

ABSTRACT

Human resources is the key to win the global competition. Therefore, there needs to be a systematic efforts and strategic in managing human resources in the industry. One of the indicators to determine the quality of human resources in an organization is through job satisfaction. Job satisfaction measures the extent to which the workers are satisfied with their work and everyday work life.

This research aims to find out what factors that affect job satisfaction employees at PT. Wilmar Nabati Indonesia. The research is using primary data and secondary data, which are interview, questionnaires, journals, and books supporting.

The sample in this research is 138 employees of PT. Wilmar Nabati Indonesia are calculated based on sampling technic which is simple random sampling. . The method used is descriptive analysis and factors analysis.

Employee satisfaction measured through the dissemination of a questionnaire with items 31 statement. The results showed that the satisfaction of employees at PT Wilmar Nabati Indonesia included in the low category i.e. amounting to 40.4%. For the results of factors analysis obtained 6 factors that affect employee satisfaction, these factors include supervision satisfaction (9,191), communication satisfaction (3,431) reward, satisfaction (2,695), co-workers satisfaction (1,784), benefit (1,436), satisfaction and recognition through performance satisfaction (1,314).

Keywords: job satisfaction, organizational behaviour, factor analysis.