

Effect of Work Satisfaction on Performance DPRK Members in Development According to the Perspective of the Community of West Aceh

Jhonny Ardan Mardan¹, Dina Hastalona², Rahmat Rahmat³

¹ Lecturer Sekolah Tinggi Ilmu Ekonomi Riau, Pekanbaru. Indonesia, ² Lecturer Sekolah Tinggi Ilmu Ekonomi Al-Hikmah, Medan. Indonesia, ³ Lecturer Universitas Graha Nusantara Padangsidempuan, Medan. Indonesia

To Link this Article: <http://dx.doi.org/10.6007/IJARBSS/v9-i7/6086> DOI:10.6007/IJARBSS/v9-i7/6086

Published Date: 24 July 2019

Abstract

The problem examined in this study is the problem of performance satisfaction of Members of the West Aceh DPRK. The satisfaction of the performance of these Board Members is assessed by community leaders in each sub-district in West Aceh. For meeting development needs, Board Members have a significant role to play. Development in West Aceh is still below the standard, especially in the infrastructure sector. This is because West Aceh was hit by the tsunami in 2004, causing a lot of damage to the infrastructure chain. The performance of the Board Members required to take care of their territory is in terms of supervision and budget. Their performance needs to be assessed by community leaders to get optimal ratings. This study uses qualitative methods with descriptive analysis. The study data were obtained through interviews and observations. Six of the respondents were chosen to provide information in this study. The study area is six regions, namely Arongan Lambalek, Woyla Barat, Tanjong, Kaway XVI, Woyla, and Pante Ceureumen. The results of the study show that the performance of the Board Members is essential for development. Therefore, mutual communication between Board Members and community leaders is necessary. Suggestions from village community leaders are also needed to achieve development goals.

Keywords: Work Satisfaction, Performance, West Aceh Community

Introduction

Job satisfaction is a general attitude of an individual to his work, that is, with his ability he shows a good attitude towards his job. The scope of human resource management generally addresses matters relating to job satisfaction. Job satisfaction is one of the important factors, because it can affect the running of an organization systematically. Job satisfaction perceived by employees in work is an indication that the employee is feeling happy.

The performance of the DPRK Members of West Aceh while carrying out their duties cannot be separated from the views of the community. The effects of work carried out by DPRK Members can affect the positive level of employment. Satisfaction in work can have a positive impact on behavior and morale. The performance of DPRK Members in building their territory is important. All needs of the community are also one of the reasons for DPRK Members to be able to serve the community optimally according to the will of the community (Wasistiono, 2009).

But in reality, there are still performances of DPRK Members who are still not optimal. For example, the performance of DPRK members in serving the community towards development. DPRK Members are considered still unable to implement a good governance system. So that a more maximal role of DPRK members is needed to improve the level of development in the community.

The real foundation of an organization is performance. If there is no performance, then all parts of the organization will not be achieved perfectly. Performance needs to be used as material for thorough evaluation and introspection of leaders. Definition or understanding of performance according to Nawawi (2006) states that performance is said to be high if the work target can be completed at the right time or not exceeding the time limit given. The time given varies depending on what he does. Low performance if completed outside the time limit provided or completely unresolved. This kind of thing becomes a reference to motivate employees or improve the quality of their work.

Furthermore, Simamora (2008) states that employee performance is the level at which employees achieve work requirements that have been properly realized. Usually, employees will improve their ability to work if they already know the technique works. From some of the meanings above, it can be concluded that employee performance is the ability to achieve job requirements, where work targets can be completed at the right time or not exceeding the time limit provided so that the objectives will be in accordance with the moral and ethical company. Thus the performance of employees can contribute to the company.

Job satisfaction expresses several conformities between one's expectations about his work, which can be in the form of work performance given for his work. In essence, someone is encouraged to move because he hopes that this will bring a better satisfying situation than the present situation (Smith and Weckelly in As'ad 2004).

To better understand the satisfaction of a more comprehensive work on job satisfaction in various terms stated as follows:

- Job satisfaction and general attitude towards the work of a person that shows the difference between the number of awards received and those that should be received by employees
- Authority of work is a positive or negative attitude carried out by individuals towards the work they are doing
- Job satisfaction is the thoughts, feelings, and tendencies of one's actions towards their work
- Satisfaction work is an effective or emotional response to various aspects of work, both heavy and light work (Sinambela, 2012).

According to Stephen Robbins (2001), Job satisfaction consists of the following factors:

- Appropriate rewards Is a fair wage system that is felt from the payment
- Mentally challenging work is a job that provides an opportunity to use freedom, skills, and abilities in carrying out tasks
- Conditions that support It is a good work environment for personal comfort and ease of task comfort. The organizational work environment is very supportive for individuals in achieving performance. Organizational environmental factors in question include clear job descriptions, adequate authority, challenging work targets, effective work communication patterns, harmonious work relations

Job satisfaction reflects a person's feelings for his work and everything that is faced in his environment. Job satisfaction is a theory of practical concepts that is important because satisfaction can affect the work capacity to perform effectively.

According to Jewell and Siegall (in Prestawan 2010, there are several aspects of measuring job satisfaction, namely as follows:

- Psychological aspects

Namely, the factors that relate to the mentality of employees include interest, peace of mind, attitude to work, talent and skills

- Physical aspects

Namely, factors related to the physical condition of the work environment and the physical condition of the employee. This includes the type of work, arrangement of work time, the arrangement of rest periods, state of the room, air temperature, lighting, air exchange, health conditions of employees and the age of employees

- Social aspects

Namely, factors related to social interaction, both among fellow employees with superiors and among employees of different types of work and relationships with family members of each employee

- Financial aspects

These are factors related to collateral and employee welfare, which include the system and the amount of salary, social security, benefits, facilities, and promotion to a higher level

Literature Review

Organizations in both the private and public sectors throughout the world depend on their workforce for optimal productivity, which in turn will result in organizational efficiency. Good work productivity value can increase the electability of an organization. In this case, the need to ensure employee job satisfaction is a matter of necessity for every organization. Because with job satisfaction from employees can increase the value of the results that will be achieved. Research on job satisfaction has been carried out by various researchers in this field, but there is a need to do more studies on job satisfaction that are still needed in an organization. Therefore, this study aims to examine the relationship between job satisfaction and the performance of non-academic staff at Bauchi Gadau State University in Nigeria (BASUG). Dissatisfaction is believed to be one of the main factors that reduce motivation and reduce employee morale in the workplace. With decreasing work effectiveness, it can indirectly reduce low work productivity. This can affect work within the organization. As a result, the aggregate of two hundred and seventy questionnaires distributed BASUG's non-academic staff based on systematic random sampling, and the data collected were analyzed

using the Statistical Package for Social Sciences (SPSS). The results of the analysis illustrate that there is a positive and significant relationship between job satisfaction and the performance of non-academic staff at a university (Inuwa, 2016).

The era of globalization requires employees to have good performance and results. With this era, there are many benefits for employees to innovate the work they do. The openness system is also a reference for employees to improve performance. Therefore, many companies implement compensation systems. That is, effective compensation is expected to add value to employee satisfaction to stimulate employees always to work better. They are too many similarities between compensation and job satisfaction for employees. So this study aims to determine the extent of the influence of compensation on employee satisfaction and employee performance. Because with employee satisfaction, this can be to influence compensation for employee performance. The object of research is the employees of PT. Indonesian Telecommunications. Data were collected by questionnaire and analyzed with SmartPLS software version 2.0M3. The results showed that compensation affected employee satisfaction and employee performance at PT. Indonesian Telecommunications. With this influence so that that employee satisfaction can mediate the effect of compensation on employee performance (Darma, 2017).

From the results of the study, it is known that only the first and third hypotheses are proven; while the second hypothesis is not proven correct. This is due to the limitations of the less optimal research model. Professional employees who have worked well tend to, but this does not apply at PT Anugerah Baru Denpasar. Even though employees are satisfied with their work, it does not significantly affect their performance. This greatly affects the productivity of their work in the company. So that company management finds alternative solutions that can improve employee performance in the form of rewards and punishments. Thus, this can strengthen the relationship between the company and its employees. When employees feel tied to the company, they will tend to perform better and become very loyal to the company so that the electability of the company can increase (Andreani, 2016).

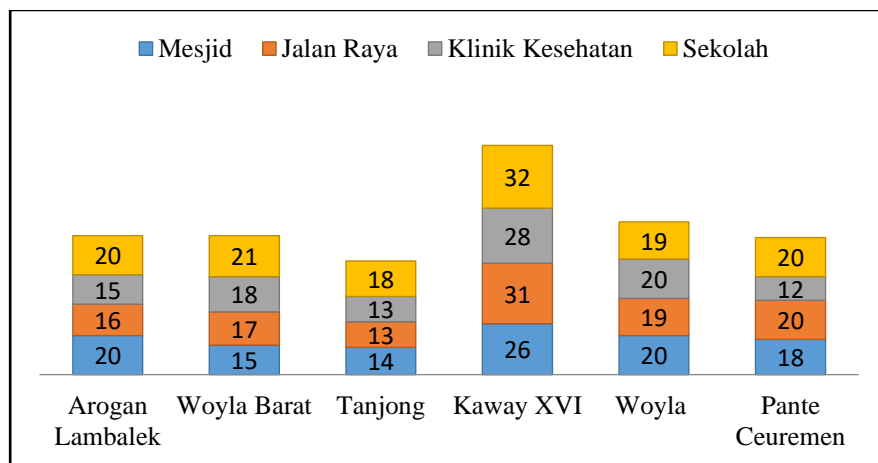
Research Methodology

The form of this study uses descriptive studies with a qualitative approach, which describes the conditions faced in the field. Qualitative methods are a process of study and understanding based on methodologies that investigate social phenomena and human problems. In this approach, the investigator makes a complex picture, by examining the words, or detailed reports from the viewpoint of the respondent. Respondents who were the source of data in this study were six community leaders.

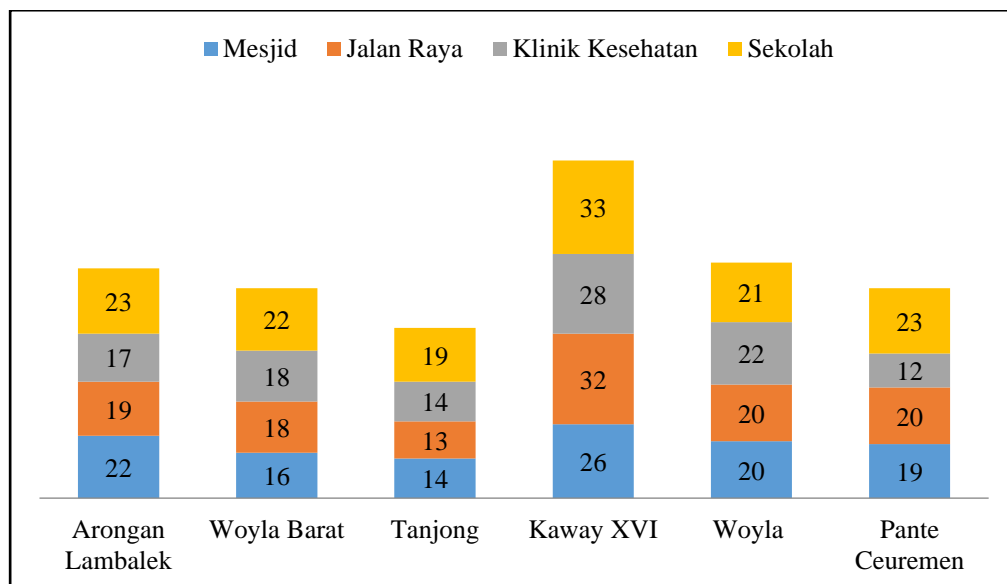
Respondent	Region
R1	Arongan Lambalek
R2	Woyla Barat
R3	Tanjong
R4	Kaway XVI
R5	Woyla
R6	Pante Ceureumen

Results

Performance that reflects the stage of development that has been carried out by the West Aceh Council Member for people's welfare, as shown in the table below:



Resource: Primary Data 2015



Resource: Primary Data 2016

The table above shows the development carried out by the West Aceh Board Members in the 2015-2016 period following input from community leaders in their respective regions. This development process starts with information from community leaders because those who know best what is needed. So community participation in the development process is very important because it can shape the attitude and sense of responsibility towards development.

Board Legislative Performance	Action Taken
Building Territory	Respondents stated that they would provide a financial budget to build the development needed by the community
Supervise Projects	Respondents stated that they would supervise every project that had been given to the community so that it would not be misused

Respondents answered that for elected Board Members, the morale was good. Respondents prove by mentioning the facilities that have been built by Board Members in their territory. The respondent also stated that there were also many people who mentioned that this development was due to the attention of the Board Members.

Respondent (R)	Indicator	Assessment
R2, R4, R6	Board Member Performance	Respondents stated that the achievements of the Board Members were well implemented by helping the community
R1, R3, R5	Working Spirit of Board Members	The respondent stated that the enthusiasm of the Board Members was good by mentioning the facilities that had been built by the Board Members in his area

Conclusion

The performance of Board Members in building development in the study area can be formulated that Board Members in carrying out their duties follow such input from community leaders. Furthermore, from the aspect of the Community Leaders perspective on the performance of Board Members in building the study area, investigators found that the majority of Community Leaders gave positive views. The implication shows that development that is designed or carried out by Board Members to the study area has met the needs of the community. In addition, DPRK members tried optimally to improve their capacity as people's representatives in their territory. So that it can carry out its role effectively and well to fight for the aspirations of the people in the area to be discussed in parliament.

References

- As'ad, Moh. (2004). Psikologi Industri : Seri Ilmu Sumber Daya Manusia. *Yogyakarta :Liberty*
- Darma, P. S. (2017). The Effect of Compensation on Satisfaction and Employee Performance. *Management and Economics Journal (MEC-J)*, Vol 1, Issue 1.
- Fransisca, A. (2016). Employee Performance As The Impact Of Transformational Leadership and Job Satisfaction in PT Anugerah Baru Denpasar. *JMK*, Vol 8, No.1.
- Mohammed, I. (2016). Job Satisfaction and Employee Performance: An Empirical Approach. *The Millennium University Journal*, Vol 1, No. 1.
- Nawawi, H. (2006). Evaluasi dan Manajemen Kinerja di Lingkungan Perusahaan dan Industri. Gadjah Mada Univercity Press. *Yogyakarta*.
- Prestawan, A. (2010) Penelitian Karyawan. Bumiputera. *Surakarta*.
- Robbins, S. P. (2001). Organizational Behaviour: Global and Southern African Perspectives. *South Africa: Prentice Hall*
- Simamora, H. (2008). Manajemen Sumber Daya Manusia. Edisi 2. STIE YKPN. *Yogyakarta*.
- Sinambela, L. (2012). Kinerja Pegawai: Teori, Pengukuran dan Implikasi. Graha Ilmu. *Yogyakarta*.
- Wasistiono, S., & Wiyoso, Y. (2009). Meningkatkan Kinerja Dewan Perwakilan Rakyat Daerah (DPRD). Fokusmedia.