

ABSTRACT

Job satisfaction can support the company to be successful because one of the factors to make a company develop is the human resources who love their work. Workers who feel satisfied or comfortable with their work will provide benefits for the company because they can supply fuel for the company's progress with their contributions. On the other hand, dissatisfied workers will be detrimental because they can leave their jobs, create bad issues, and make problems related to the company.

This research was conducted to measure the level of job satisfaction of PT XYZ's workers and identify factors that can support job satisfaction which will be submitted to PT XYZ. The data collection method in this study used interviews, questionnaires to obtain primary data and observation to obtain secondary data. Direct labour of Production Department is sample. Researcher got 29 labour with purposive sampling technique as sample in this research

Based on the analysis of the data obtained after going through the validity and reliability tests, the results obtained include: 1) Job descriptions, assignments, and conditions get 77.39%, 2) Employment relationships get 78.55 %, 3) Salary and benefits get 88.76 %, 4) Corporate communication occupies 67,82%; 5) Training and development 68.22 %, 6) Work-life balance 91.67 % gets the highest level of 91.67 %, 7) Other facilities/services from the company 78,68 %, 8) Company reputation 88,37%. The lowest level based on indicators is training and development. The two lowest levels by indicator are training and development and corporate communication. For the two indicators of employee satisfaction categories that are considered lacking, an improvement design is needed.

Keywords: Employee Job Satisfaction, Human Resources, Factors That Support Job Satisfaction