The Model of Job Satisfaction and Employee Performance in Telecommunication Industry

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Abstract: Employee's performance is a result that has been achieved by the employees based on the task that has been given by the company or organization. Compensation, organizational culture and job satisfaction are believed to affect the performance of the employees of Telecommunication Industry in achieving the objectives that have been set. Although for the organizational culture is not too great influence members. The higher compensation and employee job satisfaction, then the higher performance. The purpose of this research is to find out whether compensation, work culture and job satisfaction significantly influential directly on performance of employees. This research was conducted by taking samples with as many as 420 respondents. Data were collected using a questionnaire in the form of a list of statements. Data analysis technique used is regression analysis using program SPSS 20.0 for windows. Based on regression analysis, it is evident that orgaisasi culture of compensation, job satisfaction, and a positive and significant effect directly against the performance of the employees of Telecommunication Industry.

Key Words: Compensation, Job Satisfaction, Organizational Culture, Employee Performance

INTRODUCTION

In an organization or company is one of the very important role is the Human Resources or employees. Because it's Human Resources or employee is an asset that must be constantly developed optimally in order that the objectives of the organization or company can be achieved. In addition, the company also must ensure that every employee involved can obtain satisfaction against his work at once can make an effective contribution to Telecommunication Industry.

Telecommunication Industry is a company engaged in the distribution of the means of communication, and have employees spread across Indonesia. In applying the system of compensatory Telecommunication Industry provides compensation policies vary i.e. in the form of compensation for direct and indirect compensation. Direct compensation, among others, in the form of salary and incentive or bonus, while indirect compensation in the form of health insurance, tuition facilities guarantee social labor (Jamsostek), on-site or mobile communication device installment facility and vehicle for some particular level. With respect to the above exposure, then the purpose of this research was to know and analyze influence compensation, job satisfaction, organizational culture on performance of employees of Telecommunication Industry.

LITERATURE REVIEW

Compensations according to Handoko, T. Hani (2000: 155) compensation is everything received by employees as remuneration for their work. According Wibowo (2010, 34) Organizational Culture in an organization that one can be different from those in other organizations. However organsiasi culture showed the characteristics, properties, showed certain characteristics in common. Sutrisno (2009) states that job satisfaction is an employee attitudes toward work related to the employment situation, cooperation among employees, remuneration in the work, and the things that mneyangkut physical and psychological factors. Attitude towards work is the result of a number of special attitude of the individual and the individual's social relationships outside of work, giving rise to a general attitude of individuals towards work faces. According Soeprihanto (2000) in Mangarissan Sinaga (2008), performance is the result of an employee during a particular period as compared to the standard range target or targets or criteria that have been agreed.

METHODS

Populations in this research are all permanent employees in Telecommunication Industry (Pt. Telekomunikasi Indonesia, PT. Indosat, PT. Exelcomido Pratama). The sampling method in the form of a questionnaire. The numbers of samples used were 420 respondents.

The type of data in this research is qualitative and quantitative data. Sources of data consist of primary data and secondary data. Method of data collection is done with a list of statements (questionnaire) granted to permanent employees in Telecommunication Industry

Operational definitions of variables and indicators

1. Compensation (X_1), was compensation is something that is given by the Company to employees or employees as remuneration. The dimensions and indicators are: (1) Dimensions of salary / wages, namely: (a) Salary sufficient, (b) the feasibility of salary, (c) the suitability of salary, (d) timeliness, (e) raise, (f) the calculation salary. (2) Dimensions allowances, namely: (a) meals and transport, (b) overtime, (c) incentives, (f) bonus. (3) Dimensions of insurance, namely (a) the provision of insurance, (b) insurance membership.

2. Cultural Organization (X_2) is the organization which is the basic philosophy contains beliefs; norms and values that become handle all human resources in carrying out its work in an organization. The

dimensions are (1) Dimensions orientation on employees with the indicator (a) vision and mission, (b) the purpose of work, (c) the working procedure. (2) Dimensions orientation on process indicators, as follows: (a) efficiency, (b) trust, (c) satisfaction. (3) The professionalism of the indicators, namely: (a) Initiative, (b) cooperation, (c) how to carry out the work. (4) The dimensions of openness of the system with indicators, namely: (a) communications, (b) innovation, (c) justice. (5) Dimensions Function control with indicators, namely: (a) control, (b) job evaluation and employee performance.

3. Job Satisfaction (X_3) is a positive attitude of the workforce includes feelings and attitudes towards work through the assessment as respect in achieving one of the important values of work.The dimensions and indicators are: (1) Dimensions Intrinsic/internal indicators, namely: (a) the work performance, (b) Recognition, (c) development of individual potential. (2) Dimensions Extrinsic / external indicators, namely: (a) The company's policy, (b) Relationship with superiors, (c) Relationship with co-workers, (d) Salary or wages, (e) Working Environment.

4. Employee Performance (Y) is the results that have been achieved by the employee based on the task that has been given by the company or organization. The dimensions and indicators are: (1) The dimensions of the quality of work (a) Standard work, (b) professionalism, (c) quality of service, (d) accuracy. (2) The quantity Dimensions Working with indicators, namely: (a) Target of work, (b) Work. ((3) Dimensions Behaviors Working with the dimensions and indicators, namely: (a) responsibility, (b) Discipline, (c) Independence.

RESULT AND DISCUSSION

This analysis is used to determine how much the influence of independent variables on the dependent variable.

The regression equation to measure the effect of each independent variable or independent, variable compensation (X1), Cultural Organization (X2), job satisfaction (X3) of the dependent variable (Y) Telecommunication Industry. The results of processing SPSS for multiple linear regression tests can be shownthe following table 4:36 table can be created from multiple regression equation as follows:

$$Y = 16\ 599 + 0.363\ X1 + (-0.77)\ X2\ 0189 + X3 + e$$

Table 1
Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (Constant)	16.599	5.492		3.022	.003
Compensation	.363	.093	.345	3.927	.000
Cultural Organizational	-.077	.057	-.121	-1.353	.179
Job Satifaction	.189	.082	.201	2.300	.023

a: DependentVariables: Employee Performance

From the results of the above equation, it means that:

1. From the results of the t test (regression) showed that there is positive and significant correlation between the performance of employees in compensation of employees at Telecommunication Industry at headquarters indicated by the number 0.000 smaller significance of $\alpha = 0:05$ or t_{value} $(3.681) > t_{table}$ $(1,980)$.

2. From the results of the t test (regression) showed that there is a significant and negative effect between organizational culture on employee performance to employees at Telecommunication Industry at headquarters indicated by numbers 0.940 greater significance than $\alpha = 0:05$ or t_{value} $((- 0.007) < t_{table}$ $(-1980))$.

3. The results of the t test (regression) showed that there is positive and significant correlation between job satisfaction on employee performance to employees at Telecommunication Industry at headquarters indicated the significance of the number 0048 that is smaller than $\alpha = 0:05$ or t_{value} $(1.996) > t_{table}$ $(1,980)$.

4. Based on the results of the F test (simultaneous test) showed that compensation, organizational culture, and job satisfaction together significant influence employee performance. This is evident from the results of the F test is done that the value of 0.000 is smaller than 0.05 or F_{value} $(6.711) > F_{table}$ (2.69), which means that the independent variables significantly influence employee performance. However, partially turns the most dominant variable affecting the performance of the employees are compensated, while the cultural variables did not significantly.

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As for the organizational culture variables indicate that there is a significant and negative effect between organizational culture on employee performance to employees at Telecommunication Industry at headquarters indicated by numbers 0.940 greater significance than $\alpha = 0:05$ or t_{value} $((- 0.007) < t_{table}$ $(-1980))$. And for variable job satisfaction showed a positive and significant effect between job satisfaction on employee performance to employees at Telecommunication Industry at headquarters indicated the significance of the number 0048 that is smaller than $\alpha = 0:05$ or t_{value} $(1.996) > t_{table}$ $(1,980)$.

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CONCLUSION

For improving employee performance it must simultaneously improve all three variables, namely compensation, organizational culture and job satisfaction. However, priority should be given to compensate

for this variable is the most dominant. Thus the indicators and variables of this dimension needs to be improved, namely in terms of working behavior. The dimensions and indicators of wages and benefits that have been well should be maintained to improve employee performance. For further research to study respondents did not enjoy unlimited decision only on the location of the headquarters and branch offices of certain companies, but the entire company so that for future research is expected to obtain the results are representative of the company.

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