

## ABSTRACT

CV. Fiva Food and Meat Supply represent industry of meat processing which is expanding. Now CV. Fiva Food and Meat Supply trying to improve its productivity in order to company expansion. Proven now the product yielded have stepped into the big distributor exist in Jakarta, Bekasi, Tangerang, Bogor, Bandung, and Surabaya. For that, employee as one of resource which partake the sharing and also in effort improvement of productivity from company, have to be paid attention to. In consequence management of human resource represent factor which require to get special attention in reaching performance of good company. Realizing the level of influence of employee to company hence of vital importance for party of management to comprehend factors capable to improve employee satisfaction. Given the factors influencing employee satisfaction hence the company will be more easy for making programs to increase the employees performance.

In this research, identification is done on variables that affected job satisfaction of the employee. The collecting of primary data is done by distributing questionnaires to the respondents. The distribution of the questionnaires is done by census, which means the questionnaires were distributed to all employees. The measurement of job satisfaction of the employee was done by using Employee Satisfaction Index (ESI). To figure the gap between the importance level and the employee satisfaction to a variable, Gap Analysis was used. In other hand, to determine the job satisfaction variable that has to have the improvement priority, Quadrant Map Analysis was used. So we can take conclusion that variables in quadrant II, having big gap and having low ESI which get top priority improvement.

### Recapitulation of Research Result

Bagian	ESI (%)			Gap		
	Max	Min	Avg	Max	Min	Avg
Sales	80	46,667	64,259	-2	-0,333	-1,185
Sales Administration	100	40	84,444	-3	0	-0,528
Shipping	92,5	57,5	75,486	-1,25	0,25	-0,368
Production	77,714	57,143	66,698	-1,629	-0,029	-0,93
Purchasing	80	40	60,556	-3	1	-1,528
General Affairs	80	49,091	68,485	-1,727	-0,091	-0,669
<b>Average</b>	<b>85,036</b>	<b>48,4</b>	<b>69,988</b>	<b>-2,101</b>	<b>0,133</b>	<b>-0,868</b>

Research result shows that in overall the employees are satisfied to job aspects of the company with the employee job satisfaction index CV. Fiva Food and Meat Supply as much as 69.988%. But, seen from the average gap which in overall is still negative, therefore there are still job dimension variables that are needed to be improved to fulfill the expectation of the employee.

Based on the research, variables that require improvement are response of superior from employees sigh, fluency of communications with superior, policy of employee capacity assessment, number of hours take a rest, office hours, clock of overtime and red letter day, approval of permit not work, suitability level of salary with accepted work, gift of bonus or incentive, appreciation to employee capacity, existence of guarantee of health service.