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## THE INFLUENCE OF JOB SATISFACTION ON EMPLOYEE PERFORMANCE

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### Abstract

*This study aims to determine the effect of job satisfaction on employee performance at the Gorontalo City Pamong Praja Police Unit. The research approach used in this research is quantitative, where the sample in this study amounted to 62 employees using a research approach and research design. The data collection technique was carried out by distributing questionnaires to employees. The data analysis technique used is simple regression analysis. The results of the regression analysis test show the effect of job satisfaction on employee performance at the Gorontalo City Pamong Praja Police Unit. Thus the first hypothesis (H1) can be proven or accepted. The R Square value is 0.419 in other words 41.9% of the independent variable, namely (X) Job Satisfaction, contributes to the variable (Y) Employee Performance, while the remaining 58.1% is in the form of contributions from other variables not examined in this study, namely organizational culture, work motivation, and work discipline.*

**Keyword:** *Job Satisfaction, Employee Performance*

### Introduction

The current era of globalization and the current situation of Human Resources (HR). Sometimes problems are encountered that lead to the failure of many organizations, both those that arise because human resources are unable to adapt to increasingly sophisticated technology or those caused by the work of existing human resources. HR is an important factor that determines the success of an organization. Regardless of the form and purpose, organizations are built on various visions of human interests and in carrying out their missions are managed and managed by humans. Humans are an important aspect of organizational activities because they are the driving force of the organization. The success of an organization is largely determined by the use of human resources, namely people who have energy, productivity capabilities, and enthusiasm for the organization. The organization will not run well if it does not have human resources even though it is supported by sophisticated technology, many resources, and large capital. Therefore, human resources are very important in determining the success of the organization.

Organizational success can be obtained by improving employee capabilities. Qualified employees can be seen from the results of the work achieved by employees whether in accordance

with the standards of the organization or not. Qualified employees will participate in the progress of the organization, but if the abilities and skills of employees are low, it will result in the results and abilities of these employees and will also have an impact on the organization/agency. How to improve employee performance is one of the management tasks in the agency, because achieving the goals of an agency depends on the performance of the employees in it. An employee's performance will have an impact on organizational performance, or in other words, employee performance can reflect organizational performance.

The regional apparatus organization is an institution that carries out all government activities whose origin is from the community in a region. To help support the smooth running of activities and organize the community, the local government issues Regional Regulations (PERDA). One of the objectives of the Local Government (PERDA) is to ensure legal certainty. In the form of PERDA enforcement, the main factor as an organizer in the field is carried out by the Civil Service Police Unit (SATPOL PP).

Satuan Polisi Pamong Praja (SATPOL PP) is a regional apparatus, that has a very strategic role in strengthening regional autonomy and regional public services. To ensure the implementation of Satpol PP's duties in the enforcement of local regulations and Perkada, the implementation of public order and tranquility, and community protection, it is necessary to improve, both in terms of institutional and human resources. Law Number 23 of the Year 2014 on Regional Government stipulates that Satpol PP is formed to enforce local regulations and Perkada, organize public order and tranquility and organize community protection. The Gorontalo City Satpol PP office is located at Jl. Sultan Botutihe No. 3, Padebuolo, East City Sub-district, Gorontalo City which focuses on enforcing local regulations that are needed by the community. Therefore, human resources are one of the main focuses of the unit's success, so the Gorontalo City Satpol PP continues to strive to develop its employees to continue to be active at work. One of the efforts made is trying to make employees feel satisfied working in the organization.

Performance is the result of the process or the degree of success of a person or a whole person in carrying out their duties both in quality and quantity within a certain time. According to Sutrisno (2016:151) performance or work performance is the result of work that has been achieved by someone based on his work behavior in carrying out activities at work. Performance describes the stage of achievement of results in the realization of certain tasks. An organization, whether government or private, to get results following the expected goals must be able to move the human

resources in it. It can be interpreted that employee performance is the result of employee work as a whole or during a certain period both in quality and quantity based on criteria that have been determined and agreed upon in advance.

According to Hasibuan (2016: 147), performance is an attitude of capability, experience, and earnestness to achieve the tasks and work given as a result achieved by employees. According to Afandi (2017: 83), performance is the result of work that is successfully achieved by individuals in an effort to obtain organizational goals illegally, does not conflict with the law, and does not conflict with morals. According to Robbins (2016: 260), employee performance can be assessed by several indicators, namely work quality, quantity, timeliness, effectiveness, and independence.

The factor that affects employee performance is job satisfaction. Job satisfaction is an important factor because employee satisfaction, it will further improve employee performance which will have a good impact on an agency or organization. According to Sutrisno (2016: 74), job satisfaction is an employee's view of work related to work situations, cooperation between employees, rewards received at work, and matters involving physical and psychological factors. The more fulfilled the wishes of employees in an organization, the more optimal the level of performance and productivity of employees so that the acquisition of organizational goals is increasingly achieved. Job satisfaction is an individual trait, so each person has a different level of satisfaction, this happens because each person has a different individual nature. The more things that are following individual desires, the more satisfied the individual is with what is done.

Job satisfaction is an assessment, feeling, or attitude of a person towards his job and is related to the work environment, namely the fulfillment of several wants and needs through work or work activities. According to Afandi (2017: 74), job satisfaction is a good attitude of an employee including feelings and behavior towards work through evaluating one's job as a sense of respect in fulfilling important work values. Job satisfaction describes a person's attitude towards his job, this can be seen in the attitude of employees towards work and the things they face in their work environment.

To achieve all the objectives of the Pamong Praja Police Unit, good performance is required from all employees of the Pamong Praja Police Unit. The following is data on the performance of employees in the Pamong Praja Police Unit.

**Table 1**  
**Achievement of Performance Result of Officials at Satpol PP Gorontalo City Year**  
**2020 - 2022.**

Work Behavior	Period		
	2020	2021	2022
Sevice Orientation	88	85	85
Integrity	88	85	88
Commitment	88	86	85
Discipline	88	86	86
Cooperation	88	85	87
Leadership	90	88	90
Average	88,33	85,83	86,83

Source: Gorontalo City Civil Police Unit, 2023

Based on the data on the Performance Outcomes of the Gorontalo City Civil Service Police Unit in the last three years, namely showing the Performance Outcomes. In 2020 the Performance Outcome of the apparatus reached 88.33 as well and in 2021 the Performance Outcome has a value of 85.80 then in 2022 the Performance Outcome has an average value of 86.83. However, the increase in Performance Outcomes has not met the target, which should have reached a value of 100.

The Gorontalo City Satpol PP Office must fulfill employee job satisfaction so that employee performance will increase. Employee performance can only be achieved by providing job satisfaction to employees. Based on research conducted by Rasyid (2019) in his research to determine the effect of job satisfaction on the performance of honorary employees at the Pekanbaru City Pamog Praja Police Unit office, the results of this study are that job satisfaction affects the performance of honorary employees which has been tested through the determination test. Good performance given by employees will have a positive impact on the Gorontalo City Satpol PP, to measure employee performance, employee performance indicators are used. Employee performance indicators are tools used to assess employee performance. According to Robbins (2016: 260) performance indicators are as follows:

1) Work Quality

Work quality can be seen from employee perceptions of the quality of work produced and the perfection of work on expertise and proficiency.

2) Quantity

Quantity is the amount produced in terms of the number of units, and the number of activity cycles completed.

3) Timeliness

Timeliness is the level of work completed at the beginning of the set time, seen from the angle of coordination with output results and minimizing the time available for other work.

4) Effectiveness

Effectiveness is the level of use of organizational resources (manpower, money, technology, and raw materials) minimized to increase the results of each unit in the use of resources.

5) Independence

Independence is the level of individuals who will carry out their duties without getting help or guidance from supervisors.

## **METHODS**

In this study, researchers used a quantitative approach. This research was conducted to determine how a variable affects other variables and to test the hypothesis formulated. Population is a generalization area consisting of objects/subjects that have certain quantities and characteristics set by researchers to study and then draw conclusions (Sugiyono, 2019: 126). The population in this study were all employees at the Gorontalo City Pamong Praja Police Unit Office totaling 163 people. The sample in this study was 62 employees. In this study, the data collection techniques used were observation, questionnaire, and documentation.

## **RESULT AND DISCUSSION**

Job satisfaction is a feeling of whether employees are happy with the work of the organization or agency or unhappy, as a result of employee interactions with the work environment and employee evaluations of work how employees feel about their work work reflects their attitudes and behavior at work. Performance is a description of the level or level of achievement of the implementation of an activity or program that has been achieved by employees, in carrying out their duties following the direction and responsibilities given by the organization to employees, and the results of their work are adjusted to the work expected by the organization, through criteria or employee performance standards that apply in the organization and which have been determined jointly and agreed upon. To determine the data analysis technique, first use descriptive analysis of simple linear regression analysis, validity test, and reliability test. Based on frequency analysis of 15 job satisfaction statements and 15 employee performance statements.

The characteristics of respondents in this study can be grouped based on age, gender, education, and length of work. Most respondents were aged 38-44 years, namely 33 people or 53.23% of the total respondents. There were only 6 respondents aged 45-51 years and became the lowest respondent age class with only 9.68%. The majority of respondents are male as many as 67.7% or 42 people. While the remaining women were 20 people or 32.3% of the total respondents. Respondents based on education, where most respondents have an S1 educational background at 61.3% and the lowest is SMA with 38.7%. Respondents with a length of service of 1 year with a percentage of 12.9%, while 16 years and 19 years each amounted to 1.6% and became the class with the lowest percentage.

Based on the results of the analysis above, show that it follows the research hypothesis, where the job satisfaction variable greatly affects the performance of the employees studied, the results of testing the coefficient of determination show that the  $R^2$  value is 0.419 or 41.9%. This explains that the independent variable can explain the dependent variable by 41.9% while the remaining 58.1% is influenced by other variables, namely organizational culture, work motivation, and work discipline. These results show that the  $R^2$  value of 41.9% is proven from the observation and research results that the higher the employee job satisfaction, the higher the employee performance in the Gorontalo City Pamong Praja Police Unit office.

The results of this study follow the research of Suhroji Adha, et al. (2019), Herni Suryani and Rini Resniawai (2022), Suardi (2019), Saktisyahputra and Primadi Candra Susanto (2022), Dody Daniel, et al. (2023) prove that job satisfaction has a significant effect on employee performance. The job satisfaction variable in this study is measured based on five indicators based on Afandi's theory (2017: 82), namely work, wages, promotions, supervisors, and coworkers.

In connection with the description above, the Gorontalo City Pamong Praja Police Unit Office for job satisfaction index has a significant effect based on the coefficient of determination based on the estimation results of the regression equation model that has been done above, the coefficient of determination  $R^2$  is 0.419 with a significant value of 41.9%.

Based on data processing and research observations during the research, it shows that 1) work affects job satisfaction in the Gorontalo City Pamong Praja Police Unit Office. This is certainly driven by the content of the work done by employees has satisfying elements. 2) Wages based on data processed by researchers amounted to 89.24%. This shows that the amount of wages received by employees in return for work implementation is appropriate and fair. This is certainly

driven by employee awareness of the position held. 3) Promotion based on researcher-processed data amounted to 88.81%. This shows that at the Gorontalo City Pamong Praja Police Unit Office employees can grow through promotion. This is also supported by superiors who always provide opportunities and opportunities for their employees to develop, and there is equality to participate in promotions. 4) Supervision indicators based on researcher-processed data amounted to 88.48%. This shows that the leader of the Gorontalo City Pamong Praja Police Unit Office always provides guidance and direction to employees in carrying out their duties. This can be seen in employees who always get support from superiors and superiors who always help employees when employees have difficulty carrying out work. 5) The next indicator is coworkers, coworkers based on researcher processed data of 88.81%. This shows that coworkers at the Gorontalo City Pamong Praja Police Unit Office are very pleasant and help each other in carrying out their duties.

Based on this discussion, in addition to describing the research results and linking between the research results and the theories that have been described in this study. To improve employee performance, job satisfaction must be further improved. If job satisfaction continues to increase, it will greatly affect employee performance. This corresponds to the research of Adha, et al. (2019) which explains that job satisfaction is the key to driving employee morale, discipline, and work performance in supporting the realization of goals. So what needs to always be considered at the Gorontalo City Pamong Praja Police Unit Office is whether employees get satisfaction at work. This is to the research of Suryani and Resniawati (2022) job satisfaction is a positive feeling in the form of an employee's assessment of his job based on the employee's perception of how good his job is which means that what is obtained at work has fulfilled what is considered important.

When employees of the Gorontalo City Pamong Praja Police Unit feel satisfied at work, they will make every effort with all their abilities to complete their work. Thus, productivity and work results will increase optimally. This is following Suardi's research (2019) that job satisfaction is one of the most important factors in getting optimal work results. Meanwhile, in the research of Dody Daniel, et al. (2023) job satisfaction is a condition when individuals experience pleasure in doing every activity carried out in their work. The pleasure felt by employees will give satisfaction to employees so that employees at the Gorontalo City Pamong Praja Police Unit who get job satisfaction will provide the best performance at the Gorontalo City Pamong Praja Police Unit Office.

Based on the description above, the researcher concluded that employee performance at the Gorontalo City Pamong Praja Police Unit Office is influenced by job satisfaction. The index achievement of variable Y from variable X in the determination coefficient test with a significance value of 41.9% means that the five items show the real significance value or the magnitude of the influence of variable X on Y in the Gorontalo City Pamong Praja Police Unit Office.

## CONCLUSIONS

Based on the research results, it can be concluded that there is a positive influence on employee performance at the Gorontalo City Pamong Praja Police Unit Office. The better job satisfaction employees have at the Gorontalo City Pamong Praja Police Unit Office. This test result means that better job satisfaction will improve employee performance, and will have a good impact on employee performance because job satisfaction is closely related to the attitude of employees towards their work, work situation, and cooperation between leaders and fellow employees.

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