

# Kepuasan kerja pegawai di Direktorat Pengawasan Bank 3 Bank Indonesia

Rizia Elfitrie

Deskripsi Dokumen: <http://lib.ui.ac.id/bo/uibo/detail.jsp?id=111029&lokasi=lokal>

---

## Abstrak

Job satisfaction has an enough great impact directly or indirectly toward the productivity of the organization. Dissatisfaction is the start point from the arising problems in the organization such as absentia, superior-subordinate conflicts, turn over and other problems that cause disruption of the achievement of the organization's goal and objectives.

The objective of this research is to know how the job satisfaction of the employees of Banking Supervision Directorate 3 is formed, according to the theory of motivator factor. According to the theory stated that the motivator factors are achievement, recognition, the work it self, responsibility, advancement and possibility of growth.

This research had been conducted toward 86 respondents as sample of population of employees of Banking Supervision Directorate 3 of Bank Indonesia. The sampling technique is used proportionate stratified random sampling.

Before it is conducted the analyzes, firstly it be done tests of reliability and validity toward the research instruments with SPSS 12.0 Program for Windows. Validity testing uses internal validity analyze with factor analyze by correlating score factor and total score. In order to recognize validity correlation coefficient, it is used the formula of Product Moment correlation. Testing of research instrument reliability is conducted by the internal consistency with the split half technique.

After the instrument is recognized valid and reliable, it is continued with the data analyze. Subsequently, it is done completing the analyzes with the non parametric statistic with distribution frequency of each instruments with the SPSS 12.0 Program for Windows.

Pursuant to the analyzes result, it is obtained that employees job satisfaction in Bank Supervision Directorate 3 of Bank Indonesia based on performance and responsibility factor are satisfied. Furthermore, based on growth factor, employees are in close to proximity to satisfy. Major reasons behind these results are caused by the satisfaction in outcomes of the job, time limit in work, the way of problems solving in work, freedom in developing new ways of work, carrier path, and also delegation of responsibility and authority to upshot the new tasks.

In the other hand, based on recognition for achievement factor, employees job satisfaction in the job itself and the growth of it is relatively satisfy. These result is caused by more than 20% of respondents are not satisfied to carrier development, promotion system, and trainings that they have been involved. Besides, 20.9% of respondents are dissatisfied to competency trainings and 17.4% are not satisfied to formal education programs.

In order to increase employees job satisfaction in the Bank Supervision Directorate 3, head of directorate takes the following step such as more improving culture of recognition of work outcomes, employees skill,

enhance socialization in job description, procedure, and work standard, and gives special attention system and implementation of promotion, training and formal education.