

Effect of Job Facility Satisfaction on Employee Performance

Tubagus Ahmad Darajat¹, Jenni Veronika Br Ginting², Neni Mulyani³, Jeperson Hutahaean³,
Arridha Zikra Syah⁴

¹ Faculty Of Business Economics, Singaperbangsa Karawang University

² Informatics Management, STMIK Kristen Neumann, Medan, Indonesia

³ Information Systems, STMIK Royal Kisaran, Indonesia

⁴ Computer system, STMIK Royal Kisaran, Indonesia

Keywords: Work Facilities, Employee Performance, MOORA

Abstract: Advancing and developing is the goal of every company or organization which is usually measured by the success of a leader through management. Every organization will pay attention to the shortcomings and needs of employees as the most important resource in the pace of the organization and company. Employees' needs, facilities and interests are the main aspects of a good leader. For this purpose, the assessment and measurement of employee performance satisfaction needs to be done. This needs to be done to determine the improvements and follow-ups that a company must take to continue to improve employee performance in order to achieve company goals. In this study, an approach in the form of the Multi Objective Optimization method on The Basis of Ratio Analysis (MOORA) to assess how high the level of satisfaction of each employee is with the facilities owned by the company in improving employee performance.

1 INTRODUCTION

Generally, a company is a gathering place for an activity to produce a product that has a selling value and which will be marketed both in the local area, throughout the country to foreign countries, the types of companies are very many, not only produce products that can be held or are in physical form but some companies. also offers services, and each company has its own role and organizational structure designed to achieve the goals of each a company.

Each company has its own policies in managing each division of the company. Every company must revise and evaluate their divisions due to changes in conditions and certain factors. Companies also usually carry out evaluations in order to maintain the integrity of each work process that is made. The function of maintaining and evaluating itself is to stay focused on developing and defending in order to maintain the existence and goals that the company wants to achieve.

The achievement itself has supporting factors both from external factors, namely by continuing to see the opportunities and needs of consumers for the products they need and continuing to develop according to the times (so as not to miss other products or competing

companies). The next factor is internal factors, the most important internal factor is none other than HR (Human Resources), human resources who are better known among Indonesian people as employees.

Employees are people who help run a production and organization of a company, where later the labor and work they do will get wages in the form of salaries. The employees themselves will give their full time to help the realization of the goals the company wants to achieve in a long or short period of time. Accelerating the achievement of a company's goals shows that the company has good organizational management, especially human resource management. Humans regulate all aspects that exist within the company so that evaluation, monitoring, and motivation are needed which will have a positive impact on increasing the value and achieving company goals.

Very many companies do not care about this, which makes many employees who do not want to contribute and give poor performance to the company so that employees choose to stop working and require companies to recruit and have to retrain which results in slow company work processes. This happens because most companies require employees to provide more work and continue to work and demand total employee performance without thinking about what

employees need in order to meet the demands of the company properly and seriously. One of the needs of an employee for his company and also the most important thing is the completeness of company facilities [1].

Company work facilities are all important support needed by the company, apart from salaries, employees need comfort in carrying out their work such as getting all work needs, facilities in the form of a comfortable work space, maintenance tools for work, benefits and work safety in the form of insurance as an investment in work. These facilities should be able to make employees feel at home and provide high and maximum loyalty[2].

Employee performance is what employees give in the form of their respective qualities or can be called performance. An employee's performance can be measured by looking at his work achievement in each division of work. Employee performance is also known as job performance. Good employee performance is very important for the company to know to see the extent to which employees contribute to the progress and achievement of company goals. From the above shows that the company must be able to assess the level of employee satisfaction with the work facilities provided in order to evaluate human resources better.

To see the effect of job facility satisfaction on employee performance, it is necessary to assess each level of employee satisfaction with the facility using a multi-objective optimization approach based on ratio analysis (MOORA). Previous research conducted by Sutarno in determining product marketing by implementing MOORA was able to determine market locations more efficiently [3]. The MOORA method can also select students who receive scholarships [4]. From the application of MOORA, it is expected to see the level of satisfaction of an employee.

To see the effect of job facility satisfaction on employee performance, it is necessary to evaluate each level of employee satisfaction with the facility using the MOORA approach by looking at the highest level of employee satisfaction which shows how much influence the work facilities provided by the company.

2 METODOLOGI PENELITIAN

2.1 Multi-objective Optimization on the Base of Ratio Analysis

Multi-objective optimization on the basis of ratio analysis is one of the methods that uses the highest ranking in determining alternative decisions. Moora

is also known as a method that has a level of ease in solving problems and is flexible. This method is commonly used in various types of decision making and ranking of an object to be tested based on the level of criteria it has [3] - [7].

The stages in this method can be seen as follows:

1. Decision Matrix

$$x = \begin{bmatrix} x_{11} & x_{12} & \cdot & x_{1n} \\ x_{21} & x_{22} & \cdot & x_{2n} \\ \cdot & \cdot & \cdot & \cdot \\ x_{31} & x_{32} & \cdot & x_{3n} \end{bmatrix} \quad (1)$$

2. Normalization

$$x_{ij}^* = x_{ij} / \sqrt{[\sum_{i=1}^m x_{ij}^2]} (j = 1, 2, \dots, n) \quad (2)$$

3. Attribute Optimization

$$y_i = \sum_{j=1}^g x_{ij}^* - \sum_{j=g+1}^n x_{ij}^* \quad (3)$$

To further maximize the weighting results, it can be done as follows

$$y_i = \sum_{j=1}^g w_j x_{ij}^* - \sum_{j=g+1}^n w_j x_{ij}^* (j = 1, 2, \dots, n) \quad (4)$$

3 RESULTS AND DISCUSSIONS

The analysis in this study conducted several questions about the comfort and types of facilities provided by the company. Each statement given is then accumulated in numerical form to make it easier to process using the Morra method. The criteria used are the types of facilities available with employee assessments as an alternative. This study uses a quantitative method that displays the calculation of the assessment and the results show the percentage effect of work facilities on employee performance. The flow of using the method in solving problems can be seen as in Figure 1:

Table 1: Employee Alternative.

Alternative	Employee
A1	Andilo Setiawan
A2	Rizky Purba
A3	Roni Ramadhan
A4	Mira Apriansyah
A5	Nita Anggraini
A6	Wawan indra
A7	Rico aprian
A8	Dandi pratama
A9	Rizki abdillah
A10	Ardan Akmal

Table 2: Criteria and Weighted.

Criteria	Attribute	Types	Weighted
C1	Life Insurance, BPJS	Benefit	15%
C2	Comfortable Room	Benefit	15%
C3	Salary	Benefit	25%
C4	Overtime and Annual Bonuses	Benefit	20%
C5	Work Support Equipment	Benefit	25%

Table 3: Rating Points to Criteria.

Attribute	Shortened to	Value
Very Good	VG	5
Good	G	4
Pretty Good	PG	3
Bad	B	2
Very Bad	VB	1

Table 4. Alternative Data and Criteria.

Alternative	C1	C2	C3	C4	C5
A1	G	PG	G	G	G
A2	VG	G	G	G	VG
A3	VG	VG	VG	VG	G
A4	VG	G	G	G	PG
A5	VG	G	G	G	G
A6	G	VG	PG	G	G
A7	VG	G	G	VG	VG
A8	VG	G	G	G	G
A9	G	VG	G	G	G
A10	G	G	VG	PG	PG

Based on Table 5, alternative data and attribute weighting can be simplified to be as in Table 5 in the form of alternative matching tables and criteria.

Table 5: Match Rating Data.

Alternative	C1	C2	C3	C4	C5	C6
A1	4	3	4	4	4	4
A2	5	4	4	4	5	5
A3	5	5	5	5	4	5
A4	5	4	4	4	3	5
A5	5	4	4	4	4	5
A6	4	5	3	4	4	4
A7	5	4	4	5	5	5
A8	5	4	4	4	4	5
A9	4	5	4	4	4	4
A10	4	4	4	3	3	4

The application of the MOORA method to see the effect of job facility satisfaction on employee performance can be seen in the following steps. Prepare a Decision Matrix.

Table 6: Decision Matrix.

$x_{ij} =$	4	3	4	4	4	4
	5	4	4	4	5	5
	5	5	5	5	4	5
	5	4	4	4	3	5
	5	4	4	4	4	5
	4	5	3	4	4	4
	5	4	4	5	5	5
	5	4	4	4	4	5
	4	5	4	4	4	4
	4	4	4	3	3	4
	4	3	4	4	4	4
	5	4	4	4	5	5
	5	5	5	5	4	5
	5	4	4	4	3	5
	5	4	4	4	4	5

The normalized matrix value obtained from the sum of the values in the form and the root result is used as a divisor for each row value.

Table 7. Normalized Matrix (x_{ij}^*).

$x_{ij}^* =$	0,589768	0,46291	0,632456	0,624695	0,632456	
	0,73721	0,617213	0,632456	0,624695	0,79057	
	0,73721	0,771517	0,79057	0,780869	0,632456	
	0,73721	0,617213	0,632456	0,624695	0,474342	
	0,73721	0,617213	0,632456	0,624695	0,632456	
	0,589768	0,771517	0,474342	0,624695	0,632456	
	0,73721	0,617213	0,632456	0,780869	0,79057	
	0,73721	0,617213	0,632456	0,624695	0,632456	
	0,589768	0,771517	0,632456	0,624695	0,632456	
	0,589768	0,617213	0,632456	0,468522	0,474342	

The following is the result of the normalized value multiplied by the weighted value of each of the assessment criteria.

Table 8: Matrix Optimization.

x_{ij}^* $W =$	0,589768	0,46291	0,632456	0,624695	0,632456
	0,73721	0,617213	0,632456	0,624695	0,79057
	0,73721	0,771517	0,79057	0,780869	0,632456
	0,73721	0,617213	0,632456	0,624695	0,474342
	0,73721	0,617213	0,632456	0,624695	0,632456
	0,589768	0,771517	0,474342	0,624695	0,632456
	0,73721	0,617213	0,632456	0,780869	0,79057
	0,73721	0,617213	0,632456	0,624695	0,632456
	0,589768	0,771517	0,632456	0,624695	0,632456
	0,589768	0,617213	0,632456	0,468522	0,474342

The final results of calculations using the MOORA method can be seen in Table 9.

Table 9: Final Results.

Alternative	Employee	y_i	Rank
A1	Andilo Setiawan	0,599069	9
A2	Rizky Purba	0,683859	3
A3	Roni Ramadhan	0,738239	1
A4	Mira Apriansyah	0,604802	7
A5	Nita Anggraini	0,644331	5
A6	Wawan indra	0,605831	6
A7	Rico aprian	0,715094	2
A8	Dandi pratama	0,644331	5
A9	Rizki abdillah	0,64536	4
A10	Ardan Akmal	0,551451	8

The results shown show that the effect of the highest work facility satisfaction on employee performance has a value of up to 74% so that it increases the performance of the company and the achievement of targets towards company goals is less than 30% fulfillment which shows the chance of success in the overall organizational management of the company.

4 CONCLUSIONS

In this study, it can be seen that employee work performance has increased because of the facilities provided by the company. The test results with Moora show that a satisfaction level of 100% gets a result of

74%. This value shows the high influence of work facilities on employee performance. Conversely, only 26% of employees who do not feel influential on the facilities of the 100 percent of the overall value.

REFERENCES

- Clifford Andika Onibala, "Lex et Societatis," vol. III, no. 4, pp. 81–88, 2015.
- R. Hidayat, "Performance Appraisal sebagai Alat Pengukuran Kepuasan Kerja Karayawan," Ilman, vol. 3, no. 1, pp. 1–8, 2015.
- S. Sutarno, M. Mesran, S. Supriyanto, Y. Yuliana, and A. Dewi, "Implementation of Multi-Objective Optimazation on the Base of Ratio Analysis (MOORA) in Improving Support for Decision on Sales Location Determination," in 2nd International Conference on Advance & Scientific Innovation, 2019, vol. 1424, no. 1.
- Mesran, R. K. Hondro, M. Syahrizal, A. P. U. Siahaan, R. Rahim, and Sugnam, "Student Admission Assessment using Multi-Objective Optimization on the Basis of Ratio Analysis (MOORA)," J. Online Jar. COT POLIPT, vol. 10, no. 7, pp. 1–6, 2017.
- S. Chakraborty, "Applications of the MOORA method for decision making in manufacturing environment," Int. J. Adv. Manuf. Technol., vol. 54, no. 9–12, pp. 1155–1166, 2011.
- G. V S, "Application of MOORA method for parametric optimization of milling process," Int. J. Appl. Eng. Res., vol. 1, no. 4, pp. 743–758, 2011.
- P. Karande and S. Chakraborty, "Application of multi-objective optimization on the basis of ratio analysis (MOORA) method for materials selection," Mater. Des., vol. 37, no. 2, pp. 317–324, 2012.