

CHAPTER I

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

Employee as human resource who works in organization can not release the personality, interests, and personal purposes. So that, they try to fulfill the organization's expectations so the satisfaction of both parties will be reached.

Job satisfaction becomes important thing because it is proved to be beneficial both for the individual and the organization where he/she works. The employees job satisfaction must be created well in order to increase the work moral, dedication, affection, and discipline of the employees.

Job satisfaction inside his job is enjoying the work with such praises the work, placement, treatment, equipment, and the atmosphere of a good working environment. Employees who prefer to enjoy job satisfaction inside his job would prefer the work rather than the remuneration even the remuneration is important. Job satisfaction outside his job is the employee's job satisfaction that is enjoyed outside of work by the amount of remuneration that will be received from his work, so that he can buy his needs. Employees who prefer to enjoy more job satisfaction outside his job will more emphasize on the remuneration than the performance of his duties.

Satisfaction or dissatisfaction of the employee is the result of comparing the input-outcome itself with the input-outcome of the other employee (comparison person). If the comparison is balance (equity), that employee will feel satisfy. However, if there is inequity can lead to two possibilities: overcompensation inequity and under compensation inequity.

Employee's job satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but because they dream of taking their organization to a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace. People seldom complain and concentrate more on their work.

There are many factors that can influence job satisfaction of employees. One of them is leadership factor. According to Afandi (2016, p.61):

“Kepemimpinan yang konsisten berkaitan dengan kepuasan kerja adalah tenggang rasa (consideration). Hubungan fungsional mencerminkan sejauh mana atasan membantu tenaga kerja untuk memuaskan nilai-nilai pekerjaan yang penting bagi tenaga kerja.”

It can be translated that consistent leadership that has relation with job satisfaction is tolerance (consideration). Functional relation reflects how far a leader can help worker to satisfy their job values which are important for the workers.

In their activities, leaders have authority to direct and influence their subordinates in the relation with the tasks that must be done. At the stage of giving instruction, leaders must give a clear direction and guidance so the subordinates can do their tasks easily and the result will be achieved in accordance with the predetermined purposes.

Leadership is the art of influencing human behavior, the ability to lead others; leadership also is a process of influencing organized group activities in an effort to set goals and achievement of objectives. Leadership also can be defined as a process affecting or moving the subordinates (followers) in order to implement what is desired or expected by the leadership.

PT. Jayatindo Sinar Kharisma is a family business which was established on 5th March 2012 by Mr. Carlie Chentanu. The company itself is engaged in supplying material for bags, shoes, luggages, and other houseware stuffs. It is located at Jl. Karya Dharma Dusun III, Kompleks Pergudangan Vista Warehouse Block A 9-11, North Sumatra.

The writer did preliminary interview with some employees of the company and got information that some employees face dissatisfaction that can be seen from the turnover level which is higher from year to year. High turnover is one of indicator of the job satisfaction. Here is the data of the employee turnover during these few years:

Table 1.1 The Employee Turnover Data of PT. Jayatindo Sinar Kharisma

No.	Year	Number of Employees In	Number of Employees Out
1.	2015	3	3
2.	2016	4	3
3.	2017	4	5
4.	2018	5	7
5.	2019	8	13

Source: PT. Jayatindo Sinar Kharisma (2021)

Not only that, the low job satisfaction also can be seen from their working spirit. Some employees showed low enthusiasm on their working time. On the other side, the writer found information that some of the employees often dissatisfied with the high pressure given by their leader. And in some divisions, the leaders are quite ignorant to their subordinates.

Seeing the importance of leadership for a company on the job satisfaction of the employees, the writer decides to conduct a research entitled **“The Influence of Leadership towards Employee Job Satisfaction at PT. Jayatindo Sinar Kharisma”**.

1.2 PROBLEM LIMITATION

The writer makes a limitation in this research to be more specific in achieving the research objective. The research is focused only on the leadership applied in PT. Jayatindo Sinar Kharisma to the employees and how the leadership influences the employee job satisfaction at PT. Jayatindo Sinar Kharisma.

For the indicator of leadership, the writer uses the theory of Edison et al. (2016, p.111) which are to have clear strategy that can be communicated well, to concern about the members and environment, to stimulate the members, to maintain the team work, and to respect differences and beliefs. For the indicator of leadership, the writer uses the theory of Hasibuan (2016, p.202) who explained that the indicator of satisfaction level is not absolute because every individual has different satisfaction standard. Job satisfaction indicator can be seen from the discipline, work morale, and turnover.

1.3 PROBLEM FORMULATION

The writer formulates the following questions for this research:

1. Does leadership have influence towards the employee job satisfaction at PT. Jayatindo Sinar Kharisma?
2. How is the influence of leadership towards the employee job satisfaction at PT. Jayatindo Sinar Kharisma?

1.4 RESEARCH OBJECTIVE

The objectives of the research are:

1. To analyze whether of leadership has influence towards the employee job satisfaction at PT. Jayatindo Sinar Kharisma.
2. To find out how strong the influence of leadership towards the employee job satisfaction at PT. Jayatindo Sinar Kharisma.

1.5 BENEFIT OF THE RESEARCH

The benefits of conducting this research are as follows:

1.5.1 THEORETICAL BENEFIT

1. This research will be a reference to get more knowledge about leadership and job satisfaction.
2. This research will be a reference for next research with similar topic.

1.5.2 PRACTICAL BENEFIT

1. This research will be a valuable input for the company in improving the job satisfaction through adequate leadership.
2. This research will give a good experience for the writer as researcher in conducting the research.