

The Effect of Organization of Climate and Job Characteristics on Job Satisfaction in Garut

Mohammad Benny Alexandri

Universitas Padjadjaran

Abstract: *Attitude and behavior of some civil servants as being absent frequently without proper reasons, coming late in the office, leaving the office early and being punished by the rules give an unpleasant impression to the society. Consciously or unconsciously the attitude has been considered as usual by the civil servants themselves and the society, so their indiscipline actions go on continuously. It is assumed that job satisfaction in Garut Regency Government is job satisfaction. This research is aimed at finding out: (1) the effect of job characteristics on job satisfaction from civil servants in Garut Regency Government (3) the effect of climate organization and job characteristic on job satisfaction of civil servants in Garut Regency Government. Research population is the whole civil servants in Garut Regency Government with the total number of 1407 civil servants. 100 samples are obtained through Stratified Random Sampling. Data are collected by spreading questionnaire and interviewing the samples. This is descriptive and verifiable research with a survey method. The data are presented in the form of tables, so they are analyzed by the Regression Analysis Method with the help of version 13 of the SPSS program. Shows that both the organization of climate and the simultaneous characteristic of the job give an effect on the job satisfaction. The organization of climate gives a positive effect on the job satisfaction. It means the climate organization the higher job satisfaction. Likewise, job characteristic gives positive effect on job satisfaction which means that it will improve the job satisfaction of the civil servant.*

Keywords: Organization Climate, Job Characteristic, Job Satisfaction

1. Background

Human resources in an organization are always expected to make a good contribution to the organization. For that, it must be supported by the existence of regulations, policies and planning organizations that always pay attention to the human aspect, so that the implementation of the tasks given can run in accordance with organizational goals.

Regional Government as a form of organization in Indonesia also has problems in the aspect of human resources which until now are still an unsolved problem. Some that develop in the community are the poor behavior and work done by government employees. This is indicated by the results of research conducted by the *Political and Economic Risk Consultance* (PERC), a consulting institution in Hong Kong, stating that work carried out by government employees in Indonesia is always long-winded and states that the quality of Indonesian government employees is at number 12 of 14 countries were surveyed, the results of the research illustrate that the image of poor Indonesian government employees is still inherent in the community and indirectly the community has exercised control over the behavior of government employees (Hidayat, 2002: 11).

Provisions that civil servants have an obligation to work professionally, honestly, fairly and equally in reality are still not well implemented. Therefore the effort to encourage the empowerment of government employees is increasingly felt the urgency, this is nothing but to fulfill the demands and desires to create good, clean and good and good governance.

One of the factors that must be fulfilled in an effort to empower government employees is the fulfillment of employee job satisfaction. Job satisfaction is a general attitude towards one's work, is the difference between the number of rewards received by a worker and the amount they believe they should receive (Robbins 2001: 22). High

job satisfaction, can affect employees to work well so that the goals of the organization will be achieved.

The discussion of job satisfaction needs to be preceded by the affirmation that the problem of employee job satisfaction is not a simple matter, both in terms of concepts and in the sense of analysis because satisfaction has a variety of connotations.

If in his work someone has the autonomy to act, there are variations, make an important contribution in the success of the organization and employees get feedback about the results of the work they do, then the person will get satisfaction from his job. Conversely, work with the same activity, simple and repetitive will cause a tedious situation in the people who carry it out.

Conversely, if the work environment is quite strict, that deviant actions are considered as an act that is not good and despicable, it will also form attitudes and behaviors that are not deviant and will not give an opportunity to do deviations. The environment in the organization emphasizes the work atmosphere experienced by members of the organization also called Organizational Climate. (Housser, in Muhyiddin, 1999: 60).

An organizational climate and conducive job characteristics will encourage employees to work well and will increase their job satisfaction.

2. Literature Review

(*Organizational climate organizational climate*) according to James and Jones (Davidson, 2000: 21) are:

"Set of characteristics that describe an organization and that distinguishes the organization from other organizations and behavior influences of people in the organization".

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It was explained that organizational climate is a collection of characteristics that give an idea of an organization that distinguishes from other organizations and influences the behavior of members of the organization.

A summary of the climate dimensions that illustrate the variation of factors included in making organizational climate concepts introduced by James and Jones (in Davidson, 2000: 28), namely:

- 1) *Leader Facilitation And Support* (ease of leadership support), reflects the leader's actions in completing work by using scheduling activities, planning, facilitating interpersonal relationships, caring about the needs of workers who can foster openness and interact with each other.
- 2) *Workgroup Cooperation, Friendliness And Warmth* (group cooperation, friendliness and warmth), generally reflects the relationships between members of the organization and work groups.
- 3) *Conflict And Pressure* (conflict and work pressure), describes the atmosphere in the organization when in its activities problems arise and work pressure in the Organization to Carry Out Work.
- 4) *Organizational Planning Openness* (open organizational planning), describes the clarity regarding policies, planning and procedures for implementing tasks in the organization.
- 5) *Job Standards*, which reflect the level of work that has strict standards regarding quality and accuracy.

The characteristics of the work will use the Hackman-Oldham model which uses five inherent characteristics of work that refers to the instrument, *Job Diagnostic Survey* namely: *Variety of skills, Identity of tasks, Significance of tasks, Autonomy, and Feedback*. The dimensions of job satisfaction are *Compensation, work it self, promotion, work group, and working conditions*. By paying attention to these dimensions, a conceptual framework of this research can be made shown in Figure 1.1 below this: the

implementation of regional autonomy, because the number of employees delegated is quite supportive for the provision of Civil Servants in the Garut Regency Government environment, only to improve the quality and professionalism of employees in carrying out their main duties and functions. As a general description, the condition in 2004 of the number of apparatus in the Government of Garut Regency was **19,099** Civil Servants, consisting of 11,210 (58.69%) male civil servants and 7,889 (41.31%) female civil servants.

3. Research Objects

This research was conducted on employees in the Regional Government of Garut Regency. The target of the observation was focused on the atmosphere of the work environment in the local government organization of Garut Regency which was felt by employees or called the organizational climate.

Furthermore, for the characteristics of the work focused on the nature of work jobs perceived by employees and for employee job satisfaction focused on the attitudes and

feelings of employees for the results obtained through the work that has been done.

The population used as the observation unit is civil servants who work within the Garut Regency Regional Government, which number 1407 employees.

4. Research Methods

Operationalization of Research

Variables the independent variable in this study is the organizational climate and job characteristics, while the dependent variable is employee job satisfaction. The variable indicators used in this study were measured using an ordinal scale with ascale technique *Likert*.

5. Results and Discussion

The results of the study and discussion were carried out descriptively and verificatively. Descriptive analysis is done by compiling the respondent's answer table on the items in the statement. Furthermore, verification analysis will be carried out after descriptive analysis.

6. Conclusions and Suggestions

Based on the results of data analysis and discussion of the results of the research in the previous chapter, the following conclusions can be drawn:

- 1) The results of the descriptive analysis show that (a) the total organizational climate within the Garut Regency Regional Government is in a good category; (b) in total the characteristics of work in the Regional Government of Garut Regency are in a good category; (c) in total job satisfaction of employees in the Regional Government of Garut regency are in good category.
- 2) The organizational climate and job characteristics simultaneously have a positive effect on the job satisfaction of Garut Regency Regional Government employees. This shows that simultaneously the organizational climate and job characteristics play a role in shaping and increasing the work satisfaction of local government employees in Garut Regency.
- 3) Organizational climate has a positive effect on job satisfaction of the Regional Government employees of Garut Regency. This means that the better the organizational climate, the better employee job satisfaction.
- 4) Job characteristics have a positive effect on job satisfaction of the Regional Government employees of Garut Regency. This means that the better the job characteristics, the better job satisfaction for employees.

Suggestions

Based on the findings of the research results discussed in chapter IV and from the conclusion drawn above, suggestions can be made as follows.

To further improve the organizational climate, job characteristics and job satisfaction of employees in the Regional Government of Garut Regency, the Regional Government is expected to:

- 1) Give attention and support to its employees.
- 2) Creating a sense of togetherness especially in working groups and striving to avoid conflicts both with leaders and with colleagues so as to create a harmonious working relationship.
- 3) Providing physical and psychological conditions that are comfortable work for employees in carrying out their work.

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