

ABSTRAK

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Judul : Analisis Kepuasan Kerja Karyawan PT SAI Indonesia

Tujuan studi ini adalah meneliti kepuasan kerja karyawan PT SAI Indonesia, cabang Jakarta. PT SAI Indonesia merupakan bagian dari Martha Tilaar Group. Instrumen survei yang digunakan adalah *Job Satisfaction Survey* (Spector, 1997). Analisis data menggunakan statistik deskriptif, analisis regresi berganda dan uji perbedaan rerata. Berdasarkan hasil penelitian diketahui bahwa kategori skor rerata tingkat kepuasan secara umum adalah memuaskan. Delapan dimensi kepuasan kerja adalah memuaskan, sementara dimensi tunjangan tidak memuaskan. Hasil analisis regresi berganda menunjukkan bahwa empat dimensi kepuasan kerja, yakni dimensi promosi, penghargaan, rekan kerja, dan pekerjaan, memiliki pengaruh signifikan untuk memprediksi kepuasan kerja secara umum. Lima dimensi lainnya tidak berpengaruh secara signifikan. Hasil uji perbedaan rerata menunjukkan perbedaan signifikan tingkat kepuasan kerja berdasarkan faktor usia, posisi jabatan, dan status perkawinan terhadap beberapa dimensi kepuasan kerja.

Kata kunci:

Kepuasan kerja, imbalan, promosi, supervisi, tunjangan, penghargaan, kondisi kerja, rekan kerja, pekerjaan, komunikasi.

ABSTRACT

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Title : Analysis of Employee Job Satisfaction at PT SAI Indonesia

The goal of this study was to investigate employee job satisfaction at PT SAI Indonesia, Jakarta. PT SAI Indonesia is part of Martha Tillaar Group. The instrument of survey was Job Satisfaction Survey (Spector, 1997). Analysis of data used descriptive statistic, regression analysis and test of mean difference. Based on the result of this study suggests that mean score of general job satisfaction was satisfied. The eight facets were satisfied and contingent benefits was not satisfied. The result of regression analysis showed that the four facets, namely promotion, contingent rewards, coworkers, and nature of work have significant effect to predict on overall employee job satisfaction. The five other facets were not significant. The result of mean score of difference showed significant differences in job satisfaction between age, job level, and marriage status of some facets of job satisfaction.

Key words:

Job satisfaction, pay, promotion, supervision, fringe benefits, contingent rewards, operating conditions, nature of work, coworkers, and communication.