



THE EFFECT OF WORK CONTENT, PRIDE AND GRATITUDE ON JOB SATISFACTION FOR EMPLOYEES OF THE BPJS EMPLOYMENT OFFICE IN ACEH

Puspaliya¹, Amsal Irmalis²

Fakultas Ekonomi Dan Bisnis, Universitas Teuku Umar

Email: Puspalia64@gmail.com¹, amsal.irmalis@utu.ac.id²

Abstract

This study aims to analyze the effect of work content, honor and gratitude on employee job satisfaction conducted at the BPJS Ketenagakerjaan office in Aceh. In this study, there were 65 samples of the population, namely BPJS Employment employees in Aceh. The data were collected by using an online questionnaire distribution technique and the data analysis in this study was carried out through multiple linear regression analysis. The results of the study show: 1) There is a simultaneous positive and significant effect between work content, pride and gratitude on job satisfaction of the employees of the BPJS Employment Office in Aceh as shown from the F test results of 19.947 and the value of sig. 0.000 . 2) There is a negative and insignificant effect between work content on job satisfaction of BPJS Ketenagakerjaan office employees in Aceh as shown from the t-test results of 1.056 and sig. 0.295. 3) There is a negative and insignificant effect between pride on employee job satisfaction as seen from the results of the t-test of 1.825 and the value of sig. of 0.073. 4) There is a positive and significant effect between gratitude on job satisfaction of BPJS Ketenagakerjaan office employees as shown from the t-test results of 2,356 and sig. 0.022. The results obtained by the regression equation $Y = 1.401a + 0.113X1 + 0.284X2 + 0.387X3 + e$.

Keyword : *Work Content, pride, Gratitude, Job satisfaction*

1.INTRODUCTION

In the process of achieving good corporate goals, it is necessary to involve human resources. Human resources are an indispensable part to ensure the success or failure of an organization or company. To realize these goals and achievements, the company needs to create a good and comfortable working atmosphere in order to create job satisfaction for every employee. Human resources in question are people who give their efforts, ideas and energy and their efforts to the company in order to increase company productivity (bella sinta ritonga, 2020).

Job satisfaction is an attitude or sense of satisfaction that is created in each employee towards the work he is doing. Job satisfaction can also be interpreted as a feeling or attitude shown by someone, either feeling happy or otherwise in doing his job. Employees who feel satisfied will work with creative ideas, full of enthusiasm and a high sense of enthusiasm (A. A. S. K. Dewi, 2018).BPJS Ketenagakerjaan located in Aceh province is a social protection agency for workers under the auspices of the presidency. The phenomenon of work content, pride and gratitude at BPJS Ketenagakerjaan Se-Aceh can be seen from the extent to which each employee is satisfied with their work. Based on the researcher's direct observations, it was found that the BPJS Employment office often carried out "Briefing Good Governance and Sharing Sessions" activities to encourage employee morale and work ethic, increase knowledge, discipline, and improve work performance and share any work experiences or obstacles and stressful situations experienced. in order to increase employee work productivity to create job satisfaction for employees (N. Dewi & Zhafira, 2022).From the explanation above, the authors want to conduct research on employee job satisfaction. Researchers want to know about the effect of Work content, Pride and Gratitude on employee job satisfaction.

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2.LITERATURE REVIEW

2.1 .Work content

content is important things related to the content of work or obligations and tasks that are being carried out and are also called *motivating factors* in the form of work involvement, task dependence and work autonomy. With the *motivating factors* that can be met, employees will be motivated to do a job at the job itself, but if this is not fulfilled it can trigger a sense of employee dissatisfaction at work (Siswanti, 2020).

2.2.Pride

A sense of pride is a positive attitude shown by employees towards the achievement of their performance. In addition, pride can also be triggered because of the achievements or achievements achieved by the company so that employees feel proud and can have a positive effect on their performance (Hiryuni, 2019).

2.3.Gratitude

Every employee must have their own difficulties and problems in living their lives both in terms of personal and in the context of work, both small and big things (Satria et al., 2019). In this case, a positive attitude or emotion is needed so as not to cause an attitude of despair and make the problem a burden in life so that it will have a bad impact on the employee's career. adds a person's tendency to interpret his life positively, and it can provide efficiency, success, productivity and good performance.

2.4.Job satisfaction

Job satisfaction is an emotional attitude that arises from employees in viewing their work, whether it is pleasant or unpleasant. There are several factors for job satisfaction to occur, namely: salary or benefits, bonuses, promotions, relationships with superiors and co-workers as well as from the work itself (putriana and Maulina, 2020). A good company will pay attention to every need from its employees, both physical and non-physical, because this can create a sense of pleasure with their work so that a positive attitude towards employees is created, namely optimization at work.

3.RESEARCH METHOD

3.1.Population and sample

The population in this study were BPJS Ketenagakerjaan employees in Aceh, and the sample taken was 65 respondents. The sampling technique is carried out using probability sampling (random sampling), which is a data collection technique that is carried out on each strata in the population without sorting it out, and is carried out randomly.

3.2.Data Collection Techniques

Method in this study uses quantitative methods. The data used is primary data. Data collection is done by distributing questionnaires online. There are statements contained in the questionnaire, which consist of two parts, where in the first part there is data on the characteristics of respondents obtained based on gender, age and last education. While in the second part there are descriptions of statements related to the dependent variable and the independent variable.

4.RESEARCH RESULT

4.1.Characteristics of Respondents

From the results of data collection that has been done to 65 respondents, the authors present the results in the table below:

Table 1. Characteristics of Respondents Profile

Characteristics	Choice	Frequency	Percentage
Gender	Male	38	58%
	Female	27	42%
Age	21-25 Years	7	10.8%
	26-30 Years	19	29.2%
	31-35 Years	14	21.5%
	36 -40 Years	5	7.7%
	41-45 Years	8	12.3%
	46-50 Years	11	16.9%
	51-55 Years	1	1.5%
Last education	SMA	5	8%
	D1	2	3.1%
	Strata 1 (Bachelor)	55	84.0%
	Strata 2 (Master)	3	4.6%

4.2. Validity test

Based on the results of the validity test using spss.22 data and seen from the correlation value, all variables have been declared valid because the total significant value of the variable is below 0.05.

4.3. Reliability Test

The reliability test was measured using the *Cronbach alpha method*, and the test criteria were that the data was considered reliable if the instrument's reliability value was above 0.06 (Kasus et al., n.d.). The results of the reliability test, the authors present it in the table below

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Tabel 2. Reliability test

Variable	Cronbachs' alpha	Hasil
Work content	0,761	Reliable
Pride	0,773	Reliable
Gratitude	0,807	Reliable
Kepuasan kerja	0,690	Reliable

Table 2. Shows the results of the reliability test, work content 0.761, pride 0.773, gratitude 0.807 and job satisfaction 0.690. This shows that all the variables in this study are declared reliable.

Table 3. Classical Assumption Test

Variable	Linierity	KS	Tolerance	VIF	Heteroscedasticity	DW
X1	0,000	0,200	0,724	1,380	0,295	2,151
X2	0,000		0,343	2,919	0,073	
X3	0,000		0,306	3,270	0,120	

Data source spss 22

The results of the linearity test with probability < 0.05 indicate a linear relationship. The Kolmogorov-Smirnov test is significant $0.200 > 0.05$, meaning that the regression model is normally distributed. The VIF value for Work Content is 1.380, the VIF value for Pride is 2.919, and the VIF value for Gratitude is $3.270 < 10$ so there is no multicollinearity symptom. Heteroscedasticity test results show the value of Sig. for the Work Content variable 0.295, for the Pride variable 0.073 and for the Gratitude variable 0.220, the results are greater than 0.05 so there is no heteroscedasticity symptom. The calculated Durbin-Watson (DW) value is 2.151.

R (square) Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,704	495	471	27465

Data source spss 22

F (anova) Test

Model	Sum of square	Df	Mean square	F
1 Regression	4,516	3	1,505	19,957
Residual	4,601	61	0,075	
Total	9,118	64		

Data source spss 22

t test

Model	B	Std. Error	Beta	T	Sig.
1 (Constant)	1,401	0,421		3,326	0,001
Work Content	0,088	0,083	0,113	1,056	0,295
Pride	0,243	0,133	0,284	1,825	0,073
Gratitude	0,361	0,153	0,387	2,356	0,022

Data source spss 22

4.4. MULTIPLE LINEAR REGRESSION ANALYSIS

Multiple linear regression was used for data analysis and hypothesis testing in this study to examine the relationship between job satisfaction of employees at BPJS Ketenagakerjaan in Aceh with work content, pride and gratitude.

Based on the existing variables, it is known that the regression equation obtained is:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

$$Y = 1.401 a + 0.113X_1 + 0.284X_2 + 0.387X_3 + e$$

From the regression equation that has been obtained, it can be explained in the following discussion:

In the X₁ variable there is no effect on the Y variable with a beta value of 0.113, the value of sig. 0.295 > 0.05 and the value of t count (1.056) < t table (1.999). This means that the increasing work content that occurs in employees, the lower employee job satisfaction. These negative results occur because high work content can increase work stress so that in doing their work they will tend to feel pressured and this causes no job satisfaction for employees. This study is similar to previous research from (Fakri, n.d.).

Then, on the X₂ variable there is also no effect on the Y variable with a beta value of 0.284, the value of sig. 0.073 < 0.05 and the value of t count (1.825) < t table (1.999). This means that the increasing sense of pride cannot affect employee satisfaction with the work they are doing, this negative result is because the pride obtained by employees is ordinary and common so that employees feel that this is not something that can increase the effectiveness of their work and this does not cause job satisfaction to employees. This study is similar to previous research from (Hiryuni, 2019).

Furthermore, the variable X₃ to Y has a positive and significant effect between the variables X₃ to Y with a sig value of 0.022 > 0.05 and a t-count value (2.356) and a t-table value (1.999). This means that the more grateful the employee's job satisfaction increases, this is because grateful employees will feel sincere about the results obtained from their work and will do their job well and be more loyal at work. This research is similar to previous research from (Fauziyyah & Luzvinda, 2019).

Simultaneously, Work content (X₁), Pride (X₂) and Gratitude (X₃) affect employee job satisfaction (Y). There is a calculated F value > F table (19.947 > 2.75) so we can conclude that H_a is accepted, in which the dependent variable has a significant influence on the independent variable.

Judging from the adjusted R² value 0,495, which means that the work content (X₁), pride (X₂) and Gratitude (X₃) variables are able to explain the job satisfaction variable (Y) of 49.5% and the remaining 50.5% is influenced by factors -factors outside the research variables.

5. CONCLUSION

Based on the results of this study, it can be concluded that simultaneously seen from the significant value, it is proven that there is an influence between work content, pride and gratitude on the job satisfaction of BPJS Ketenagakerjaan employees throughout Aceh. At the BPJS Employment office in Aceh, seen from the significant value there is no effect of work content and pride on employee job satisfaction, while gratitude has a significant positive effect on employee job satisfaction.

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