

**UNIVERSITY OF INDONESIA
FACULTY OF SOCIAL AND POLITIC SCIENCE
DEPARTMENT OF ADMINISTRATIVE SCIENCE
POSTGRADUATE PROGRAM
MAJOR IN ADMINISTRATION AND HUMAN RESOURCE DEVELOPMENT**

ABSTRACT

**WAHYUDI UTOMO
NPM : 0606038906**

**WORK SATISFACTION OF TIRTA PAKUAN MUNICIPAL WATERWORKS
EMPLOYEES IN EAST BOGOR SUBDISTRICT, BOGOR (PERMANENT STAFF
AND CONTRACT)**

xvi + 107 pages + 31 tables + 3 figures + 5 exhibits

Bibliography : 45 literature books, 3 journals and artikels, 8 theses, 1 monthly report (1968-2008)

As work satisfaction value is considered more and more important for companies., it surely needs some research in the field. Besides, work satisfaction has significant roles both directly and indirectly. The increase in employees' work satisfaction also will have positive effects in enhancing companies' productivity as whole.

The research aims to identify how work satisfaction of employees of Tirta Pakuan Municipal Waterworks Bogor based on motivator factors of two factors theory of Herzberg. The motivator factors include achievement factor, recognition factor, the work factor it self, responsibility factor, advancement factor, and possibility of growth factor.

The Subjects of this research is as much 99 respondents, that are samples from employee population of Tirta Pakuan Municipal Waterworks. The method applied to take the sampling is proportionate stratified random sampling. The measure uses likert behavior scale ranging from 1 (one) to 6 (six).

Based on the research result, it can be stated that work satisfaction of the employees of Tirta Pakuan Municipal Waterworks Bogor based on achievement factor, recognition factor, the work factor it self, responsibility factor, advancement factor, and possibility of growth factor tends to be satisfied. Based on the percentage, there is a tendency that 50% of the respondents state their maximum satisfaction toward the question instrument because the mode value is 4 (tend to be satisfied)

In order to increase the work satisfaction of the employees of Tirta Pakuan Municipal Waterworks Bogor, then the management should take saome actions such as recognizing employees' work achievement, improving employees' knowledge and skills, giving serious attention in promotion and job rotation mechanism.

For further research, it can be done similar research in different companies, for example comparing other factors which influence work satisfaction in private companies and non private companies or comparing national and multinational private companies.



**UNIVERSITAS INDONESIA
FAKULTAS ILMU SOSIAL DAN IMU POLITIK
DEPARTEMEN ILMU ADMINISTRASI
PROGRAM PASCASARJANA
KEKHUSUSAN ADMINISTRASI DAN PSDM**

ABSTRAK

WAHYUDI UTOMO

0606038906

**KEPUASAN KERJA KARYAWAN PDAM TIRTA PAKUAN KOTA BOGOR PADA
KECAMATAN BOGOR TIMUR , BOGOR (Pada Karyawan Tetap dan Kontrak)**

xvi + 107 halaman + 31 Tabel + 3 Gambar + 5 Lampiran

Daftar Pustaka : 45 buku + 3 jurnal dan artikel + 8 tesis + 1 Laporan Bulanan (1968-2008)

Dengan semakin dianggap pentingnya nilai kepuasan kerja karyawan bagi suatu perusahaan, tentu saja perlu dikaji dilapangan. Disamping itu kepuasan kerja mempunyai peranan yang cukup besar secara langsung ataupun tidak langsung. Peningkatan kepuasan kerja karyawan juga akan berdampak positif pada peningkatan produktifitas perusahaan secara keseluruhan.

Penelitian ini bertujuan untuk mengetahui bagaimana kepuasan kerja Karyawan PDAM Tirta Pakuan Kota Bogor menurut faktor motivator dari teori dua faktor Herzberg. Faktor-faktor motivator tersebut meliputi faktor *achievement*, faktor *recognition*, faktor *the work it self*, faktor *responsibility*, faktor *advancement*, dan faktor *possibility of growth*.

Subyek penelitian ini berjumlah 99 responden yang merupakan sampel dari populasi Karyawan PDAM Tirta Pakuan Kota Bogor. Teknik pengambilan sampel yang digunakan adalah *proportionate stratified random sampling*. Pengukuran menggunakan skala sikap likert, dengan skala 1 (satu) sampai 6 (enam).

Berdasarkan hasil penelitian dapat dikemukakan bahwa kepuasan kerja Karyawan PDAM Tirta Pakuan Kota Bogor menurut faktor prestasi, pengakuan, pekerjaan itu sendiri, tanggung jawab, kemajuan dan pertumbuhan keseluruhannya adalah cenderung puas. Berdasarkan prosentase, 50% kecenderungan responden menyatakan maksimal cenderung puas terhadap instrumen pertanyaan karena nilai modus 4 (cenderung puas).

Dalam rangka meningkatkan kepuasan kerja Karyawan PDAM Tirta Pakuan Kota Bogor, maka Pimpinan disarankan untuk masih perlu mengambil langkah-langkah antara lain mengakui hasil kerja karyawan, meningkatkan kapasitas pengetahuan dan keterampilan karyawan, memperhatikan pelaksanaan promosi, rotasi.

Untuk penelitian selanjutnya dapat dilakukan penelitian yang serupa pada perusahaan yang berbeda, misalnya membandingkan faktor-faktor lain yang mempengaruhi kepuasan kerja pada perusahaan swasta dengan non swasta atau dengan membandingkan antara perusahaan swasta nasional dengan swasta asing.

