

Job Satisfaction at Myrobin Shopee Xpress Daily Worker Operators

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ABSTRACT

Job satisfaction is needed in organizations or individuals. From an individual perspective, job satisfaction is not only related to happiness but also health. Meanwhile, from the organizational review, employee job satisfaction is related to positive work behavior, controlling turnover and performance, and productivity. The purpose of this study is to find out job satisfaction in daily worker operators. MyRobin Shopee Xpress in Palembang. In this study, the method used is qualitative. Data collection techniques through observation and interviews. The results of the interviews showed that safe workplace conditions, adequate salaries, clear job responsibilities, and positive work relationships played an important role in increasing job satisfaction. The company prioritizes its employees so that it can achieve employee job satisfaction that increases productivity and the company's work.

ABSTRAK

Kepuasan kerja sangat dibutuhkan dalam organisasi atau individu. Dari perspektif individu, kepuasan kerja tidak hanya terkait dengan kebahagiaan tetapi juga kesehatan. Sedangkan dari tinjauan organisasi, kepuasan kerja karyawan terkait dengan perilaku kerja yang positif, mengendalikan omset dan kinerja, serta produktivitas. Tujuan penelitian ini adalah untuk mengetahui kepuasan kerja pada operator pekerja harian. MyRobin Shopee Xpress di Palembang. Dalam penelitian ini, metode yang digunakan adalah kualitatif. Teknik pengumpulan data melalui observasi dan wawancara. Hasil wawancara menunjukkan bahwa kondisi tempat kerja yang aman, gaji yang memadai, tanggung jawab kerja yang jelas, dan hubungan kerja yang positif berperan penting dalam meningkatkan kepuasan kerja. Perusahaan mengutamakan karyawannya sehingga dapat membuat pencapaian kepuasan kerja karyawan yang meningkatkan produktivitas dan pekerjaan perusahaan.

Introduction

The current era of globalization is an important asset and needs to be developed and managed to support the corporate sector. In the era of globalization, there are many big

challenges faced by companies in winning the competition, so very mature readiness is needed. (Mukhtar, n.d.)

According to Robbins in (Irpanudin, 2016) Job satisfaction is a positive feeling about work that results from the evaluation of a person's characteristics. Jobs that require interaction with working conditions, co-workers, employers, rules and policies, performance standards, working conditions and so on. A person who has a high level of job satisfaction will tend to describe a positive attitude towards his job, on the other hand, if a person is not satisfied with his job, he will show a negative attitude towards his job.

Job satisfaction is important to achieve optimal work results because employees are satisfied by showing great commitment in their work (Jahidah Islamy, 2019). According to Mayasari and Supriyanto (2019) in (Han et al., 2019) Employee satisfaction describes positive feelings about their work, the many industries that exist today must be supported by disciplined and good management and be able to survive in the industrial world.

With a sense of satisfaction with the work results and work processes passed by employees, it will strengthen commitment as well as work ethic to achieve organizational goals. And things like not meeting the factors that support employee loyalty according to the company can reduce job satisfaction in employees, the work environment, unfair treatment of employees, and the compensation provided is not able to meet the individual needs of employees (Yazary et al., 2023)

According to Mukhtar, the job satisfaction of employees who are fulfilled will do their jobs better than employees who do not get job satisfaction because these employees will not reach psychological maturity which can cause stress and frustration which results in these employees often daydreaming, getting bored quickly, low performance, and doing activities that are not related to work. And vice versa, if an employee is satisfied with his or her job, the employee will do his best to complete his work and produce high quality with achievements in accordance with the company's goals.

According to Mangkunegara in Marpaung et al (2020), there are five theories of job satisfaction, namely:

1. Equity theory consists of four components, namely input, outcome, comparison person, and equity in equity.
2. Difference theory is a theory that states that a person who receives a higher outcome than his or her expectations will cause a positive difference.
3. Needs fulfillment theory, which is job satisfaction measured through the fulfillment of needs.
4. Social referential group theory This theory is based on the views of the group referred to by other employees.
5. The theory of two factors, namely maintenance factors and driving factors.

Job Satisfaction Factors According to Robbins and Judge (2009) in (Gusriani, 2018) there are five job satisfaction factors, which are as follows:

1. Job Satisfaction. Job satisfaction is achieved when an employee matches the employee's abilities and interests.
2. Reward satisfaction. Employees feel that the salary they receive is in line with the workload that is balanced with other employees working in the company.
3. Supervisor Supervision Satisfaction. Employees feel comfortable when they have a boss who is able to provide technical assistance and motivation.
4. Satisfaction of colleagues. Employees are satisfied with their colleagues who help each other both technically and socially.
5. Promotional Opportunities. Opportunities for advancement in the corporate structure.

One thing that can be found in the intrinsic characteristics of the above jobs is the mental challenge. Jobs that demand high skills and under pressure and personal targets or demands that cannot be met by the workforce will lead to frustration and end up in job dissatisfaction.

The need in this case is certainly not only in the form of material salary but also includes other non-material things such as career paths, positions, development opportunities, and work partners. These material and non-material needs can be met by working, using their abilities so that they can provide benefits to individuals or companies. While working, at that point the individual begins to have the expectation that the needs will be met in the workplace. Dissatisfaction arises when there is a gap between an individual's expectations of the organization and the needs they receive towards the company and the needs they receive after working in the company.

Method

The research method used is a qualitative methodology with a descriptive approach. According to (Sugiyono, 2012) the qualitative research method is also called naturalistic research because this research is carried out scientifically (natural settings), not manipulated, and originally may be under normal conditions. The descriptive approach is research that has the purpose of describing or describing circumstances, events, and objects that are related to variables in the form of numbers or words (Setyosari, 2010). Information collection techniques are based on primary and secondary data, where primary data is by conducting observations, interviews, and documentation with subjects. Meanwhile, secondary data comes from journals, books, and articles related to factors related to job satisfaction in MyRobin Shopee Xpress.

The steps taken by the researcher in analyzing the data are qualitative methods as follows:

- a) Data reduction
Data reduction is an activity in managing the results of interviews, then interpreting and compiling raw data well so that the data can be meaningful.
- b) Data Presentation

The presentation of qualitative data in a complex and narrative manner will produce organized information and produce informative data.

c) Conclusion

The results and process of preparing evidence by summarizing the content that has been obtained into statements to get muddy informative sentences.

Results and Discussion

Research that has been carried out related to job satisfaction in Myrobin Shopee Xpress daily worker operators. A qualitative analysis of the job satisfaction of the Myrobin Shopee Xpress daily operator which can add useful insights reveals the factors that affect employee job satisfaction. According to Sujati (2018) in Imnanina (2023), in conducting observations and interviews, it can identify factors that affect the job satisfaction of Myrobin Shopee Xpress employees. There are many factors that affect employee job satisfaction, some of which include salary/wages, career advancement, communication with superiors and colleagues, and job responsibilities.

The interview was structured and 15 questions were asked: (1) Question 1: Did you do/complete the work according to your duties? The respondent replied that the respondent did the work in accordance with the assigned tasks because the employees already had their own part of the work. (2) Question 2: Are you comfortable with your current job? Respondents explained that the environment, co-workers, and facilities make employees feel comfortable but there are some employees who find the work too heavy and strenuous. (3) Question 3: Do you receive a salary according to the job given? Respondents replied that the work given was in accordance with the salary earned. (4) Question 4: Do you get good facilities at work? In the company, there are good and adequate facilities for all employees such as prayer rooms, canteens, gallons of water, and a 24-hour security system. (5) Question 5: Do you have a good coworker? According to respondents, colleagues in the company are very kind to other colleagues. (6) Question 6: Do your coworkers motivate your career advancement? Colleagues in the company support and are able to motivate other colleagues so that employees are happy to do their work. (7) Question 7: How does the supervisor supervise the employee? Supervisors have a good relationship with employees and supervisors always pay attention and supervise employees. (8) Question 8: Were you promoted for doing a good job? According to respondents in the company, there is always a promotion if the employee has good performance and achieves the target. (9) Question 9: How do supervisors respond to employees who have poor performance, even though the supervisor has given warnings? The company will terminate the contract of the employee who has the problem. (10) Question 10: What are the sanctions imposed by the company on employees who violate the rules? The sanctions given are in the form of scores, if they still violate, they will be blacklisted or terminated from the contract. (11) Question 11: Are employees in the company always present on time? Respondents said that in the company they are always on time whether they come, take a break, or go home. (12) Question 12: Are

you satisfied with your employer? Respondents stated that they are satisfied with their boss because as long as the job is done well, the boss will not reprimand the employee (13) Question 13: If the employee makes a mistake, is there a pay cut? If an employee makes a mistake in his or her job, there will be a salary deduction according to the damage caused. (14) Question 14: Is there competition between company employees? According to respondents in the company, there is competition in pursuing the company's targets. 15 Question (15): Does the company reward employees who have good performance? According to the respondents, no awards were obtained, but if the performance was good, there would be promotions for employees.

The results of the interviews that have been conducted can be seen that the boss and the employee have a good relationship, the boss does not reprimand the employee who works well. Communication between superiors and subordinates is important for job satisfaction in the workplace. Career development, the work environment, and relationships between employees are all underpinned by the nature of the boss. Based on previous research, an employee's performance is influenced by the job satisfaction of his employees, which has a good impact on the interests of the organization because if the company cares about the career development of its employees, there will be a good correlation between employees and their superiors who are able to create a sense of security and comfort in the workplace.

The promotions given by the company are based on the targets and performance achieved by the employees so that this motivates the employees to do their best work. The work given to employees is in accordance with the salary earned so that employees feel that the work done is in accordance with the salary and payment to employees is never late according to the agreed time. Supportive colleagues and a supportive environment are able to motivate employees to work as best as possible. This is the reason why employees stay working.

Conclusion

It is concluded that employees who are satisfied with their working conditions are satisfied and where they work thus showing an increase in productivity and performance and conversely, employees who experience dissatisfaction in facing difficulties in their work resulting in suboptimal work. In this case, the company must prioritize factors to increase employee job satisfaction which includes salary payments, positive colleagues, appreciation for individual achievements.

Myrobin Shopee Xpress employees are fine, the relationship between superiors and employees is going well, Myrobin Shopee Xpress employees have responsibility for their respective jobs in the company. Most employees are satisfied with the job that matches the salary given, overall the job satisfaction of Myrobin Shopee Xpress employees is very good.

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