

## **The Effect of Working Satisfaction Factors on Employees' Working Discipline at Sme of Bead Craft in Jombang Regency**

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**Abstract:** *Competition and business challenges which occur in a recent time have become tougher days by days. It demands that every small and medium enterprise to empower its people so that they can innovate a product and have high creativity for the survival in adjusting to the market demand or to satisfy consumer demand that has been growing specifically, rapidly changing, high-quality products, and low prices. Employees' discipline is needed in creating products that match to the consumer's expectations. Each employer is expected to pay attention to the social and psychology factor for the employees' satisfaction. This study aims to analyze the influence of psychological and social factors of working satisfaction on working discipline of employees in small and medium enterprises of bead in rural district of Gambang village, Gudo districts Jombang. The population of this research is all employees in small and medium enterprises of Beads in Gambang village, District of Gudo Jombang consisted of 445 respondents. Precision sample used is 10% of the total population that is 82 respondents. The technique of collecting data uses questionnaires and documentation. Data were analyzed by using multiple linear regressions. The result of this study showed that there is no effect of psychological and social factors in working satisfaction to the employees' discipline at small and medium enterprises of beads in rural area of Gambang Village, District of Gudo Jombang and there is a dominant influence of social factors of working satisfaction on employees' discipline at small and medium enterprises of bead in rural area of Gambang Village, Gudo District, Jombang.*

**Keywords:** *Working Discipline, Working Satisfaction Factors*

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### **I. Introduction**

Indonesian economic development that has many challenges gives more and more for small and medium enterprises as an alternative to answer to the economic challenges. Small and medium enterprises have had an important role in the continuity of economic development. The development of small and medium enterprises in a region can open up new employment opportunities; through small and medium enterprises with new types of business will also require new human resources to support these types of businesses. With the opening of employment existing economic impact on society is the household income will increase. In relation with the importance of small and medium enterprises in order to stimulate the economy of the community, then the sustainability of small and medium enterprises is needed.

In supporting the continuation of small and medium enterprises, the role of government in maintaining and creating business flows directed to face the challenges of competition and efforts should be done well. Small and medium enterprises are required to compete and adjust to the conditions of the times, small and medium enterprises in facing the competition are required to create consumer demand for increasing specifically, rapidly changing, high-quality products, and low prices. To meet these objectives, every entrepreneur should pay attention to employee satisfaction as well as the discipline of each employee. Employee satisfaction is expected to contribute to the level of employee discipline. The positive impact of the discipline of employees in all aspects of the business will be able to create good conditions with regularity in the business and the creation of products that have a competitive edge and can meet the challenges of globalization.

In the small and medium enterprises of beads industry in the Gambang Village, Gudo districts of Jombang face a very tight competition. It can be seen that at every place that sells a lot of beads and from different manufacturers. To face the competition then the industry should also inculcate discipline to each employee. So with discipline is expected to deliver progress in the business.

In relation to discipline, Hasibuan (2012: 193) argued that the discipline of a person's awareness and willingness to comply with all company rules and social norms in force. Furthermore it is said, that discipline means if employees always come and go home on time, doing all the work well, the company comply with all laws and social norms in force. Nitisemito (2001: 71) argued that work discipline is an attitude, behavior and act in accordance with the rules of the organization both written and unwritten. Hasibuan (2012: 194) suggested indicators that affect the level of employee discipline is goal and ability, exemplary leadership, remuneration, justice, supervision attached, legal sanctions, firmness, and humanitarian relations.

In accordance with the observations of researchers that discipline on small and medium enterprises in the Gambang village, District of Gudo Jombang has been implemented, including timeliness to come and go home, work well and other discipline that may affect the accuracy in the production target. With the discipline applied to maintain the business.

In connection with the creation of the discipline of employees, each employer must pay attention to employee working satisfaction. In accordance with the opinion of Hasibuan (2012: 202) argued that employee satisfaction must be created as well as possible so that the morale, dedication, devotion and discipline of employees increased. Working satisfaction in the work is enjoyed by gaining praise the work, placement, treatment, equipment, and the atmosphere of a good working environment. Based on the observation that researchers did, working satisfaction created by small and medium enterprises Beads in the Gambang Village District of Gudo Jombang is the leader who is trying to meet the factors that influence working satisfaction among their remuneration is fair and reasonable for employees performing the provision bonus. Fulfillments of factors that affect working satisfaction of employees are expected to establish discipline. This is in accordance with the opinion of Hasibuan (2012: 202) stated that working satisfaction is a pleasant emotional attitude and loves her working. This attitude is reflected by the morale, discipline, and work performance.

Based on the above explanation, it is very visible that the discipline is strongly influenced by the presence of employee satisfaction. Therefore in this study the researchers are interested in examining the problems of the influence of factors of working satisfaction to the discipline of employees at small and medium enterprises of beads in Gambang village, Gudo districts Jombang.

### **Research Focus**

Based on the background of the problems that have been disclosed above, the formulation of this study is as follows :

1. Is there any influence of working satisfaction factors that consist of psychological and social factors on the employees' discipline at small and medium enterprises of beads in Gambang Village Gudo districts Jombang?
2. Is there any the working satisfaction factors that consist of psychological and social factors which have dominant influence on the discipline of employees at small and medium enterprises of beads in Gambang village, Gudo districts of Jombang?

## **II. Theoretical Overview**

### **Concept Factors Working Satisfaction**

Robbins (2001: 148) suggested that working satisfaction is a general attitude of an individual on his/her work. The job requires interaction with colleagues and superiors by following the rules and policies of the organization to meet the performance standards, life on the working conditions are often less than ideal, and other similar matters. This means the assessment (assessment) of an employee to be satisfied or dissatisfied someone to work.

Davis in Mangkunegara (2005: 117) argued that working satisfaction is related to a number of major employee variables, such as turnover, absences, age, occupation, and size of the organization in which an employee works. Based on these opinions, Mangkunegara (2005:117) suggested that working satisfaction is related to variables such as turnover, absences, age, working level, and the size of the organization. Working satisfaction according to Martoyo (1994: 115), basically an emotional state in which the employee occurs or does not occur services meeting point between the employees of the company / organization with the level of remuneration winning value desired by the employees concerned. Satisfaction reflects a condition of an employee who is a comparison of what was received from work compared with the expected, desired, and thinking as being inappropriate or entitled. Tiffin (2000: 104), quoted by Moch. As'ad (2004: 104) argues that working satisfaction is closely linked to the employees' attitude on his own work, the work situation, cooperation between leaders and employees. Meanwhile, according to Blum (1956) in his book that has been quoted by Moch. As'ad (2004: 104) suggested that working satisfaction is the general attitude is the result of some particular attitude towards factors - factors of work, adjustment and social relationships of individuals outside of work.

Hoppock (1935) found that working satisfaction as a combination of the state of psychological, physiological and environmental causes a person honest to say I am satisfied with the work. Meanwhile, Aziri (2011) suggested although working satisfaction under the influence of many external factors, remain something related internal by the way how employees feel satisfied then presents a series of working satisfaction factors that cause a feeling of satisfaction.

Vroom (1964) expressed satisfaction with the work focuses on the role of employees in the workplace. Therefore, it can be defined working satisfaction as an affective orientation on the part of the individual to the role of the work currently done.

Working satisfaction can be defined as well as the extent to which a worker works regardless of reward working, especially in terms of intrinsic motivation (Statt, 2004). From that sense it would seem that a work is due to the motivation that comes from within him. Armstrong (2006) Working satisfaction refers to the attitudes and feelings about their workings. Positive and favorable attitude on work shows a working satisfaction. Meanwhile, the negative and unfavorable attitude on work shows the working dissatisfaction.

Working satisfaction is a collection of feelings and beliefs that people have about their current working. People degree of working satisfaction level can range from extreme satisfaction extreme dissatisfaction. In addition, to have an attitude about the work as a whole is needed. People also have a bearing on various aspects of their work such as the type of work they do, their colleagues, superiors and subordinates and their salaries (George et al., 2008).

According to studies conducted by Friedlander and Margulies (1969), it is found that the relationship management and staff contributed to the level of working satisfaction.

Gibson, Ivancevich, and Donnelly (1996) in Sylvana (2002: 4) suggested that working satisfaction is part of the motivation process. Satisfaction members of the organization can be attributed to the performance and results of their work as well as reward and punishment they receive. Therefore, the level of working satisfaction in the organization can be shown by the results of such an attitude members of an organization, change of work organization members, truancy or absenteeism, tardiness, and the complaints that are common in an organization.

Robbins (in Wibowo: 2008) suggested that there are two approaches to measuring working satisfaction, namely:

1. Single Global Rating is asking people to respond to a question like with all things considered, how satisfied are you with your working? Individuals can answer satisfied and dissatisfied.
2. Summation Score which can be done by identifying the key elements in the work and inquire about the workers feeling on each element. The specific factors which are considered are the nature of the work, supervision, payment, promotion opportunities and relationships with colleagues.

Bodur (2002) stated that there are several factors associated with working satisfaction among other workings, age, gender, education level, work place environment, location, colleagues, income and working time. For the purpose of employee satisfaction many theories have been developed. The most important theory is the needs theory of Maslow. It is based on hierarchical human needs. On the other hand, working satisfaction associated with significant conventional view, formulated through Mausner and Herzberg (1959).

Moh. As'ad (2004: 115) suggested there are four factors that affect the working satisfaction such as:

- a. Psychological factors, a factor associated with employees' psychiatric which includes interest, peace work, attitudes on work, the feeling of working.
- b. Physical factors, the factors related to the physical working environment and physical conditions of employees, including the type of work, working time arrangements, work equipment, air circulation, and the health of employees.
- c. Financial factors, the factors associated with the guarantee of employees' prosperousness which include payroll system, social security, the amount of allowances, the facilities provided, promotion.
- d. Social factors, the factors associated with good social interaction among fellow employees, with superiors, and employees of different types of work.

### **III. The Concept of Working Discipline**

Discipline is the fun part of the working. In the application of discipline, often a manager or head of a business or organization provide some sanctions in order to discipline employees. It will lead to the compulsion for employees to work and do the work assigned by the manager. Hasibuan (2005: 193-194) revealed the discipline is the operative functions of human resource management is most important because the better the discipline of employees, the higher the performance that can be achieved. Hasibuan (2012: 193) explained that the discipline is a person's awareness and willingness to comply with all company rules and social norms in force.

Redeker (1989) recommended that discipline without punishment including programs to address performance issues and matters of discipline. Although the program is sometimes proves to be useful, yet they usually fail. Such failures may be due to:

1. They do not clearly distinguish between performance and personal problems and other discipline cases.
2. They put the responsibility for solving the problem and not just with the employees together with employees, unions and management, and
3. They do not acknowledge that the different situations and different people require different approaches.

Hasibuan (2012: 194) stated that indicators that affect the level of employee discipline include:

1. The purpose and capabilities,
2. Exemplary leadership,

3. Remuneration,
4. Justice,
5. supervision attached,
6. law Sanctions,
7. Firmness, and
8. The relationship of humanity

A good employees' discipline who work well is reflected from the magnitude of the sense of responsibility of employees in completing the task on time, a low-level employee of delay because of the spirit and morale, and increased efficiency and productivity of employees indicated by the low level of employee absence (Saydam 1996).

#### **IV. Research Methods**

This research falls under the study of associative research for the influence between the variables in the study. The approach used is quantitative descriptive approach. In this study, the sample used is 82 respondents from a population of 445 employees. Rachmat (in Ridwan, 2010; 65) explained in determining the sample size can use the following formula:

$$n = \frac{N}{N.d^2 + 1} \quad (\text{Riduwan, 2010: 65})$$

Description:

- n = the number of sample that has been taken  
N = the number of population  
d<sup>2</sup> = precision that has been set

The respondents in the sample in this study are determined by simple random sampling technique.

In this study, there are three variables: psychology factor, social and working discipline factors. This study uses a quantitative approach to descriptive statistics. Descriptive statistics were used to describe the state or character of the sample as well as the perception or the responses from survey respondents. While the quantitative statistic used to test the hypothesis by using multiple linear regression analysis model.

Data collection techniques used in this study is the questionnaire and documentation. The questionnaire contains questions or statements in writing addressed directly to the subject of research are the employee in Beads industry. The questionnaires were addressed directly in this study is used to obtain data on factors - working satisfaction factors include psychological and social factors and discipline of employees. In this study, a questionnaire using a scale-shaped attitude rating scale. Documentation used to collect data related to factors - working satisfaction factors include psychological and social factors and discipline of employees and business activities of small and medium enterprises beads. Data were analyzed using multiple linear regression analysis to reveal the influence of variable factors - working satisfaction factors include psychological and social factors to the discipline of employees at small and medium enterprises of beads in Gambang Village, Gudo districts Jombang.

#### **V. Results and Discussion**

##### **The Profile of Beads Industry**

Gambang village is a village located in the district Gudo of Jombang. Gambang village is a village that has a local potential in the form of beads craft that has been started since 1970. Making the beads was first performed by some of people such as Sugiyono and Riyanto. Along the times and the competition beaded accessories in Gambang village continues to grow so that the craftsmen of beads there almost every home and make this craft stick. From small businesses in the form of craft beads that can provide income to rural communities. The result of the Gambang village has been marketed in various places in Indonesia including the Java, Bali, Borneo, Sulawesi etc. While marketing abroad including Japan, Malaysia, China etc. The development of the beads in the Gambang village is currently on the decline. This is because there is a competing product coming from China and providing a cheaper price. Thus, people are more interested in products from China rather than the product of his own country. A decrease in the number of applicants resulting beads manufacturer went bankrupt, so many producers out of business and many of the employees who resigned due to a decrease in the number of orders.

In the manufacture of beads, artisans choose good material so that when the bead formation process and the cutting process until the process of coupling the product beads are not cracked or broken. Materials commonly used in the manufacture of the beads are made from waste materials or shards of glass plate with the type of Duralex and additives material, colorants, and spron pit. Waste glass and plates with these types is now very difficult to obtain due to households using these plates have been very rare and the companies that produce these types of glass are also rare. Glass waste materials currently obtained from collectors and even directly

from scavengers with the price of between Rp.17.000, - per kilo. Due to the lack of the glass material, the ordinary artisan using additional glass material commonly referred to by the public as beads imported from Japan with prices ranging from Rp 15,000 per kilo.

The production for making beads is still using a simple tool using a furnace. The production site is still very modest paved ground and condition of the room was very hot with huge flame temperature used to melt the material. Glass that has been heated is melted and pulled to a length of approximately 1 meter. Later on it was formed and given the wide variety of motifs and smoothed. Then after a given motif there are employees who served for stringing. Motif beads which are made in Gambang Village, Gudo Distric Jombang are modern and some are patterned ethnic patterned with a wide variety of names including beaded masks, Mojopahit beads, mixed bead etc. Production is done artisan beads Gambang Village, Gudo Distric Jombang is in accordance with the order. Beads are considered qualified are beads that are not cracked, not easily broken, the same motif with original bead motif (of certain regions).

Beads that have been finished, then it will be processed again to become accessories that have high sales value and in demand by consumers. Accessories from beads are produced by mimicking accessories from several places, among others from the Dayak. The motive itself followed with accessories in its original place. Craft beads used as home decoration, necklace, bracelet, custom purposes, etc. In the wage system every business owner beads do with the contract system according to how many employees get results as part of it. Working system applied is the working hour on weekdays starting at 07.00 am until 16.00 pm. It is different during the fasting time for workers who do the melting and mixing parts. With the consideration of business owners, so they work after Tarawih prayer in the evening after 21:00 pm until 03:00 pm. As for existing employees to give, smoothing, assembling still work in the morning.

In terms of industrial development of these beads, artisans often complain about the lack of government intervention area. This is explained by several craftsmen lack of programs that support the promotion of local potential "beads", the socialization of the local government also felt less by the craftsmen. And as for the craftsmen who are trying themselves to promote or introduce production of beads through schools and exhibitions as well as promoting the beads through the Internet "for those who are internet literate". Thus, this is the development of small and medium enterprises have decreased. The number of employees is about 5 years ago could reach approximately 800 employees but currently only 445 employees of 84 small and medium enterprises with workers aged between 30-50 years.

## VI. Data Analysis and Discussion

This study uses multiple linear regression analysis techniques were used to determine whether there is simultaneous influence of independent variables on the dependent variable. The first hypothesis proposed in this research is the influence of factors of working satisfaction which consist of psychological and social factors on the discipline of employees at small and medium enterprises in Gambang Village, Gudo District of Jombang.

To find out if the first hypothesis is rejected or accepted, then, it is tested by using multiple linear regressions to determine the effect simultaneously. As for the formulation of multiple linear regressions with the following regression equation:

$$Y = \alpha + \beta_1X_1 + \beta_2X_2$$

**Coefficient Regression Table**

Model	Coefficients				t	Sig.
	Unstandardized Coefficients		Standardized Coefficients	Beta		
	B	Std. Error				
(Constant)	5,726	9,231			,620	,537
1 Psychology Factors	,466	,160	,317		2,915	,005
Social Factors	,872	,246	,385		3,544	,001

a. Dependent Variable: Working Discipline

Based on the processing through multiple linear regression, it gives the relationship systematically between variable factors of working satisfaction factors include psychological and social factors that can be written as follows:

$$Y = 5.726 + 0,466.X_1 + 0,872.X_2$$

Based on the regression coefficient table, it can be seen the value of the constant is 5.726, it means that if the independent variables include psychological factors (X1) and social factors (X2) is considered equal to zero, then the value of the employees' discipline (Y) variable is 5.726. Thus, prior to an examination of the independent variables and the dependent variable is already in good condition. Because of the constant is positive.

The value of regression coefficient of variable psychological factors (X1) was 0.466 and the social factor (X2) is 0.872, means if the value of the variable psychological factors (X1) and social factors (X2) improved one unit, it will cause an increase in the variable work discipline of employees ( Y) 0.466

psychological factors (X1) and 0.872 social factors (X2) unit. This significant increase in value, increasing psychological factors (X1) and social factors (X2) will then be followed by an increase in employee discipline.

**1. The Effect of Hypothesis Testing Simultaneously**

To determine whether variable Y (work discipline) simultaneously influenced by psychological factors (X1) and social factors (X2) or not, can be seen from the comparison value of  $F_{count}$  with the  $F_{table}$ . When  $F_{count}$  greater than  $F_{table}$ , then Y (labor discipline) is influenced by psychological factors (X1) and social factors (X2). Yet, if  $F_{count}$  is smaller than  $F_{table}$ , then Y (employees' discipline) is not influenced by psychological factors (X1) and social factors (X2).

The Result of F-Test

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	963,805	2	481,903	25,561	,000 <sup>b</sup>
	Residual	1489,414	79	18,853		
	Total	2453,220	81			

a. Dependent Variable: Working Discipline

b. Predictors: (Constant), Social Factor, Psychology Factor

Based on the Anova table, it can be seen that  $T_{count}$  is  $25.561 > F_{table} = 3.11$  and  $0.000$  sig value of  $<0.05$ , which means significant. This means that the variable psychological factors and social factors significantly influence the discipline of employees at small and medium enterprises Gambang Village, Gudo District of Jombang. Thus, the hypothesis that there is the influence of psychological and social factors on working satisfaction of employees at small and medium enterprises Gambang Village, Gudo District of Jombang " is not rejected".

**2. Effect of Partial Hypothesis Testing**

The second hypothesis proposed in this research is there is working satisfaction factors that consist of psychological and social factors which have dominant influence on the employees' discipline at small and medium enterprises Gambang Village, Gudo District of Jombang. To determine the effect of each variable and determining the variable which is the dominant factor to working satisfaction, the researchers used the t test to answer.

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,726	9,231		,620	,537
	Psychology Factor	,466	,160	,317	2,915	,005
	Social Factor	,872	,246	,385	3,544	,001

a. Dependent Variable: Working Discipline

Based on the coefficients table, it can be seen that the value of psychological factors is 2,915 < this social factor of 3,544. Then, the hypothesis is accepted that there is between the two factors - working satisfaction factors include psychological and social factors which are dominant influence on employee discipline. Working satisfaction factors are the dominant influence on working satisfaction is a social factor with a this value of 3,544.

**VII. Discussion**

Based on statistical test that has been described by the researchers in this study, it proves that there is an influence factor of working satisfaction factors that consist of psychological and social factors on the employees' discipline of small and medium enterprises in Gambang Village, Gudo District of Jombang. This means that in the absence of working satisfaction factors which include factors Psychological and Social Factors of existing employees at work will have an impact on the level of discipline of employees at small and medium enterprises in Gambang Village, Gudo District of Jombang. Thus, it can be interpreted that by increasing employee working satisfaction factors at work will improve also the discipline of employees at small and medium enterprises in Gambang Village, Gudo District of Jombang. Vice versa, if the social psychological factors and decreased employee satisfaction at work then it will reduce the discipline of employees at small and medium enterprises in Gambang Village, Gudo District of Jombang.

Based on the results of the research, working satisfaction factors of psychological and social factors include employee satisfaction effect simultaneously on the employees' discipline at small and medium enterprises in Gambang Village, Gudo District of Jombang. Effect of employee satisfaction factors to the

discipline of the first employee can be seen in the psychological factors which include factors related to psychiatric personnel include interests in this case the employee must have a sense of interest and pride in the kind of work that will be done. Tranquility working conditions of the employees in this case must have peace and no anxiety on the working. Attitudes toward work can be interpreted that the conditions responsible for the type of work. A feeling of work can be interpreted in the form of pleasure must be met on an employee.

The second factor of working satisfaction is the social factor, a factor that is associated with good social interaction among fellow employees, with superiors, and employees of different types of workings expected to be met with both for the employee to maintain and improve the discipline of employees. Based on the research results stated factors the dominant influence on the discipline of work is a social factor of working satisfaction. This proves that the working conditions of comfort which is formed from a fellow employee or business leader can provide the motivation to do things that also reflects the discipline. Discipline can be a task in accordance with the time, punctuality density and home, focus on the working to get the maximum results.

Employee satisfaction should be increased so that employees are motivated to work in line with the opinion of Gibson, Ivancevich, and Donnelly (1996) in Sylvana (2002: 4) suggested that working satisfaction is part of the motivation process.

### **VIII. Conclusions and Recommendations**

Based on the description of the results of the analysis and discussion, it can be concluded as follows:

1. There are factors that influence working satisfaction that consist of psychological factors and social factors on the employees' discipline at small and medium enterprises Gambang Village, Gudo District of Jombang because the F test results showed that  $F_{count}$  is  $25.561 > F_{table} = 3.11$  and  $sig\ 0.000 < 0.05$ .
2. There factors among the working satisfaction factors that consist of Psychological and Social factors that has dominant influence on the employees' discipline at small and medium enterprises in Gambang Village, Gudo District of Jombang. From the test results of the variable t is known that social factors have a beta coefficient of 0.872 is greater than 0.466 psychological factors or psychological factors thit value of 2,915 < thit social factor of 3,544. Means that social factors has the most dominant influence on employees working discipline at small and medium enterprises in Gambang Village, Gudo District of Jombang.

Based on the description of the results of the analysis and discussion, it can be suggested as follows:

1. This research finding should be used as a reference in future research and for the development of the science of Human Resource Management related to working satisfaction factors include psychological factors, social factors and working discipline.
2. Small and medium business owners should consider the factors of working satisfaction factors that consist of psychological and social factors in order to create conditions for employees' working discipline. Then, based on the results of research, social factors are dominant factors that influence on working discipline. Therefore, the small and medium business owner should pay attention to social factors employees without neglecting psychological factors.

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