

ABSTRACT

The Condition of competitions in insurance business especially that move in life insurance in Indonesia is very tight. Nowadays companies that move in that area either national company or foreign agency have reached 63 companies that involve 66.000 employees. A lot of company that move in this area cannot be separated from the potential market in Indonesia with the total of inhabitant for about 240 billion life. Markets that have not been worked on Indonesia are very huge and also an interesting chance for the insurance world in Indonesia. MetLife Sejahtera is a company member of MetLife Insurance that settled in United Nation and served especially in life insurance (retired fund insurance, education insurance and health insurance). In the company organizational structure, MetLife Sejahtera basically has 2 divisions of employees that are officer and sales where each division is divided into some part that are connected each other. Sales division in or in MetLife Sejahtera known as Agency Division, is a front line in gaining the insurance customer so that in their hands the profit of company can be achieved and also to maintain the exists of MetLife Sejahtera. Remembering the important role, company is being demanded to continuously increase the quality of employees especially in Agency Division that in the end will make the company achieve the profit. By knowing the factors that influence the satisfactory level of employees, the company will be easier in making the program to increase the work level of employees

This research is being done in PT. MetLife Sejahtera Jakarta. In this research, the identification of variables that influence the employee's work satisfaction has been done. In gathering the primary data is being done by spreading the questioners to the respondents. The spreading is being done randomly by spreading it to the 85 employees.

The measurement of employees work satisfaction is being done by using Employee Satisfaction Index (ESI). To know the gap between the level of importance and the level of employees satisfaction toward certain variables by using Gap analysis. Meanwhile to determine the variables of work satisfaction that have to get the priority of improvement is using the analysis of quadrant map and to determine the level of priority is using Employee Priority Index (EPI).

The result of recapitulation research

No	Jabatan	ESI (%)			GAP		
		Max	Min	Average	Max	Min	Average
1	GM	87.5	56.25	74.2424	-1.5	-0.25	-0.2045
2	AGM	95.8333	58.3333	78.346	-1.5	-0.0833	-0.4545
3	AE	96.1538	48.0769	79.1375	-1.9231	-0.0769	-0.1911
4	MA	95.9821	54.616	80.5195	-1.8214	-0.0179	-0.1429

The research result show that the entire employees have been satisfied with the work aspect of the company with satisfactory work index of PT. MetLife Sejahtera Jakarta for about 79,8861 %. The highest satisfaction happened in Marketing Association position with the average satisfaction (ESI) for about 80.5195 %, based on that the results show that MA position is better than other position so that it can be referred as the sample for improvement. However, it can be referred from the entire average marks are still negative, which mean there is still any variable from the work dimension that must be improved to fulfill the need from the employees.