

ABSTRACT

Taman Santap Rumah Kayu is a family restaurant that provides food and beverages with and beautiful gardens. This restaurant, which has been existing about five-year, still extends its area because the consumers are growing rapidly by years. Because of that this restaurant still requires some other employees in the process of serving the customers. But the archives of the Human Resources Development shows the level of resignation still happen in this restaurant, so that the acceptance of new employees is increased. This phenomenon happens because the level of employee satisfaction still low based on indicators of satisfaction which implemented in Taman Santap Rumah Kayu. If this phenomenon continually happens, there will be a lot of wasting time, besides operational expense that should be used for other restaurant's purposes.

The purposes of this research are to determine the level of employee satisfaction in Taman Santap Rumah Kayu based on employee job satisfaction variables obtained from Gilmer Theory (1966), Kreitner and Kinicki Theory (2001) and Yuwono Theory (2005) and to give suggestions for improving employee satisfaction. The method used in this research is the Employee Satisfaction Index (ESI). The study was conducted by distributing questionnaires to employees in Taman Santap Rumah Kayu which then will be conducted in Crosstab calculation to determine the relationship between employee ages with time delays. To see the value of the difference between the levels of satisfaction with the level of employee interest, this research used gap calculation. After that, the mapping diagram of the level of satisfaction and interests of employees are used to see the trends of priority and used Importance-Performance Analysis for next analysis. The main priority to be improving employee job satisfaction stands in the first quadrant. The results showed low level of job variables of satisfaction which are almost the same in every category of age, working period and the period of employees late so that the suggestions can focus on those variables. The variables which still have low level of satisfaction are on the dimensions of personal development, financial and supervision.

Keywords: management of human resources development, employee job satisfaction, ESI