle parking, boss ethics
- Non-smoking policy, First Aid Room

According to Sutrisno (2009: 82-84) the determinants of job satisfaction satisfaction are as follows

- Opportunity to progress. In this case, there is an opportunity to gain experience and capacity building during work.
- Job security. This factor is referred to as supporting job satisfaction, both for employees. Safe circumstances greatly affect employees' feelings during work.
- Salary. Salaries cause more job dissatisfaction, both for employees. Safe conditions greatly affect the feelings of employees during work. Company and management. Good company and management are capable of providing stable working conditions and conditions.
- Supervision. At the same time his boss. Poor supervision can result in absenteeism and turnover.
- Intrinsic factors of work. Attributes in the work require certain skills. Difficult and easy and proud of the task can increase or reduce satisfaction.
- Working conditions. This includes work conditions, work situations, ventilation, broadcasting, canteens and parking lots.
- Social aspects of work. It is one attitude that is difficult to describe but is seen as a factor that supports satisfaction or dissatisfaction in work.
- Communication. Smooth communication between employees and management is used as an excuse to like his position. In this case the willingness of the employer to want to hear, understand and acknowledge the opinions or achievements of his employees is

very instrumental in generating satisfaction with work.

- Facilities. Hospital facilities, leave, pension funds, or housing is a standard position and if it can be fulfilled it will lead to satisfaction.

According to Darsono and Tjatjuk (2011: 218-219) various factors of job satisfaction, among others

- Reward system, namely the amount of wages, bonuses and fair promotion. The higher wages, bonuses and fair promotions, the higher the job satisfaction of employees, if other factors are constant, there are external factors such as family conflict and social conflict, etc.

- Perception of the quality of supervision, namely the belief held by workers that supervision really has the skills needed, can be emulated, can accept opinions, have the ability to communicate. The higher the ability and participation of supervisors, the higher employee job satisfaction.

- Decentralization of work, which is a level at which authority decisions and responsibilities

METHODOLOGY

The method used in this research is descriptive method using a quantitative approach. Quantitative methods are more pressing methods on the aspect of objective measurement of social phenomena, because the data obtained will be in the form of numbers. From the figures obtained will be further analyzed in data analysis. To be able to take measurements, every social phenomenon is spelled out. The research location in Apartement Casablanca East Residences is under the management of a private company on Jl. Hero of revolution No. 2 Ex. Pondok Bambu, Kec. Duren Sawit, East Jakarta.

The data used in this research is Secondary data, ie data obtained by studying textbooks that are related to the problems that exist in this thesis. Presented in the form of tables or diagrams such as data from companies that are used by researchers for further processing. This data is usually in the form of documentation data, archives, literature studies, books, articles from print and internet media, and so forth. Secondary aims to obtain information and theories related and support the problems discussed, so that researchers can understand the problem more deeply. Secondary data in this

can be delegated to subordinates. The more decentralized work, the higher the job satisfaction of employees.

- Work and social stimulation, ie employees will be more satisfied if given a high enough and varied workload, because the workload is low and continuous tends to be boring and does not have challenges. The higher the variation and high workload that is rational, the higher the employee satisfaction.

- Pleasant working conditions, namely workplaces where the light is bright enough, the temperature is good enough, fresh air can give birth to employee job satisfaction". The better the physical environment conditions work, the higher the satisfaction of the work of employees.

From the various opinions of experts, it can be concluded that, the factors of employee work kepusan as mentioned above, concerning other matters that are directly related to work and other things that affect employee appreciation for their work, in this case the aspects of each individual related to employees (needs) that are fulfilled can provide satisfaction.

study were obtained from literature studies, books, internet, articles and company data. As well as data obtained from reports and documents about the condition of the company that is the object of research, including:

- Data on 111 management employees

- Data regarding the manager's office profile

- Regarding theories relating to research obtained from various library research by studying books and other literature that supports and relates to the object of this research.

- Data about various information relating to this research obtained through the internet.

Data Collection Techniques

In this study the writing used purposive sampling technique. According to Sugiyono (2010: 122) purposive sampling is "sampling technique with certain considerations". For example, doing research on food, the sample data source is a person who is a food expert. Based on this, sampling is taken into consideration that the respondents are employees of the Apartment Management office. In this study the data collection methods used are as follows: 1) Questionnaire

(Quetioner) that is the question given to other people who are willing to respond (respondent) according to the user's request. In collecting data the author uses a Likert scale which is used to measure attitudes, opinions, and perceptions of someone or a group of people about the phenomenon that occurs.

With the Likert scale the variable to be measured is described as a variable indicator. The score used in this questionnaire is quoted from Sugiyono's book (2010: 133).

In this study data processing was carried out with the help of Microsoft Office 2007 and SPSS 20.0 for Windows. 2) Research Library (Library Research) is used to collect data about the explanation of each variable, by studying books on HR management that are related to research problems in order to obtain secondary data that contains data from companies such as the history of the company and the basics theoretical support for writing this thesis.

Population and Samples

Population: The population in the study is the area the researcher wants to study. As according to Sugiyono (2011: 80) "Population is a generalization area consisting of objects / subjects that have certain qualities and characteristics set by researchers to be studied and then drawn conclusions." The above opinion becomes one of the references for the author to determine the population that will used by researchers in the research of all employees in the company Casablanca East Residences Apartment Management Board with 111 employees.

Samples: Samples are part of the population researchers want to examine. According to Sugiyono (2011: 81) "Samples are part of the number and characteristics of the population." Therefore, samples taken from the population must truly represent (representative), which is a sample that truly reflects the population. Sampling uses a saturated sampling method. Saturated sampling is a sampling technique if all members of the population are used as samples. This is often done if the population is relatively small.

Another term saturated sample is a census technique, where all members of the population are sampled. The number of samples used in this study were all employees in the Casablanca East Residences Apartment Management Board with 111 employees.

Data Analysis Tool

Factor analysis is a statistical analysis that aims to reduce the dimensions of data by expressing the origin variable as a linear combination of a number of factors, so that a number of these factors can explain as much as possible the diversity of data explained by the origin variable.

The factor analysis model is:

$$X1 = c11\ F1 + c12\ F2 + c13\ F3 + ... + c1m\ Fm + ..$$

$$X2 = c21\ F1 + c22\ F2 + c23\ F3 + ... + c2m\ Fm + ...$$

$$X3 = c31\ F1 + c32\ F2 + c33\ F3 + ... + c3m\ Fm + ...$$

$$Xp = cp1\ F1 + cp2\ F2 + cp3\ F3 + ... + cpm\ Fm + ...$$

RESULTS

The profile of respondents based on male sex as many as 93 people with a percentage of 84% compared to women as many as 18 people with a percentage of 16%. Whereas for the age of the Respondents indicated that 41 - 50 years old were 11 people with a percentage of 10%, respondents aged <20 years were 15 people with a percentage of 14%, respondents aged 31 - 40 years were 28 people with a percentage of 25% and respondents aged 21-30 years, there are 57 people with a percentage of 51%. Profile of respondents based on S2 education level amounted to 0 people with a percentage of 0%, respondents with Diploma I / II / III education level amounted to 1 person with a percentage of 1%, respondents with S1 education level numbered 4 people with a percentage of 4%, respondents who were junior high / Equivalent amounted to 46 people with a percentage of 41%, and respondents with high school level education / equivalent amounted to 60 people with a percentage of 54%. Based on the validity test of all instruments, the results of validity exceed r table of 0.300, thus all indicators are declared valid. Whereas the reliability test of employee job satisfaction has a high aplha coefficient which is 0.749 so that the above factors are said to be reliable, because the data on job satisfaction factors provide an cronbach alpha value> 0.600.

To identify factors that are substantively meaningful in the sense that these factors summarize the measured variables into fewer

variables, then the steps in the factor analysis are carried out with the analysis of this factor using the instrument as many as 33 variables independent, through SPSS 20 with the following results: The results of Kaiser Meyer Olkin (KMO) and Bartlett's Test show that the KMO value is 0.859 with a significance level of 0,000 far below the alpha value of 0.5 (0.00 <0.5) meaning that all variables can be continued to be analyzed using factor analysis.The following are several factor analysis methods

Communalities

Communalities are basically used to find out the amount of variance (can be in percentages) which shows the value of a factor that can be explained by existing factors. For the X1 variable with the number of variants 0.619, this means that around 6.19% of the variance can be explained by the factors formed (seen in the component Matrix table, there are 9 Components which means there are 9 factors formed) showing a positive value. And so on for the next variable, with the provision that the greater the Communalities of a variable, the more closely the relationship with the factors formed.

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Total Variance Explained

Total Variance Explained is used to show the value of each variable that is analyzed to form a

factor. Total Variance Explained can be explained by two approaches, namely, Extraction sum of Square Loading and Initial Eigenvalues. There are 9 variables (Components) which are included in the factor analysis, namely X1 through X9. If the nine summarized variables become one factor, the variants that can be explained by one factor are as follows:

Table 1. *Initial Eigenvalues*

Initial Eigenvalues	Extraction Sums of Squared Loadings
11.382	11.382
2.530	2.530
1.673	1.673
1.514	1.514
1.375	1.375
1.212	1.212
1.107	1.107
1.090	1.090
1.015	1.015

Scree Plot : Screen The plot is used to find out the number of factors formed, with almost the same slope shown by the graph.
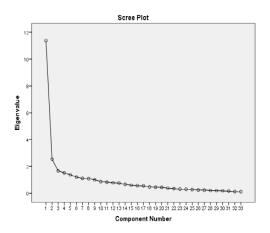

Figure 1: *Screen Plot*

COMPONENT MATRIX A

Component Matrix is used to show the correlation value between a variable and the Fctor formed.

Table 2: *Extraction Method : Principal Component Analysis*

Component	1	2	3	4	5	6	7	8	9
1	.628	.421	.349	.294	.323	.224	.167	.155	.118
2	.033	-.544	.469	-.059	-.226	.364	.501	-.210	.018
3	-.074	.025	-.538	-.300	.180	.610	.253	.294	.243
4	.069	-.401	-.397	.695	.180	-.132	.110	-.163	.324
5	-.267	-.036	.124	.235	-.133	-.262	.359	.796	-.094
6	-.268	.314	.144	-.219	.076	-.356	.372	-.228	.662

7	-.096	.329	-.267	.118	.062	-.061	.575	-.348	-.581
8	-.353	.392	.066	.449	-.525	.429	-.156	-.102	.148
9	-.564	-.050	.315	.139	.691	.209	-.151	-.044	-.123

Extraction Method: Principal Component Analysis.
Rotation Method: Varimax with Kaiser Normalization.

CONCLUSION

Based on the description of the results of the SPSS 20 analysis conducted in this study, it can be concluded that there are five trigger factors to increase employee job satisfaction in the Casablanca East Residence Apartment Management Office. The main driving factor is employee appreciation with the highest loading factor and eigen value 7.316 and supported by four other driving factors with each eigen value of 2.056 adjustment, managerial ability 1,449, loyalty 1,210, and security guarantees 1,078.

From the main driving factors to other driving factors concerning matters directly related to work. Thus this shows that the conception of work job satisfaction such as this can see job satisfaction as a result of human interaction with the five factors, namely the factor of employee appreciation, employee facility factors, managerial ability factors, personnel regulation factors, and security assurance factors.

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