

## ABSTRACT

PT. Dilihan Glory represent industry of plastic processing which is expanding. Now PT. Dilihan Glory trying to improve its productivity in order to company expansion. Proven now the product yielded have stepped into the big company exist in Indonesia. 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 production 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

Dimension	ESI			GAP		
	Average	Max	Min	Average	Max	Min
Job	68.548	72.581	63.710	0.347	0.032	0.774
Supervision	69.758	70.968	68.548	0.371	0.194	0.613
Organization and Management	69.892	71.774	66.935	0.409	0.097	0.645
Opportunity to go Forward	69.032	72.581	66.129	0.419	0.226	0.645
Reward	66.129	70.968	54.839	0.097	-0.484	0.484
Work Partner	69.960	72.581	66.129	0.298	0.194	0.355
Facility and Work Condition	65.860	70.161	58.065	0.134	-0.097	0.323
Company Communication	68.280	70.161	64.516	0.215	0.000	0.323
<b>Average</b>	<b>68.432</b>	<b>71.472</b>	<b>63.609</b>	<b>0.286</b>	<b>0.020</b>	<b>0.520</b>

Research result shows that in overall the employees are satisfied to job aspects of the company with the employee job satisfaction index PT. Dilihan Glory as much as 68,432%. But, seen from the max gap which still have negative value, 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 clarity of order of bonus gift to employees by company, according to level of salary with the work load accepted, equipment of uniform facility given by company, information concerning officer regulation in company, according to work with the education background owned, procedure of PHK system going in company, cooperation that happened between me with work partner in other unit, response of superior from employees sigh, level of guarantee of accident and job security given by company to employees.