

Job Satisfaction of the Civil Service Police Unit in Palembang and Malang City

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Abstract

The civil service police unit is one of the regional government agencies that enforce local regulations and help maintain peace and public order. Each region certainly has different worker criteria, for this reason it is necessary to pay attention to the factors that affect job satisfaction to problems that can be detrimental to an institution. The purpose of this study was to determine the level of job satisfaction among members of the civil service police unit in Palembang and Malang. Research comparative descriptive with quantitative methods. The job satisfaction scale uses a scale the Job Satisfaction Questionnaire (JSQ) with a total of 36 items with a total sample of 120 respondents. Based on the results of statistical analysis, it is known that the value of $M = 27.16$ for the city of Palembang and $M = 28.88$ for the city of Malang with the same significance as $P = 0.004$, which means that there is no significant difference in the level of job satisfaction of members of the civil service police unit Palembang and Malang City.

Keywords

Civil service police unit; job satisfaction; Malang; Palembang

Abstrak

Satuan polisi pamong praja merupakan salah satu pengikat pemerintah daerah yang menegakkan peraturan daerah dan membantu memelihara ketentraman dan ketertiban umum. Setiap daerah tentunya memiliki kriteria pekerja yang berbeda-beda, untuk itu perlu diperhatikan factor-faktor yang mempengaruhi kepuasan kerja hingga permasalahan yang bisa merugikan suatu instansi. Tujuan penelitian ini untuk mengetahui tingkat kepuasan kerja pada anggota sat pol-pp kota Palembang dan Malang. Penelitian menggunakan studi deskriptif komparatif dengan metode kuantitatif. Skala kepuasan kerja menggunakan skala Job Satisfaction Questionnaire (JSQ) dengan item sebanyak 36 dengan jumlah sampel 120 responden. Berdasarkan hasil analisa statistik diketahui nilai $M=27,16$ untuk kota Palembang dan $M=28,88$ untuk kota Malang dengan signifikansi sama-sama $P=0.004$, yang artinya tidak ada tingkat perbedaan yang signifikan tingkat kepuasan kerja anggota pol-pp kota Palembang dan Malang.

Kata Kunci

Kepuasan kerja; satuan polisi pamong praja; Malang; Palembang

Introduction

Human resources (HR) is a fundamental resource for determining the success of a corporate agency. The civil service police unit is one of the regional government agencies that enforce local regulations and help maintain peace and public order. Civil service police unit in carrying out their duties prioritizes urban planning, bearing in mind that togetherness between officials and the community is in creating public order and peace. The duties and basis of the civil service police unit are contained in the PP regional regulation number. 06 of 2010 was enacted on January 6, 2010 which contains, enforce regional regulations and organize public order and public tranquility. The duties of civil service police unit are listed in article 4, which contains that the civil service police unit has the task of enforcing regional regulations and administering public order and public tranquility. Furthermore, the functions of the civil service police unit members as stated: (1) Developing programs in implementing regional regulations enforcement. (2) Implement local regulations enforcement policies and regional head regulations. (3) Carrying out public order as well as protecting the community. (4) Implement community protection policies. (5) Coordinating the enforcement of local regulations. (6) Supervise the community. Then the authority of Sat Pol-PP members contained: (1) Carry out control. (2) Educate people who disturb public order. (3) Providing facilities for the implementation of public protection. (4) Give actions to the community, officials or legal entities that violate local regulations. (5) Carry out administrative actions (Amanah, 2011).

Job satisfaction is closely related to social support, compensation, and how a leader gives direction to his subordinates, because if an employee has meaning in work, he will have an attachment to his work so that the employee will have a feeling of satisfaction with his work (Kasparkova, Vaculik, Prochazka, & Schaufeli, 2018; Steel, Schmidt, Bosco, & Uggerslev, 2018). This attitude towards work contributes to worker health and life satisfaction in general (Faragher, Cass, & Cooper, 2005). Satisfied workers maintain better relationships and are less likely to be absent and less likely to quit than their dissatisfied co-workers. In addition, workers who achieve job satisfaction tend to have greater commitment to their organization, but most importantly job satisfaction can contribute to maintaining high performance. (Swider, Boswell, & Zimmerman, 2011).

Job satisfaction is so important for progress in the agency concerned, success in the agency is determined by the achievement of job satisfaction among workers. For this reason, it is necessary to pay attention to the factors that can form job satisfaction. There are two factors that influence job satisfaction, namely internal and external. The internal factors include Free Will Beliefs, Intraorganizational Communication, job stress (Kennedy, 2016; Garg, Dar, & Mirsha, 2017; Tukimin, 2014). The external factors are job demands and job control (Feldman, Farh, & Wong, 2018; Vermeir, 2018; Johnsen, Eriksen, Indahl, & Tveito, 2018). Strong workers are able to regulate emotions effectively when faced with difficulties (Bonanno, Papa, & O'Neill, 2001).

The concept of work in Javanese Culture

The Javanese tribe is one of the largest in Indonesia, as proof wherever we set foot across this country we will definitely find Javanese tribes who inhabit the area even though sometimes they are in a minority, in other words where there is life throughout Indonesia, Javanese

people are always there. The Javanese live in a very thick cultural environment. Javanese tribal customs are still often used in various community activities. From pregnancy to death. The Javanese are identified with a variety of polite, reluctant attitudes, hiding feelings alias not being direct, maintaining speech ethics both in terms of content and language of speech. The Javanese really uphold ethics. Both in attitude and speech. To speak, a younger person should use subtle Javanese which seems more polite.

The concept of work in Sumatran Culture

Employment is a social problem for Sumatran culture, especially for the Palembang tribe. Because unemployment is a big problem for Palembang people. Palembang people are known as difficult people who don't even want to do manual labor. Modernization is a scourge for the Palembang tribe where culture will experience changes to the point of decline.

Literature review

Job satisfaction

Human Resource Management is the resource that most determines the success of the organization. An organization is said to be successful if it can attract attention to its advantages compared to other organizations. The Civil Service Police Unit has the task of assisting regional heads to create a condition for a peaceful, orderly and orderly area so that the administration of government can run smoothly and the community can carry out their activities with trust. The civil service police unit members in carrying out their main tasks and functions must prioritize structuring, through structuring there is a spirit of togetherness between the community and the apparatus in realizing public order and public tranquility, so all civil service police unit ranks should be able to become role models for the community (Amanah, 2011).

Agencies are required to manage well-owned human resources for the progress of companies and agencies, success in agencies is determined by the achievement of job satisfaction on members/employees. Marliani (2015) says that job satisfaction is an affective (emotional) response to work experienced by a worker. Finsensia (2012) says that job satisfaction is a set of feelings that exist within workers regarding whether the work is enjoyable or not. Then Locke (1969) argues that Job satisfaction is a pleasant emotional state that results from evaluating one's work as achieving or facilitating one's work values.

In this study, researchers used the two factor theory approach proposed by Herzberg (1959) which states that worker satisfaction or dissatisfaction are two different sides. Job characteristics are divided into two groups, namely, dissatisfied or hygiene factors and satisfiers or motivators. Satisfiers are situational factors which are a source of job satisfaction which include work performance, authority and responsibility, recognition, and promotion, while hygiene factors are proven to be a source of job satisfaction which include incentives, salary, supervision, and working conditions (As'ad, 2002).

Cellucci and De Vries (Finsensia, 2012) that in developing a measurement of job satisfaction called the Job Satisfaction Questionnaire (JSQ) uses five aspects of job satisfaction: (1) Satisfaction with pay (satisfaction with pay), (2) Satisfaction with promotion (satisfaction with promotion), (3) Satisfaction with co-workers, (4) Satisfaction with supervisors/supervisors (satisfaction with supervisors).

Sutrisno (2016) there are several factors that influence job satisfaction: (a) Psychological factors, related to the psyche of members which include interest, work security, attitudes

towards work, talents and skills. (b) Physical factors, related to the physical condition of the work environment and the physical condition of members, including the type of work, work time arrangements, rest time arrangements, room conditions, air temperature, lighting, air exchange, members' health conditions. (c) Social factors, related to social interaction, both among members and superiors and between members of different types of work, as well as relationships with family members. (d) Financial factors, related to guarantees and member welfare, which includes the system and amount of salary, social security, benefits, facilities and promotions.

Research purposes; (1) Job Satisfaction the civil service police unit of Palembang City, (2) Job Satisfaction of the civil service police unit Malang City, (3) Differences in job satisfaction between the civil service police unit of Palembang and Malang.

Method

Types of research

In this study researchers used study research comparative descriptive with quantitative methods, which is used to determine differences in the level of job satisfaction civil service police unit Palembang, South Sumatra and civil service police unit Malang, East Java. The analysis used was a quantitative analysis which in this study used a research scale questionnaire, used research data in the form of numbers and then analyzed using statistics (Sugiono, 2016).

Participants

The samples used in this study were members of the civil service police unit who operate in both the field and Palembang as many as 60 members, as well as in the city of Malang also as many as 60 members. So that the sample used was 120 civil service police unit members with male and female characteristics, aged 19-28 years.

Measurement

In this study, job satisfaction was measured using an adaptation of the Job Satisfaction Questionnaire (JSQ) with a reliability of 0.825, in which there are five aspects, namely salary accuracy, promotion, colleagues, supervision/superior and the job itself. This instrument consists of 36 question items. Using a Likert scale with a total of 4 statement items. The answers from the scale used use the Likert answer format, namely from a value of 4 (Strongly Agree) to a value of 1 (Strongly Disagree).

Data analysis

Testing the hypothesis using the assumption test method which consists of a normality test and homogeneity test, then testing the hypothesis using parametric statistics using the independent sample T-test which aims to test whether there is a difference between the two independent data groups with the help of the Statistical Product and Service Solution (SPSS) Version 23).

Results

Description of Research Variables

Table 1.
Normality test

Variable	One Simple Kolmogorov-Smirnov Test sig $p > 0.05$	Information
Palembang city	0.200	Normal
Malang city	0.200	Normal

Based on the description table of normality results, it can be explained that the results of the normality test on the Palembang city and Malang city variables have a significance of 0.200. Based on these data it is known that $p = 0.200 > 0.05$ so that it can be said that the data for Palembang and Malang Pol-PP members are normally distributed.

Table 2.
Homogeneity test

Level Test	Significance
0.242	0.625

Based on the results of the homogeneity test, a significance value of 0.625 was obtained. Based on these data it is known that $p = 0.625 > 0.05$ so that it can be said that the variants of the two groups have the same or homogeneous variance.

Table 3.
Hypothesis test

Variable	F	Means	St. Dev	Sig
Palembang city	0.242	27,16	2.07	0.004
Malang city		28.88	1.90	0.004

Statistical test results showed that the mean and standard deviation values for members of the city of Palembang had an average value ($M = 27.16$; $SD = 2.07$) and for members of the city of Malang had an average value ($M = 28.88$; $SD = 1.90$) with a significance value (2-tailed) of 0.004, which indicates that the significance value is less than 0.05, then H_a is accepted and H_0 is rejected. So, it can be said that there is no significant difference in the level of job satisfaction of members of the civil service police unit in Palembang and Malang.

Discussion

This study aims to explain the level of job satisfaction of members of the civil service police unit in Palembang and Malang. The research results show that There is no significant difference between the level of job satisfaction of the civil service police unit members in Malang and Palembang, with only a slight difference. This can be caused by the Javanese people applying the concept of gratitude; (1) *Narimo ing pandum* is one of the life concepts adopted by the Javanese. This pattern describes an attitude of life that is completely surrendered to all decisions determined by God. The Javanese really believe that there is something in life that governs it and cannot simply be challenged. Everything that happens in this life is according to the will of the ruler of life. We can not avoid let alone fight it all. This is what is called the fate of life, (2) *Urip ora ngonyo* is a hint that the Javanese are not too ambitious. Do all that must be lived, there is no need to be too ambitious to do something that obviously can't be done. Life has flowed according to its corridors, (3) Mutual cooperation, (4) *Ngajeni* to older people, is to uphold positive values in life. In interpersonal interactions in society, they always take care of their words and actions so as not to offend others. It is different with the people of Palembang city who have the concept of (1) Need a process to

open up, (2) Impress fierce but have a sincere heart, (3) Have high ambitions to get what they want, and (4) Talk with customs locally even with people who are much older.

Hezberg (2016), mentions ten factors for maintaining job satisfaction; company policies and administration, supervision, interpersonal relationships with supervisors, interpersonal relationships with subordinates, relationships with colleagues, salary, job security, personal life, working conditions, and status. This is in line with what was said by Sutrisno (2016), that a member/employee can be said to have job satisfaction if the member has expertise, is willing to work hard, is paid according to the agreement and has hopes of a better future. as the hadith narrated by Abu Hurairah RA;

“Rasulullah SAW, “Look at the person below, don't look at the person above you. That way you don't underestimate the blessings of Allah that you receive. (HR Bukhari-Muslim).

It can be said that job satisfaction is a positive attitude of the workforce which includes feelings and behavior towards work through the assessment of one job as a sense of respect in achieving one of the important values of work.

Conclusion

This study informs specific findings regarding job satisfaction. It is hoped that this discovery can add evidence and support to research based on the constructs of industrial and organizational psychology. As well as cross-cultural psychology, a longitudinal study is highly recommended in a study, in order to gain broader insights regarding the level of job satisfaction, but it can also help researchers how the relationship between one member and another member.

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