

The Effect of Social Support and Worker Characteristics on Job Satisfaction of Employees in the Kuala Bali Health Center

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Abstrak

In the face of competition in the global era, companies are required to work more efficiently and effectively. Increasingly fierce competition causes companies to be required to be able to increase competitiveness in order to maintain the company's survival. The Population Research Method in this study is 47 Civil Servants (ASN). In this study, the author did not specify a sample, because all members of the population will be studied. Independent variable (X) Social Support and Worker Characteristics and Dependent Variable (Y) Job Satisfaction. The approach used in this study is a quantitative approach in the form of associative, which is research that aims to find out the relationship between two or more variables. The results of the research The results of the Social Support Variable have a partial influence on Job Satisfaction at the Kuala Bali Health Center, because the Social Support variable has a significant influence on Job Satisfaction. The results of the Worker Characteristics Variable have a partial influence on the Worker Characteristics at the Kuala Bali Health Center, because the Worker Characteristics variable has a significant influence on Job Satisfaction.

Keyword: Social Support, Worker Characteristics, Job Satisfaction

1. INTRODUCTION

In the face of competition in the global era, companies are required to work more efficiently and effectively. Increasingly fierce competition causes companies to be required to be able to increase competitiveness in order to maintain the company's survival. The company is one of the organizations that gathers people commonly referred to as employees or employees to carry out the company's production household activities. Almost all companies have the goal of maximizing profits and value for the company, and also to improve the welfare of owners and employees.

Employees or employees are the most important element in determining the progress and backward of a company to achieve the company's goals, employees are needed in accordance with the requirements in the company, and must also be able to carry out the tasks that have been determined by the company. Every company will always strive to improve the performance of its employees, with the hope that what the company's goals will be achieved. Employee abilities are reflected in performance, good performance is optimal performance.

In an organization, human resources are the only resources that have intellect, desires, skills, knowledge, encouragement, power, and work (ratio, taste, and karsa) and all of these human resource potentials affect the organization's efforts in achieving goals and improving good performance. The success of a company in achieving its goals does not only depend on the existing facilities and infrastructure, but also depends on the performance of its employees, the performance of a company is also determined by the conditions and behaviors of the employees owned by the company (Manurung and Ratnawati, 2012).

Job satisfaction is job engagement, the level at which people identify psychologically with their job and consider the level of performance to be critical to their self-esteem to achieve the goals set by the company (Robbins and Judge, 2018:50). Edison et al. (2016:216) argue that factors that affect job satisfaction are salary earned, the job itself, promotion opportunities, job conditions, colleagues and job security in the organization. The impact of job satisfaction expressed by Griffin and Moorhead (2013:74) job satisfaction will have an impact on work to reduce the level of absenteeism, make a positive contribution, and remain with the organization. This study uses a measuring tool used by Prasetyo et al (2019) to measure the level of job satisfaction. Umar (2011), stated that job satisfaction is a person's feelings and judgments about his work, especially regarding his working conditions, in relation to whether his work is able to meet his expectations, needs, and desires. From the definitions above, it can be concluded that job satisfaction is a pleasant psychological state felt by workers in a work environment because needs are adequately met. According to Hasibuan, (2011) defines job satisfaction as an emotional attitude that is pleasant and loves one's job. This attitude is reflected in work morale. Sunyoto, (2012) defines that: Job satisfaction is a person's individual trait so that it has a different level of satisfaction according to the value system that applies to him. This is due to differences in each individual. The more aspects of work are in accordance with the individual's desires, the higher the level of satisfaction felt and vice versa.

2. RESEARCH METHOD

2.1 Research Framework

2.1.1 Job Satisfaction

Kreitner and Kinicki (2014:169) state that "job satisfaction reflects the degree to which a person likes his or her job. Formally defined, job satisfaction is an affective or emotional response to various aspects of a person's job. Furthermore, according to Robbins and Judge (2012, p. 107), job satisfaction is an organizational behavior that refers to the general attitude of individuals towards the work they do. A person with a high level of satisfaction shows a positive attitude towards the job, while a person who is dissatisfied with his or her job shows a negative attitude towards the job. In addition, according to Luthans (2012, p. 234) Job satisfaction is the result of employees' perception of how well their work delivers what is considered important. In general, in the field of organizational behavior, job satisfaction is the most important and frequently studied attitude.

2.1.2 Social Support

Humans as social beings need the presence of other humans to interact. The presence of others in one's personal life is so necessary. A person is unlikely to meet his physical and psychological needs alone. Individuals need social support whether from superiors, colleagues or family. According to Rokhimah (2014), social support is a degree of support given to individuals, especially when needed by people who have a close emotional relationship with people. According to Sarafino (Rokhimah, in Meilianawati 2015) social support is the degree of support given to individuals, especially when needed by people who have a close emotional relationship with that person, social support can refer to comfort, care, self-esteem or any form of help that individuals receive from other people or groups.

2.1.3 Job Characteristics

According to (Purwanto & Soliha, 2017) job characteristics are an effort to identify the characteristics of the tasks of the job, how those characteristics are combined to form different jobs and their relationship with employee motivation, job satisfaction and performance. According to (Montori, Adolfini, & Dotulong, 2019) job enrichment programs seek to design jobs by helping office holders satisfy their needs and growth, recognition, and responsibility. Job enrichment adds a source of satisfaction to work, this method increases responsibility, autonomy, and vertical job loading. Meanwhile, according to (Saweduling, 2013) the characteristics of work are the nature of the implementation of employee duties and include authority, responsibilities and forms of duties as well as the level of satisfaction that individuals get from the characteristics of the work concerned. On the other hand, a company that does not provide sufficient facilities for its employees, of course, will also have low morale and work motivation. As for (P. E. V. Putri & Wibaw, 2016) characteristics are a belief that arises because they have self-confidence in their ability to carry out a job, so that they are able to obtain success. So it can be concluded from some of the definitions above, Job characteristics are the beliefs or abilities of an employee that he or she has to complete tasks. To complete the task, there must also be a high work spirit and high motivation so that you can be confident to complete the task.

2.2 Research Method

The population in this study is 47 Civil Servants (ASN). In this study, the author did not specify a sample, because all members of the population will be studied. In this study, job characteristics and individual characteristics as independent variables (X) Social Support and Worker Characteristics and Dependent Variables (Y) Job Satisfaction. The approach used in this study is a quantitative approach in the form of associative, which is research that aims to find out the relationship between two or more variables. (Sugiono, 2012:13).

3. RESULT AND DISCUSSION

3.1 Normality Test Result

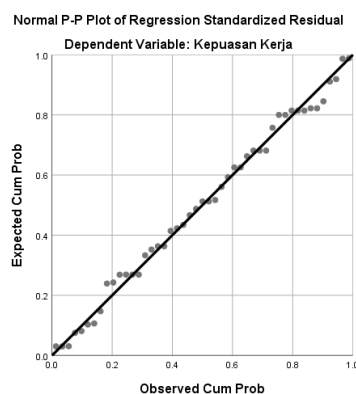


Figure 1. Normal P-P Plot

Based on the normality test image (Normal PP Plot of Regression Standardized Residual) it is known that the data is spread around the diagonal line. So the regression model meets the normality assumption.

3.2 Multicollinearity Test

Table 1. Multicollinearity Test Result
Coefficients^a

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Social Support	.955	1.048
	Worker Characteristics	.955	1.048

a. Dependent Variable: Job Satisfaction

Based on the Multicollinearity Test Table above, it shows that the VIF number is not greater than 10 and the tolerance is more than 0.10. Based on these results, it can be seen that this regression model does not contain multicollinearity, so this model can be used.

3.3 Heteroscedacity Test

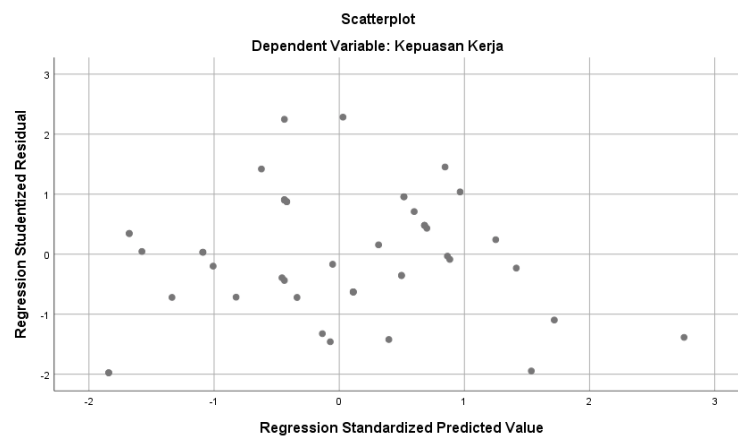


Figure 2. Scatterplot

Figure 2 shows that the test results do not form a certain pattern that is regular (wavy, widening, then narrowing). The pattern spreads above and below the number 0 on the Y axis, so it can be concluded that there is no heteroscedasticity in the data obtained from the respondents in this study.

3.4 Coefficient of Determination

Table 4. Coefficient Determination Test Result
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.942a	.887	.882	.75463

a. Predictors: (Constant), Worker Characteristics, Social Support

b. Dependent Variable: Job Satisfaction

Based on Table 4. the results of the study produced an Adjusted R Square value of 0.887 so that it can be concluded that Social Support and Worker Characteristics together have a contribution of 88% to Job Satisfaction, the remaining 12% there are other variables that influence.

3.5 Hypothesis Test Result

3.5.1 F-Test

Table 5. F Test Result
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	197.369	2	98.685	173.294	.000b
	Residual	25.056	44	.569		
	Total	222.426	46			

a. Dependent Variable: Job Satisfaction

b. Predictors: (Constant), Worker Characteristics, Social Support

From the results of the ANOVA Table 5 Output, the F value is calculated 173.294 Using a confidence level of 95%, $\alpha = 5\%$, the value of df 1 is obtained as the number of variables-1 or 3-1=2. While the value of df 2 is obtained from n-k-1, where n is the number of data and k is the number of independent variables, then the result

is $47-2=45$. So that the F value of table 3.20 was obtained. Based on the results of the F table, the F value is calculated as $173.294 >$ the F value of the table is 3.20 or by looking at the significance of 0.000, far below the probability value of 0.05, then statistically on the tested sample, very strong evidence is obtained that the independent variables (Worker Characteristics and Social Support) together (simultaneously) have an influence on Job Satisfaction.

3.6.2 T-Test

Table 6. T Test Result

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	-1.736	1.347			-1.288	.204
Social Support	.589	.043	.712		13.757	.000
Worker Characteristics	.380	.041	.483		9.321	.000

a. Dependent Variable: Job Satisfaction

Based on the data of Table 6, it can be explained as follows:

1. The value of the t calculation is greater than the value of the t-value of the table, which is $13.757 > 1.677$ ($\alpha = 5\%$, $df = 97$) of the significance value of $0.000 < 0.05$, so it can be concluded that H1 or the first hypothesis is accepted. There is a positive influence of Social Support (X1) on Job Satisfaction (Y).
2. The value of the t-count is greater than the t-value of the table, which is $9.321 > 1.677$ ($\alpha = 5\%$, $df = 97$) the significance value is $0.000 < 0.05$, so it can be concluded that H2 or the second hypothesis is accepted which means there is a positive influence of Worker Characteristics (X2) on Job Satisfaction (Y).

3.7 Discussion

The Social Support variable has a partial influence on Job Satisfaction at the Kuala Bali Health Center, because the Social Support variable has a significant influence on Job Satisfaction. The Worker Characteristics variable has a partial influence on the Worker Characteristics at the Kuala Bali Health Center, because the Worker Characteristics variable has a significant influence on Job Satisfaction.

4. CONCLUSION

Based on the results of the research, the conclusions taken are as follows: The results of the Social Support Variable have a partial influence on Job Satisfaction at the Kuala Bali Health Center, because the Social Support variable has a significant influence on Job Satisfaction. The results of the Worker Characteristics Variable have a partial influence on the Worker Characteristics at the Kuala Bali Health Center, because the Worker Characteristics variable has a significant influence on Job Satisfaction.

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