



THE CONTRIBUTION OF EMPLOYEE COMMITMENT TO DUTY TO JOB SATISFACTION OF EMPLOYEES OF THE SOCIAL AND LABOR OFFICE OF THE CITY OF PADANG

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ABSTRAK

Qualified human resources who can carry out work and produce something desired in accordance with organizational goals. Based on field observations, the symptoms seen show that employee job satisfaction at the Padang City Social and Manpower Office tends to be low. In this case, it is suspected that employee job satisfaction has something to do with the factors that influence job satisfaction itself. The symptoms that reflect low employee job satisfaction will have a negative impact on employee work productivity, and employee job satisfaction will not be realized. It is feared that this can affect the achievement of organizational goals. This study aims to reveal the contribution of employee commitment to duty to Employee Job Satisfaction. The method used is a descriptive correlational quantitative method. The results showed that: (1) Employee commitment to task contributes significantly to Employee Job Satisfaction by 15.1%, (2) Employee commitment to task together contributes to Employee Job Satisfaction by 19.4%. The analysis also shows that employee commitment to duty is in the sufficient category, as well as employee job satisfaction which is also in the sufficient category. The findings of this study have implications that employee job satisfaction can be improved through increasing employee commitment to duty.

ABSTRAK

Sumber daya manusia yang berkualitas dan dapat melaksanakan pekerjaan serta menghasilkan sesuatu yang diinginkan sesuai dengan tujuan organisasi. Berdasarkan observasi lapangan, gejala yang terlihat menunjukkan bahwa kepuasan kerja pegawai di Dinas Sosial dan Tenaga Kerja Kota Padang cenderung rendah. Dalam hal ini, diduga kepuasan kerja karyawan ada kaitannya dengan faktor-faktor yang mempengaruhi kepuasan kerja itu sendiri. Gejala-gejala yang mencerminkan rendahnya kepuasan kerja karyawan tersebut akan berdampak negatif terhadap produktivitas kerja karyawan, dan kepuasan kerja karyawan tidak akan terwujud. Hal ini dikhawatirkan dapat mempengaruhi pencapaian tujuan organisasi. Penelitian ini bertujuan untuk mengungkap kontribusi komitmen pegawai pada tugas terhadap Kepuasan Kerja Pegawai. Metode yang digunakan adalah metode kuantitatif deskriptif korelasional. Hasil penelitian menunjukkan bahwa: (1) Komitmen Pegawai terhadap tugas memberikan kontribusi yang signifikan terhadap Kepuasan Kerja Pegawai sebesar 15,1%, (2) Komitmen Pegawai terhadap tugas secara bersama-sama memberikan kontribusi terhadap Kepuasan Kerja Pegawai sebesar 19,4%. Analisis juga menunjukkan bahwa komitmen pegawai terhadap tugas berada pada kategori cukup, demikian pula dengan Kepuasan Kerja Pegawai yang juga berada pada kategori cukup. Temuan penelitian ini memiliki implikasi bahwa kepuasan kerja pegawai dapat ditingkatkan melalui peningkatan komitmen pegawai terhadap tugas.

Kata kunci: Komitmen Pegawai terhadap tugas, Kepuasan Kerja, Sumber Daya Manusia

INTRODUCTION

Human resources are the most important asset in an organization, because human resources are the source that leads and maintains and develops the organization in various demands of society and times, therefore human resources must always be considered, maintained, and developed continuously in order to obtain quality human resources and can carry out work and produce something desired in accordance with organizational goals. Achieving organizational goals effectively and efficiently is not easy, for that in organizations, both government organizations and private organizations, various efforts are needed to be able to improve the quality of human resources, one of the factors that can improve this includes psychological factors, which are related to employee job satisfaction ([Amrullah et al, 2024](#)).

Job satisfaction is an emotional attitude that is pleasant and loves his job. This attitude is reflected by work morale, discipline and work performance. Employees who do not get job satisfaction will never reach psychological maturity and in turn will become frustrated. As a result, these employees often daydream, and their work enthusiasm will decrease, on the other hand, employees who have high job satisfaction usually have disciplined behavior and increased work performance. Therefore, high employee job satisfaction is very meaningful for the development of the organization. Employee job satisfaction is still an important issue for every organization. Where complaints and symptoms in the field are still often heard, the absence of smoothness in the organization, such as the creation of less harmonious working conditions, the inappropriateness of the compensation received by employees, the security of the work environment that is not guaranteed, and the lack of supervision from the leadership. This is a reflection of a sense of dissatisfaction at work and is certainly a serious concern for policy makers in the organization. Employees who are satisfied at work are expected to work well, because job satisfaction allows the emergence of enthusiasm, perseverance, craft, full of initiative and creativity at work, so that later it will produce high quality and productivity ([Hulin et al, 2003](#)).

In the author's opinion, the above phenomena are indications that indicate low employee job satisfaction. If employee job satisfaction has not been fulfilled and felt optimally, then there is employee dissatisfaction in carrying out their duties and can cause symptoms such as, employees will arrive late to the office, and leave early from the predetermined schedule, start work not according to time, stalling in completing tasks, lack of initiative and creativity at work, and not really carrying out their duties. In this case, it is suspected that employee job satisfaction has something to do with the factors that influence job satisfaction itself. These symptoms that reflect low employee job satisfaction will have a negative impact on employee work productivity, and employee job satisfaction will not be realized ([Spector, 2011](#)).

METHODS

This research uses quantitative methods that are descriptive and correlational. Descriptive research is to see what phenomena occur at the present time, while it is correlational to determine whether or not there is a relationship between the dependent variables, then regression analysis is carried out to see how much contribution the independent variable makes to the dependent variable. The independent variables are employee commitment to duty and organizational climate, while the dependent variable is employee job satisfaction. The population of this study were all civil servants at the Padang City Social and Manpower Office. Based on data sources obtained from the staffing section of

the Padang City Social and Manpower Service, there were 85 employees. The sample size was determined using stratified proportional random sampling technique, with the following steps: 1) identifying the population based on strata, 2) calculating the proportion of each stratum, 3) determining the sample size, and 4) determining the subjects to be used as respondents.

Data collection was carried out by giving questionnaires to respondents who became the research sample. The questionnaire was filled in directly by employees after obtaining permission from the Head of the Padang City Social and Manpower Service. The questionnaire is filled in directly in the sense that it is not allowed to be taken home, this is to ensure the accuracy of the data. The questionnaire consists of three parts, namely employee job satisfaction questionnaire, employee commitment to duty questionnaire and organizational climate questionnaire. In order to obtain accurate data and in accordance with the objectivity of the research, respondents were given information both orally and in writing. The information contains that: 1) data collection has no impact on the status, position and condition of each respondent, 2) the data obtained will be kept confidential and used for research purposes.

RESULTS AND DISCUSSION

1. Employee Job Satisfaction (Y)

Based on the 36 items of the Employee Job Satisfaction instrument, the ideal minimum score that can be achieved is 36 and the maximum score is 180. From the respondents' answers, the lowest score was 119 and the highest score was 152, the average score was 129.400, the median was 127.800, the mode was 126.670, and the standard deviation was 6.615. The frequency distribution of scores and histograms of Employee Job Satisfaction are presented in Table 1.

Table 1. Frequency Distribution of Employee Job Satisfaction Score (Y)

Klas Interval	fo	%fo	fk	%fk
149-153	1	1.82	1	1.82
144-148	2	3.64	3	5.45
139-143	4	7.27	7	12.73
134-138	3	5.45	10	18.18
129-133	14	25.45	24	43.64
124-128	25	45.45	49	89.09
119-123	6	10.91	55	100.00
Total	55	100.00		

Table 1 shows that the Employee Job Satisfaction score in the average score interval class is 25.45%, above the average score interval class is 18.18%, and below the average score is 56.36%. Because the difference between the mean, median and mode scores does not exceed one standard deviation, the distribution of Employee Job Satisfaction scores tends to be normal.

2. Employee Commitment to Duty (X)

Based on the 40 items of the Employee Commitment to Duty instrument statement, the minimum ideal score that can be achieved is 40 and the maximum score is 200. From the respondents' answers, the lowest score was 142 and the highest score was 180. The average score is 155.036; median 154.000, mode 152.880 and standard deviation 7.525.

The results of these calculations show that the difference between the mean, median and mode scores does not exceed one standard deviation. This means that the frequency distribution of Employee Commitment to Duty scores tends to be normal. To find out the frequency distribution of scores and histograms of Employee Commitment to Duty can be seen in Table 2.

Table 2. Frequency Distribution of Employee Commitment Score (X)

Klas Interval	fo	%fo	fk	%fk
177-183	1	1.82	1	1.82
170-176	2	3.64	3	5.45
163-169	5	9.09	8	14.55
156-162	15	27.27	23	41.82
149-155	21	38.18	44	80.00
142-148	11	20.00	55	100.00
Total	55	100.00		

The scope of information regarding the results of the description analysis of the three measured variables above can be summarized in Table 3.

Table 3. Descriptive Analysis Results

Variabel	Score Ideal	Average	Median	Modus	Sd	TP (%)	Category
Employee Job Satisfaction (Y)	180	129,400	127,800	126,670	6,615	72	Simply
Employee Commitment (X1)	200	155,036	154,000	152,880	7,525	78	Simply

3. Data Normality Test

Normality testing was conducted by Chi Square analysis (χ^2) on the scores of Employee Job Satisfaction, Employee Commitment to Duty. The results of normality testing on the two variables show that the probability of the third χ^2 normality test is greater than the significance level ($\alpha = 0.05$). So $p > \alpha$. This means that the three variables above have normally distributed scores. Thus the data normality requirements for correlation and regression analysis have been met.

4. Homogeneity Test

Homogeneity testing is aimed at population groups due to differences in educational strata, and employee gender strata. The analysis of the homogeneity of the variance of these population groups was carried out using Bartlett's Chi squared (χ^2) technique. showing the results of Bartlett's χ^2 analysis with $p > \alpha$ (0.05), it can be stated that the variance of scores between population groups is homogeneous. Thus it can be concluded that the research sample comes from a homogeneous population. Then one of the requirements for hypothesis testing analysis has also been fulfilled.

5. Discussion

5.1 Employee Job Satisfaction

The results of the descriptive analysis of Employee Job Satisfaction of the Social and Manpower Office of Padang City show that the data reflecting employee job satisfaction is normally distributed, and their level of job satisfaction varies. It was found that the level of achievement of the average employee job satisfaction score was (71.84% of the ideal score) included in the sufficient category. This result shows that the employees of the Social and Manpower Office of Padang City have only reached a moderate level of satisfaction.

In detail, it can be explained that the first indicator of Employee Job Satisfaction is being satisfied with the work environment with an achievement level of 70.1% or sufficient; the second indicator is good social relations in the organization with an achievement level of 73.4% or sufficient; and the third indicator is being satisfied with rewards or incentives with an achievement level of 72.6% or sufficient; the fourth indicator is being given opportunities for promotion and achievement, with an achievement level of 71.5% or sufficient. It turns out that of the four indicators of Employee Job Satisfaction, all indicators were found to reach the sufficient category. This result shows that the employees of the Padang City Social and Manpower Service have a sufficient level of job satisfaction, and need to be improved.

Increasing employee job satisfaction can be achieved by improving the factors that are thought to influence it, if employee job satisfaction has not been fulfilled, then employee work productivity will not be able to increase.

5.2 Employee Commitment to Duty

The results of the descriptive analysis of Employee Commitment to Duty at the Padang City Social and Manpower Office employees show that the data on employee commitment to their duties are normally distributed, and the level of commitment varies. It was found that the level of achievement of the average score (77.5% of the ideal score) of employee commitment was in the sufficient category. This result shows that the commitment of employees of the Social and Manpower Office of Padang City is sufficient. This result shows that the employees of the Social and Manpower Office of Padang City show insufficient work commitment to support the achievement of high job satisfaction.

In detail, it can be explained that the first indicator of Employee Commitment to Duty is playing an active role in the organization with an achievement level of 79.5% or sufficient; the second indicator is a sense of concern for the progress of the organization with an achievement level of 77.6% or sufficient; the third indicator is high loyalty to the organization with an achievement level of 74.4% or sufficient; the fourth indicator is having high self-discipline with an achievement level of 77.5% or sufficient; and the fifth indicator is a full sense of responsibility, with an achievement level of 77.2% or sufficient.

It turned out that of the five indicators of employee commitment to duty, all were found to be in the sufficient category; there was even one indicator that was almost good, namely playing an active role in the organization, but there was one indicator that had the lowest achievement, namely high loyalty to the organization. This indicator needs attention from the leadership to be improved.

Employee commitment to duty is an internal factor that affects employee job satisfaction itself which comes from within the employee. Good employees are employees who carry out their duties and responsibilities as well as possible.

5.3 Contribution of Employee Commitment to Employee Job Satisfaction

The theoretical study suggests that Employee Commitment to Duty contributes to Employee Job Satisfaction. This means that employees who have a good commitment to their job are likely to achieve a high level of job satisfaction. This paradigm was tested through a series of research data analysis, which was then empirically tested at the 99% confidence level or highly significant. It is also shown by the results of the analysis that the increase in employee job satisfaction, 15.1% of which is the contribution of their work maturity and commitment. Thus, this finding reinforces the belief that one of the most significant efforts to improve Job Satisfaction of Employees of the Social and Manpower Office of Padang City is to organize employees' maturity, ability, and commitment to personal tasks, which may be pursued through personality training and deepening religious teachings.

CONCLUSION

The results of the above research state that Employee Commitment to Task and Organizational Climate of the Social and Manpower Office of Padang City, contribute significantly, both individually and jointly to Employee Job Satisfaction of the Social and Manpower Office of Padang City. This shows that Employee Commitment to Task and Organizational Climate statistically show a positive and significant contribution to Employee Job Satisfaction of the Padang City Social and Manpower Office. This means that Employee Job Satisfaction can be improved through Employee Commitment to Duty and a conducive Organizational Climate. The results showed that Employee Job Satisfaction, and Employee Commitment to Duty were in the moderate category.

Efforts to increase employee commitment to duty can be made by helping employees to have an understanding of the meaning and position of an employee who has a responsibility to the organization, nation and to God, this effort can be carried out, including including employees in various seminars and training activities to increase employee insight and horizons, This effort can be done by, among others, including employees in various seminars and training activities to increase employee insight and horizons, increasing higher level education, providing rewards and punishments, and increasing employee faith and spirituality, and things that can lead to and increase active roles, a sense of care and full responsibility for tasks, high loyalty to the organization, and high self-discipline in carrying out tasks, which in turn can have an impact on increasing employee job satisfaction.

From the analysis, this finding has implications for the importance of increasing employee commitment to duty and by creating a conducive organizational climate so as to encourage the creation of employee job satisfaction in carrying out their duties and responsibilities as an employee in the organization.

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