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Analysis of Employees Satisfaction Index to Management of Transportation Facilities Office Using Importance Performance Analysis (IPA) : Case Study

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Abstract. In this instant era, employees have to supported by facilities which be given by company to make their work be easier Employees have to feel satisfy to facilities that be given by company so that they can have well performance and positive influence for company. PT. XYZ in ABC Area is a company that has 3 regional offices in ABC area, there are regional I, II, and III. A part of employees in regional office I have complaint with office transportfacilities which have been given. Therefore, company has to evaluate thetransport management job with employee satisfaction index measurement. Beside that, company also wants to know it as a suggestion so that it can be repaired and can improve employee work spirit.. After calculate employee responses, the results show that 73.81% is employees satisfaction index for transport management. After that, importance performance analysis is used for analyzing the attributes from transport management. Based on that analysis, There are 4 attributes from transport management are on A Quadran (First Priorities) become the first priority for company to be repaired.

1. Introduction

The development of industry in the digital era makes the competition in the business world become more stringent, including in the telecommunications industry. In the digital era that is reactive to change, requires companies to respond quickly with existing problems in the community and able to provide solutions to the problem tersebut. Untuk reactive and solutive to the existing problems, the company must have resources that can support the achievement of the goal. One of the most important resources the company has is human resources or employees. Similarly with customers, employees are the objects to be satisfied by the company. Employees can be satisfied with the provision of facilities made by the company. Office facilities are tools for work or equipment resources employment includes work equipment, materials, and infrastructure facilities that may affect the performance of the work by paying attention to the users of the facility or its physical facilities, intellectual property, and how it is used [1]. Employee satisfaction will have a direct impact on employee performance when working, If employee performance decreased then company performance will also decrease. This of course can hinder the achievement of corporate goals.



In this case, the employee is a customer of the facility services provided by the company. Customer satisfaction is the response of the customer to evaluate the perception mismatch between expectations and the actual performance of the product or service received after use [2]. Therefore companies need to measure employee satisfaction index to find out the index of employee satisfaction and input for the company to evaluate the granting of facilities that have been received by employees. PT. XYZ Area ABC has 3 offices with status as a regional office of 50 offices spread over ABC Island. Regional Office I is the office with the largest number of employees in the Area ABC as many as 217 employees. Each office has an office transportation facility whose management is deemed responsible by the General Affairs Department. Details of transport management work performed can be seen in Table 1.

Table 1. The Transport Management Job Description

Category	Work	Details
Transport Management	Transportation	<ul style="list-style-type: none"> - Provision of an office car driver. - Maintenance of office automobile hygiene. - Provision of wipes and car fragrances. - Provision of vehicle fuel office cars.

Based on the table can be seen that there are 4 jobs done in transport management activities. During this time some employees have complaints against the management of transportation facilities and delivered through the monthly briefing Department of General Affair. Therefore, companies need to make measurements of employee satisfaction index on the management of office transportation facilities. In addition, the measurement of employee satisfaction index can be used as an evaluation material of transportation management so that it can be improved and can improve employee morale.

2. Method

Employees are the sellers of services and their income is a compensation of which the magnitude is known in advance. Employees will be able to do a good job if there are adequate work support facilities, including work environment and work facilities. Customer satisfaction is the response of the customer to evaluate the perception mismatch between expectations and the actual performance of the product or service received after use. The method of measuring the Customer Satisfaction Index includes the following stages [3]:

1. Calculating *Weighting Factor* (WF)

At this stage the average value of interest is changed to a percentage of the average total interest rate of all attributes tested so as to obtain a total WF 100%.

$$WF = \frac{RSP}{\sum RSP} \times 100\% \quad (1)$$

Where :

WF = Weighting Factor (%)

RSP = Average score of interest

2. Calculating *Weighted Score* (WS)

At this stage the multiplication value is calculated between the average value of the performance level or the satisfaction of each attribute with the WF of each attribute

$$WS = RSK \times WF$$

Where :

WS = *Weighting Score* (%)

RSK = Average satisfaction score

WF = *Weighting Factor* (%)

3. Calculating *Weighted Total* (WT)

At this stage is calculated the number of WAS of all service quality attributes.

$$WT = \sum WS \quad (2)$$

Where:

WT = *Weighting Total* (%)

WS = *Weighting Scored* (%)

4. Calculating the Satisfaction Index

At this stage, the calculation of satisfaction index by dividing WT with the maximum scale used is 5.

$$CSI = \frac{WT}{5} \quad (3)$$

Where :

CSI = *Customer Satisfaction Index* (%)

WT = *Weighting Total* (WT)

Based on the results of these calculations will be obtained a percentage of customer satisfaction index and can be done customer satisfaction assessment according to Table 2.

Table 2. Rating Criteria Satisfaction Index

No.	Persentase	Kategori
1.	0% - 34%	Not Satisfaction
2.	35% - 50%	Less Satisfaction
3.	51% - 65%	Quite Satisfaction
4.	66% - 80%	Satisfaction
5.	81%-100%	Very Satisfaction

The formulation of the problem about the extent to which the level of customer satisfaction on the performance of products or services produced by the company can be answered by using the importance performance analysis [4]. Based on the assessment of the level of importance and performance appraisal results will be generated a calculation of the level of importance and level of performance. The level of conformity is the result of comparison between performance scores with interest scores. Level of conformity is what will determine the order of priority improvement factors affecting customer satisfaction. Importance Performance Analysis diagram can be seen in figure 1.

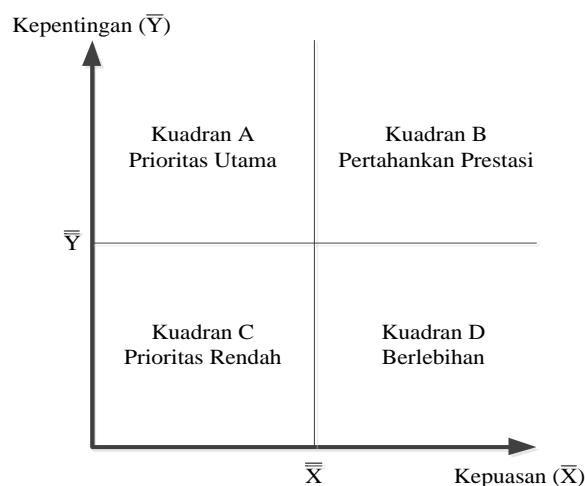


diagram can be seen in Figure 1.

Figure 1. Diagram Importance Performance Analysis

2.1. Research Design

The initial stage of this research is a preliminary study and literature study based on the results of initial observation on the existing problems [5]. After the preliminary study and literature it is found that the problem is the company wants to know the index of employee satisfaction on the management

of office facilities that have been given in the Regional Office I. Then conducted data collection on the number of company employees working in the regional office I to determine the number of samples and data type facilities which the company managed to find out the question attributes in the questionnaire. Furthermore, the distribution of questionnaires to 139 employees as a sample based on the formula krejcie morgan [6].

Data obtained from the spread of questionnaires then tested the validity and reliability using the software SPSS 17.00. Setelah data declared valid and reliable questionnaire, the employee satisfaction index calculation and the results of the satisfaction index is matched with satisfaction index criteria table to determine the level of employee satisfaction.

Further data from the results of questionnaires are analyzed with the importance of performance analysis to determine the attributes that become the main priority for improvement.

3. Results and Discussions

3.1. Validity and Reliability Test

The question attribute in the transport management questionnaire is based on contract management of transport management, discussion result with company management based on driver briefing, and manual book of General Affair Department. Based on the result of validity test with SPSS 17.00 software, it is found that all attributes used in measuring employee satisfaction the transport management job is declared valid. So the data obtained from the spread of the questionnaire can be used.

Based on the results of reliability testing with SPSS 17.00 Software obtained the result that all the attributes used in measuring employee satisfaction on transport management work otherwise reliable. So the data obtained from the spread of the questionnaire can be used.

3.2. Employee Satisfaction Index Analysis

Employee satisfaction index calculation of transport management work done after the spreading of questionnaire to 139 employees as respondents. Based on the calculation of employee satisfaction index of transport management work, it

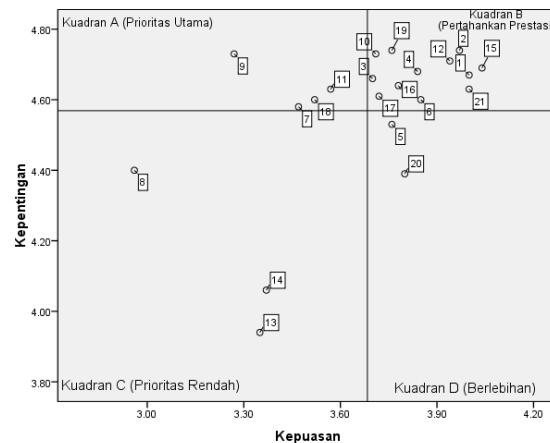
was found that the index of employee satisfaction was 73.81%. Based on the satisfaction index criteria index table, it was found that the index of employee satisfaction was in the range of 66% - 80% and employees expressed satisfaction with transport management work.

Table 3. Criteria for Assessment of Satisfaction Index

No.	Percentage	Category
1.	0% - 34%	Not Satisfaction
2.	35% - 50%	Less Satisfaction
3.	51% - 65%	Quite Satisfaction
4.	66% - 80%	Satisfaction
5.	81%-100%	Very Satisfaction

3.3. Importance Performance Analysis

The result of importance performance analysis of transport management work using diagram can



be seen in Figure 4.

Figure 2. Importance Performance Analysis of Transport Management Employment Attribute

Based on the diagram we can see the distribution of office facility management attributes including transport management in the quadrants as follows:

1. Quadrant A (Main Priority)

The attributes included in quadrant A are as follows:

- a. Availability of wipes in the car
- b. The availability of the car is on time
- c. Implementation of 5S (Smile, Salam, Sapa, and Polite Santun) by the driver
- d. Compliance drivers not to use mobile phones while driving.

2. Quadrant B (Maintain Achievement)

Attributes included in quadrant B are as follows:

- a. Cleanliness of the outside of the car
- b. Cleanliness of the interior of the car
- c. The fragrance of the inside of the car
- d. Temperature in the car
- e. Installation of driver identification in car
- f. Driver compliance with traffic signs
- g. Driver's ability to drive the car
- h. Use safety belt by driver
- i. Availability of first aid kit in the car
- j. Toolbox availability in car
- k. Return of passenger goods left in the car
- l. Providing the best route for passengers by drivers

3. Quadrant C (Low Priority)

The attributes included in quadrant C are as follows:

- a. The availability of drinking water in cars
- b. Alacrity drivers open and close the car door when passengers get on and off the car
- c. Alertness of drivers carrying passenger luggage

4. Quadrant D (Excessive)

The attributes included in quadrant D are as follows:

- a. Driver appearance
- Driver disengagement in passenger talks if unsolicited

3.4. Discussions

Based on the calculation of employee satisfaction index obtained that the index of employee satisfaction on transport management work amounted to 73.81%. The satisfaction index is still in the

satisfied category according to the criteria criteria index of satisfaction index. The index value of employee satisfaction on transport management work in PT. XYZ Regional I is still in the satisfied category, but it does not mean the company does not have to take corrective action to increase the value of the satisfaction index. Improvement actions still need to be done so that employees more comfortable in doing the work done.

Based on the results of analysis with the importance of performance analysis obtained that there are 4 attributes of transport management work. Attributes that are in quadrant A (top priority) are attributes that have high importance value but have low satisfaction value for employees. So if done improvements on these attributes can increase the value of employee satisfaction index.

4. Conclusions

Based on the analysis and data processing conducted, then the conclusion on the index of employee satisfaction PT. XYZ in charge of Regional I offices are as follows:

1. The result of the measurement of employee satisfaction index toward the management of office facility obtained the satisfaction index of 73.81% for transport management work.
2. The satisfaction index of 73.81% for transportation management work based on satisfaction index criteria indicates that employees are satisfied with the work of the transportmanagement done by the company.
3. There are 4 attributes of transportmanagement work residing in quadrant A in the performance importance analysis diagram.

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