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Analysis Of The Effect Of Job Satisfaction On Employee Performance In The Aceh Health Service

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Abstract

The Aceh Health Office is one of the Aceh Government's Work Units (SKPA) tasked with carrying out general government duties in the areas of disease control and environmental health, health service development, health resource development, and pharmaceuticals, in accordance with laws and regulations. Through preliminary tests and interviews, issues related to job satisfaction were identified within the Aceh Health Office. This study aims to examine the level of job satisfaction and staff performance, as well as the impact of job satisfaction on staff performance, using a case study of the finance and asset management team. Based on the analysis of the influence of job satisfaction on staff performance in the finance and asset management team, the researchers obtained descriptive results indicating that job satisfaction is categorized as high, and employee performance is also categorized as high. The relationship between the variables has a positive and significant effect, accounting for 17.4% of the impact, while the remaining 82.6% is influenced by other factors not analyzed in this study. In conclusion, the researchers found a positive and significant relationship between job satisfaction and staff performance in the finance and asset management team at the Aceh Health Office.

Keywords: Job Satisfaction, Performance, Human Resources, Aceh Health Office

INTRODUCTION

The vision and mission of the Aceh Health Office is to realize "A Healthy Aceh that is Islamic, Independent, Just and Prosperous" with its mission, namely: improving the

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quality of public health insurance, investing in human resources from an early age, increasing community independence for healthy living, providing fair, quality, equitable and affordable health services, improving and utilizing health resources and implementing good health management which is also supported by a secretariat which includes 3 sub-sections, namely the legal sub-section, personnel and general affairs, finance and assets, program work team, information and public relations, and the finance and asset management work team.

High-quality human resources (HR) are a crucial aspect that every agency must strive for, as they directly impact the quality and effectiveness of work within an agency in achieving its goals. HR quality itself is a primary need prioritized by every company (Ramli and Yudhistira, 2018). Meanwhile, Songgor and Suryana (2019) argue that many aspects influence the achievement of a vision and mission. One such aspect is HR performance. These HR are employees who are diligent and active in pursuing established shared goals. Therefore, the efforts
made by all parties within an organization are a key determinant of achieving those goals.

Job satisfaction is crucial for agencies and organizations to discuss and address due to its significant benefits for both staff and the organization. Employees will be proud of their workplace and gain high self-confidence if they feel satisfied with their work. This leads to more efficient performance and positively impacts the sustainability of activities and programs within the agency or organization. Furthermore, to improve job satisfaction and performance, attention must be paid to the various factors that influence staff performance.

Shaikh et al. (2019) presented the results of their research, which concluded that job satisfaction has a positive and significant impact on employee performance levels, and that job satisfaction factors improve staff performance. Another study conducted by Issah (2021) stated that, according to current research, a higher level of job fit, or compatibility between employees and their jobs, leads to a higher level of job satisfaction, which, according to previous research, contributes to organizational and individual outcomes such as performance, satisfaction, and turnover. Furthermore, a study conducted by Platis et al. (2015) explained that in their research there is an influence between job satisfaction and employee performance levels.

Based on previous research sources, job satisfaction has a positive impact or influence on employee performance. Therefore, agencies and organizations need to consider the importance of job satisfaction for each individual within an agency or

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organization, as it will impact staff performance. Low levels of job satisfaction will result in decreased performance, which is certainly detrimental to the sustainability of an activity or program. Conversely, high levels of job satisfaction will positively impact staff performance.

It can be concluded from the various sources presented above that high levels of job satisfaction will improve staff performance within an agency or organization. Based on this description, the researcher aims to examine the correlation between job satisfaction and staff performance within the Finance and Asset Management Team at the Aceh Health Office. This research is also expected to serve as evaluation material for agencies to improve organizational and agency performance, both now and in the future.

Therefore, the author will conduct a preliminary test aimed at determining the level of employee job satisfaction. This preliminary test uses a questionnaire aimed directly at staff in the finance and asset management work team with a sample of 25 employees. The following are the results of the preliminary test in the table below regarding staff job satisfaction in the finance and asset management work team at the Aceh Health Office. The data that has passed the preliminary test, listed in Table 1, were then collected and analyzed. Overall, the staff felt satisfied based on the statements in the preliminary test, as evidenced by 57% choosing to agree and 14% choosing to strongly agree with the contents of the statement, but as many as 10% and 19% chose to disagree and strongly disagree. To find out more details, the answers in the preliminary test that stated dissatisfaction and very dissatisfaction amounted to 29% consisting of 9 people who were dissatisfied with the statement regarding the existing facilities, then 4 people felt dissatisfied with the work given, then 19 people were dissatisfied with the salary they received, and 5 people were dissatisfied with the conditions of their current work environment. Based on this description, the author is interested in conducting research with the title The Influence of Job Satisfaction on Staff Performance at the Aceh Health Service.

LITERATURE REVIEW

Job satisfaction

It's not how hard or well someone works that determines job satisfaction. A person's feelings or attitudes about their job, salary, educational opportunities, supervision, coworkers, assignments, and so on are all part of job satisfaction. According to Umar (2011), job satisfaction is a person's feelings and assessments of

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their job, particularly their working conditions, related to whether their job is able to meet their needs, requirements, and desires. Considering the definitions above, it can be concluded that job satisfaction is a pleasant psychological state experienced by people who work in their workplace when their needs are adequately met. Job satisfaction is an emotional attitude that is enjoyable and loves one's job (Hasibuan, 2011). Work morale reflects this perspective.

According to Hasibuan (2007), job satisfaction is an attitude of enjoying and loving one's job. This attitude is reflected in work morale, discipline, and work performance. Job satisfaction is enjoyed in work and a combination of inside and outside work. Fattah (2017) said that job satisfaction can be defined as how employees feel happy or not with the work they do. Wexley & Yuki (2016) said that job satisfaction can be defined as how employees' attitudes towards their work develop. Suryawan & Salsabilla (2022) said that job satisfaction can be defined as how the emotional state of pleasant or unpleasant feelings that employees have about their work.

Job satisfaction reflects how a person views their job. It is demonstrated by an employee's positive attitude toward their job and all that it entails. Because job satisfaction can influence morale, absenteeism, turnover, grievances, and other important personnel issues, the HR department or management should continually monitor employee satisfaction levels. Job satisfaction is a positive emotional state that acknowledges the work experience (Mathis & Jackson, 2011). When these expectations are not met, people become dissatisfied at work. There are many dimensions of job satisfaction, including satisfaction with the job, pay, recognition, supervisor-worker relationships, and opportunities for advancement.

Employee performance

High employee performance will support organizational productivity, so leaders must always pay attention to improving the performance of their members to advance the organization. The development of an existing organizational culture is closely related to improving member performance. An individual's performance is very important, according to Mangkunegara (2016), "Performance is the quality and quantity of work results achieved by an employee in carrying out their duties in accordance with the responsibilities assigned to them." This performance shows how well an employee can provide services according to community needs (Abdussamad, 2020).

Brahmasari and Suprayetno (2008) state that performance is a work result achieved by a person in carrying out the tasks assigned to him based on skills,

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experience, sincerity, and time. In other words, performance is the work result achieved by a person in carrying out the tasks assigned to him according to the established criteria. There are 3 (three) main factors that influence performance, namely the individual (ability to work), work effort (desire to work), and organizational support (opportunity to work). Performance is also the achievement of organizational goals that can be in the form of quantitative or qualitative output, creativity, flexibility, reliability, or other things desired by the organization. The emphasis on performance can be short-term or long-term, and can also be at the individual, group, or organizational level.

According to Ivancevich (2001), there are several aspects of employee performance, namely:

1. Quantity of work. This relates to the volume of work an employee can complete under normal conditions.
2. Quality of work. This includes accuracy, neatness, and precision in work, or established quality standards.
3. Job Knowledge. This includes a clear understanding of factors related to job responsibilities.
4. Personal Qualities. This includes appearance, personality, leadership attitudes, integrity, and social skills.
5. Cooperation. This includes the ability and desire to work with colleagues, superiors, and subordinates to achieve established goals.
6. Dependability. This includes awareness of accuracy, upholding the values of honesty, discipline/attendance, and so on.
7. Initiative, sincerity in carrying out duties and responsibilities, improving work results and having the courage to work independently.

According to Yuwalliatin and Sitty (2006), an instrument developed to measure performance was used in the study. This instrument was then translated into behavioral research that included a) work quantity, b) work quality, job knowledge, d) opinions or statements expressed, and activity planning. According to Prawirosoentono (2008), "Performance is something done in accordance with a person's status."

RESEARCH METHOD

Research methodology is the knowledge of the methods, designs, and techniques applied in conducting research. Thus, research methods are the knowledge of the various methods, methods, and techniques used in conducting scientific research. This study utilizes primary and secondary data. It employs descriptive analysis with a

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quantitative approach. Describing research results provides an overview for readers to easily digest/accept without further in-depth analysis. Quantitative analysis, on the other hand, focuses more on presenting numbers in the form of statistics from research data that are processed into relevant research results.

This study involved 25 employees in the finance and asset management team of the Aceh Health Service as research respondents. The characteristics of the study based on gender are that men dominate as staff in the finance and asset management team of the Aceh Health Service, as many as 20 people and the remaining 5 women. Characteristics based on age are dominated by employees aged 30-45 years and under 30 years. Characteristics based on the length of service, the most with a range of 1-5 years of service as many as 5 people, then there is a length of service over 10 years as many as 20 people. Characteristics based on education in the finance and asset management team of the Aceh Health Service are mostly dominated by backgrounds S1 and D-III as well as high school level.

Data collection technique

Data collection techniques are techniques used in research to obtain data that is then processed into accurate research results. Ordinal data is compiled through the distribution of questionnaires containing closed-ended statements, allowing respondents to simply fill in statements that reflect their own conditions and situations.

The Likert scale is used for research that utilizes ordinal data by assigning scores in the form of a range of values. The average responses obtained in the field through questionnaire distribution are processed into structured interval data to obtain relevant data. This step is taken to produce accurate research according to the object of study by entering the data into Microsoft Excel. In this study, job satisfaction will be used as the independent variable. In this study, employee performance will be used as the dependent variable.

Data Analysis Techniques

Validity Test

Measuring instruments are needed to determine whether the questionnaire statements are valid or not. The degree of accuracy concluded by researchers is based on the objects and data that actually occurred (valid). Data that is declared valid will be easier to conduct research.

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Validity or invalidity can be tested using the SPSS program, with the available criteria being:

If $r_{count} > r_{table}$, then the question is declared valid

If $r_{count} < r_{table}$, then the question is declared invalid.

Reliability Test

Cronbach's Alpha is a measuring tool used to determine whether a research statement is reliable.[8] Measuring instruments for reliability testing are stable and consistent even when the research is repeated. SPSS is very helpful in processing interval data, allowing you to directly determine the Cronbach's Alpha value for each variable.

According to Juanda and Junaidi, research measures with a reliability value above 0.6 are considered acceptable, while those with a reliability value of 0.7 and 0.8 are considered good. Cronbach's Alpha is usually quite effective as a measuring tool in research with scale scores (e.g., 1-4, 1-5) or range scores (e.g., 0-20, 0-50). Questionnaires, as instruments that have been declared valid in reliability tests, meet the following requirements:

If $r_{\alpha} + \geq r_{table}$, then the question is reliable.

If $r_{\alpha} - \leq r_{table}$, then the question is not reliable.

Normality Test

Research that demonstrates normality is conducted through the relationship between the dependent and independent variables tested using a regression model. Research results that are considered normal can be measured by graphical analysis and statistical tests. Research that is considered normal can be seen from the distribution of points that follow a straight horizontal axis on a probability plot graph. The basis used to determine the normality test is:

1) If the data are spread around a horizontal line and follow the horizontal line, then the regression model meets the assumption of normality.
2) If the data are spread far from the horizontal line or do not follow the horizontal line, then the regression model does not meet the assumption of normality.

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RESULT AND DISCUSSION

Respondent Data Description

The respondents in this study were all 25 staff members in the finance and asset management team at the Aceh Health Service. Based on this data, the respondents' characteristics can be defined as gender, age, marital status, highest education, occupation, and whether they are civil servants (ASN). The detailed characteristics of the respondents are as follows:

Respondent Characteristics Based on Gender

The characteristics of respondents in this study can be seen based on gender as follows:

Table 1. Respondent Characteristics Based on Gender

Gender	Number of Respondents	Percentage (%)
Male	20	80
Female	5	20
Total	25	100,00

Source: Processed Primary Data, 2025

Respondent Characteristics Based on Age

The characteristics of respondents in this study that can be seen based on age are as follows:

Table 2. Respondent Characteristics Based on Age

Age (Years)	Number of Respondents	Percentage (%)
≤ 20	0	0
21 – 30	5	20
31 – 40	10	40
41 – 50	8	32
51 – 60	2	8
≥ 61	0	0
Total	25	100,00

Source: Processed Primary Data, 2025

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Respondent Characteristics Based on Marital Status

The characteristics of respondents in this study can be seen based on marital status as follows:

Table 3. Respondent Characteristics Based on Marital Status

Marital status	Number of Respondents	Percentage (%)
Married	25	100
Unmarried	0	0
Total	25	100,00

Source: Processed Primary Data, 2025

So it can be concluded that most of the respondents in this study are married.

Respondent Characteristics Based on Last Education

The characteristics of respondents in this study based on their last education are as follows:

Table 4. Respondent Characteristics Based on Last Education

Last education	Number of Respondents	Percentage (%)
Senior High School	14	56
D-III	5	20
Bachelor	5	20
Master	1	4
Total	25	100,00

Source: Processed Primary Data, 2025

Based on the table and figure above, it can be seen that based on education level, 14 people (56%) had a high school education and 5 people (20%) had a bachelor's degree. Therefore, it can be concluded that the majority of respondents in this study had a high school education.

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DISCUSSION

Based on the previous descriptive analysis, the researcher used a questionnaire to obtain respondents' responses. The distributed questionnaire consisted of 23 job satisfaction items with 5 dimensions and 8 staff performance items with 4 dimensions. Therefore, the dimensions of the independent variables of job satisfaction (X) and employee performance (Y) will be explained. The results of the research that has been conducted indicate that there is an influence between job satisfaction and employee performance. The results of the hypothesis test show that the significance value is 0.001, which means the value is less than 0.05. Therefore, it can be concluded that there is a simultaneous influence between the independent variable (job satisfaction) and the dependent variable (company performance).

Job satisfaction reflects how a person views their job. It is demonstrated by an employee's positive attitude toward their job and all that it entails. Because job satisfaction can influence morale, absenteeism, turnover, grievances, and other important personnel issues, the HR department or management should continually monitor employee satisfaction levels. Job satisfaction is a positive emotional state and evaluation of one's work experience (Jackson, 2011). When these expectations are not met, people become dissatisfied at work. There are many dimensions of job satisfaction, including satisfaction with the job, pay, recognition, supervisor-worker relationships, and opportunities for advancement.

Employee job satisfaction is defined as employee moral motivation, discipline, and work performance that help achieve company goals (Hasibuan, 2014; Prasetyo & Marlina, 2019). Job satisfaction, also known as job satisfaction, is defined as the pleasant or unpleasant state of work and how employees view their work. Employees' attitudes toward their jobs reflect their job satisfaction (Rosita & Yuniati, 2016).

According to Mangkunegara (2013), there are two components that influence job satisfaction: employee factors and job factors. Employee factors include intelligence (IQ), special skills, age, gender, physical condition, education, work experience, length of service, personality, emotions, way of thinking, perception, and work attitude. Job factors include type of work, organizational structure, rank (group), position, quality of supervision, and financial security.

The results obtained have a coherent conclusion with Wulansari and Kosasi (2018), namely that the level of job satisfaction significantly and partially influences employee performance by 21.72%. This is supported by Hamid and Hazriyanto (2019). The influence between the level of job satisfaction on employee performance is proven

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to exist. Based on the research that has been conducted, the results show consistent results, namely that there is a quite significant influence between the variable of the level of job satisfaction on staff/employee performance. However, the study also indicates other factors, not discussed in this study, besides job satisfaction that influence employee performance. Job satisfaction influences employee performance by 17.4%. While the other 82.6% are variables not used in the study.

Performance is a combination of three important factors, namely the ability and interest of an employee, the ability and acceptance of the explanation of the delegation of tasks and roles, and the level of employee motivation (Hasibuan, 2012; Marjaya & Pasaribu, 2019). If the performance of each individual or employee is good, then the company's performance will also be good. Employee performance factors consist of two components: ability and motivation (Mangkunegara, 2017). "Performance is the result or level of success of a person as during a certain period in carrying out tasks compared to various possibilities, such as work standards, targets, or objectives, and criteria that have been determined in advance and mutually agreed upon," according to Rivai (2015).

"Performance is the extent to which a person has played a role in playing the organization's strategy, both in achieving specific goals related to the individual's role and/or by demonstrating competencies stated to be relevant to the organization," said Harsuko (2011). The concept of performance has three dimensions, consisting of attitude, ability, and achievement. Performance is defined as a comparison of work results achieved by employees with established standards, according to the definitions given by several opinions above (Rosmaini & Tanjung, 2019). In addition, performance includes the results achieved by a person in an organization, both in terms of quality and quantity, according to the tasks assigned to him.

CONCLUSION

Based on the research results and discussion in Chapter IV regarding the influence of job satisfaction on staff performance in the Aceh Health Office's finance and asset management team, the researcher can draw the following conclusions:

1. Based on the descriptive analysis, the level of job satisfaction in the Aceh Health Office's finance and asset management team is in the high category, with an average percentage of 71%.
2. Based on the descriptive analysis, the level of staff performance in the Aceh Health Office's finance and asset management team is in the high category, with an average percentage of 75%.

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3. There is a positive correlation and significant influence between job satisfaction and performance in the Aceh Health Office's finance and asset management team, with a significance level of 0.001 at the 5% confidence level. Job satisfaction has a 17.4% influence on employee performance. This means that 82.6% of the other factors are variables not included in the study.

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