

The Influence of Job Satisfaction and Job Loyalty of Employees (Sewing Operator) on Employee Performance at PT. Sansan Saudaratex Jaya Cimahi

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Abstrak. Kinerja karyawan merupakan suatu hasil yang dicapai oleh seseorang dalam melaksanakan tugas-tugas yang dibebankan kepadanya. Penelitian ini bertujuan untuk mengetahui Pengaruh Kepuasan Kerja Dan Loyalitas Karyawan Terhadap Kinerja Pada Karyawan Di PT. Sansan Saudaratex Jaya Cimahi. Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif dan asosiatif dengan bantuan aplikasi SPSS 25. Pada penelitian ini yang menjadi unit analisisnya adalah karyawan bagian Operator Jahit di PT. Sansan Saudaratex Jaya Cimahi. Hasil penelitian ini menunjukkan bahwa variabel kepuasan kerja memberikan kontribusi atau pengaruh terhadap kinerja karyawan sebesar 39,0%, dan loyalitas kerja karyawan (operator jahit) memberikan kontribusi atau pengaruh terhadap kinerja karyawan sebesar 18,7%. Dan secara simultan variabel kepuasan kerja dan loyalitas kerja karyawan (operator jahit) memberikan pengaruh terhadap kinerja karyawan sebesar 57,7%.

Kata kunci: Kepuasan, Loyalitas; Kinerja Karyawan.

Abstract. Employee performance is a result achieved by a person in carrying out the tasks assigned to him. This study aims to determine the effect of job satisfaction and employee loyalty on the performance of employees at PT. Sansan Brothertex Jaya Cimahi. The research method used in this study is a descriptive and associative method with the help of the SPSS 25 application. In this study, the unit of analysis was the sewing operator at PT. Sansan Brothertex Jaya Cimahi. The results of this study indicate that the variable job satisfaction contributes or influences employee performance by 39.0%, and employee loyalty (sewing operator) contributes or influences employee performance by 18.7%. And simultaneously the variables of job satisfaction and employee loyalty (sewing operators) have an influence on employee performance of 57.7%.

Keywords: Satisfaction; Loyalty; Employee Performance.

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Introduction

Organizations want to achieve the goals achieved by making various efforts on activities, through several approaches, to achieve maximum and optimal results and high performance is needed. The human factor which is important in the success of a business depends on the behavior of the employees at PT Sansan Saudaratex Jaya Cimahi.

PT Sansan Saudaratex Jaya Cimahi is a manufacturing company producing raw goods into finished goods, such as adult clothing, children's clothing, and clothing for babies. The quality of goods in the production section, from cutting fabric, to sewing to sewing and then proceeding with checking the goods in the QC Division. In the QC Division, the goods produced will be checked by separating between good and bad goods (rejections) or must be repaired, to be continued in the finishing and packing division. This is an important thing for the continuity of the company in producing goods that will be marketed. The quality of the goods must be good and meet the standards. In addition, along with the times, the company is increasingly developing a system that runs in its various divisions. This is done so that the company can compete with other companies and become an attraction for buyers who want to cooperate with PT Sansan Saudratex Jaya Cimahi.

Based on an initial survey of 15 employees who worked from March to June 2023 at PT Sansan Saudaratex Jaya Cimahi, it was stated that the phenomenon that was expected by the company to have a positive value was work enthusiasm (46.7% stated that it was not good), due to the loss of work motivation employees became unmotivated to do everything and finally the work was not neglected. and initiative (46.7% stated that it was not good), it turned out to have obstacles and still needed to be reviewed the causes and solutions in the form of actions from the company to improve both things.

Then, based on indicators that can be used as assessment standards, it is known that most employees do not like the type of work they are

engaged in (53.3%), this is due to misplacement of employees so that employees do not occupy the right position. In addition, this can also cause poor discipline (46.7%) due to the absence of exemplary leadership in the company, and the courage of the leadership in acting.

The statements that show employee performance based on the results of the preliminary temporary survey show that employee performance is not so good based on the results of the temporary survey, besides that employees who are not thorough in carrying out their duties are 53.3%, this is due to the lack of support for the environment in the company so that it makes employees feel uncomfortable. Unproductive employees are 53.3% and employees who are not target-oriented are 46.7%.

Research Methodology

According to Bambang S Soedibjo (Soedibjo, 2013) a unit is a unit that will be used to explain or describe the characteristics of a larger object conclusion. To examine the level of employee satisfaction, the data unit will be analyzed in industrial research, namely employees of the Sewing Operator section at PT Sansan Saudaratex Jaya Cimahi.

Population according to Sugiyono (Sugiyono, 2017), population is a generalization area consisting of objects / subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. The target population in this study were employees in the QC (Quality Control) division of PT Sansan Sadaratex Jaya from December 2019 to April 2020, while the total population was 35 people. According to Sugiyono (Sugiyono, 2017) the sample is part of the number and characteristics possessed by the population. So that the sample is part of the existing population, for sampling in this study with the census technique. The census technique is a way of collecting data when investigated one by one.

The data used in this study are primary data taken directly from primary data sources, which

is information obtained for the first time by researchers regarding the variables that are the main objectives of the study. The data collection method used is a questionnaire method either structured or unstructured.

To analyze respondents' responses using variable weighting analysis Job Satisfaction (X1), Employee Loyalty (X2), and Performance (Y) the data is ordinal so that to find the standard weight value can be done by finding the length of the fifth weight range of classification. To see how the influence between the independent and dependent variables, in this case the effect of Job Satisfaction (X1) and Employee Loyalty (X2) on Performance (Y), path analysis is used to see and test the relationship model between variables in the form of cause and effect (causal). Meanwhile, regression analysis, both simple and multiple, can only explain functional and correlational relationships, not causal relationships.

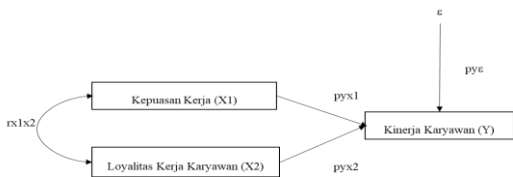


Figure 1. Path Equation Model

Where:

- Pyx1, : Path coefficient
- Pyx2
- rx1x2 : Correlation between X1 and X2
- ϵ : Residual variable (disturbance).
- X1 : Job Satisfaction variable (exogenous variable).
- X2 : Organizational Climate variable (exogenous variable).
- Y : Performance variable (endogenous variable).

General description Respondents aged between 20-25 years were 15 people or 42.86% of the total respondents. Respondents aged between 26-30 years were 6 people or 17.14% of the total respondents. Respondents aged between 31-36 years were 5 people or 14.29% of the total respondents. Respondents aged between

36-40 years were 5 people or 14.29% of the total respondents. Respondents who were more than 40 years old were 4 people or 11.43% of the total respondents. Furthermore, for respondents who are male, there are 1 person or 2.86% of the total respondents. Respondents who are female are 34 people or 97.14% of the total respondents. Respondent data based on education level shows that respondents with junior high school education level are 5 people or 14.29% of the total respondents. Respondents with high school / vocational school education level were 28 people or 80.00% of the total respondents Respondents with D1 education level were 2 people or 5.71% of the total respondents.

Results and Discussion

Validity refers to the extent to which a measurement instrument or research method measures or describes what it is intended to measure or describe. In a broader context, validity reflects whether a concept or variable is measured accurately and relevantly within a particular research or measurement framework. Reliability relates to the consistency and reliability of measurement instruments or research methods. The validity test results are described as follows:

Table 1. Validity Test.

Instrument	Questions	X1	X2	Y
	1	0,812	0,832	0,804
	2	0,874	0,611	0,748
	3	0,865	0,809	0,862
	4	0,727	0,795	0,700
	5	0,677	0,877	0,737
	6	0,686	0,632	0,719

Source: Research 2023.

Cronbach alpha adalah lebih dari 0,80 oleh karena dapat disimpulkan bahwa instrument penelitian adalah reliabel. Data processed using SPSS verse 16.00 software.

Table 2. Path Coefficient

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	6.513	2.828		2.303	.028		
X1	.481	.145	.533	3.328	.002	.515	1.941
X2	.284	.160	.284	1.775	.085	.515	1.941

Source: Research 2023.

From the data above, it is known that the path coefficient can be seen in the standardized coefficient Beta column with a value of 0.533 for the job satisfaction variable (X1) and 0.264 for the job loyalty variable (X2). This path coefficient will be used to discuss the calculation of knowing the magnitude of the influence of the independent variables on the dependent variable. These matters will be discussed in the discussion section. Based on the research conducted, it is known that the partial determination coefficient value is shown in the RSquare Column with a value of 0.577. Furthermore, to find out the partial acceptance coefficient will be discussed in the discussion section.

Descriptive data is processed based on the order of assessment of the score range taken from the number of samples used. From the research results it is known that the average score value on the job satisfaction variable is 131 which is categorized as Good. The dimension assessment categories are as follows: Work ethic dimension with a score of 126 with a good category Discipline dimension with a score of 134 with a good category Work Achievement dimension with a score of 133 with a good category.

Furthermore, from the research results it is known that the average score value on the Work Loyalty variable is 136 which is categorized as Good. The dimension assessment categories are as follows: Dimension Loyal to work with a score of 134 with a good category Dimension Loyal to position with a score of 136 with a good category Dimension Loyal to the organization

with a score of 139 with a good category Descriptive assessment of research indicators on work loyalty variables. Then it is known that the average score value on the Performance variable is 140 which is categorized as Good. The dimension assessment categories are as follows: Quality Standard Dimension with a score of 140 with a good category Quantity Standard Dimension with a score of 140 with a good category.

To carry out the calculation process and determine the amount of influence both simultaneously and partially in this study, calculations are carried out with path analysis. As described in table 4.5 that path analysis requires a path coefficient has been calculated in table 4.5 above, namely the path coefficient for X1 is 0.533 and the X2 path coefficient is 0.284. Based on the research, the effect of Job Loyalty (X2) on Performance (Y) is 0.187 with a direct effect of 0.106 and an indirect effect of 0.081.

Conclusion

Based on research that has been conducted, researchers can find out that the average score value on the Work Loyalty variable is 136 which is categorized as Good. Then, the average score value on the Work Loyalty variable is 136 which is categorized as Good. Also, the average score value on the Performance variable is 140 which is categorized as Good. So it can be concluded that the direct effect of x1 on y is 0.284 and the indirect effect of x1 on y is 0.106 so that the total effect of x1 on is 0.390, so that the magnitude of the effect of Job Satisfaction (X1)

on Performance (Y) is 0.390 or 39.0% and the direct effect of x2 on y is 0.106 and the indirect effect of x2 on y is 0.081 so that the total effect of x2 on y is 0.187, so that the magnitude of the effect of Job Loyalty (X2) on Performance (Y) is 0.187 or 18.7%. As well as the total effect of X1 on Y is 0.390 or 39.0% and the total effect of X2 on Y is 0.187 or 18.7% so that the sum result is the magnitude of the influence of the influence of X1 and X2 on Y which is 0.577 or 57.7%. And other variables that may affect performance are 0.432 or 43.2%.

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