

## **ABSTRACT**

*PT Agronesia "Inkaba" is one of the division of PT Agronesia who use the trademark "Inkaba" and focus on the manufacture of goods made from rubber. For PT Agronesia "Inkaba", the employee is an important asset to help the company achieve its vision and mission. Based on data from the Department of Administration & Human Resources, there is a large degree of resignation to the staff employees in production units. This has become an indicator that there is a low level of job satisfaction in employees. The purpose of this study was to determine the factors of job satisfaction in staff employees in production units of PT Agronesia "Inkaba" and to produce proposals to increase the satisfaction of those factors. This research was conducted by calculating the level of employee satisfaction by using the method of the Employee Satisfaction Index (ESI). The study was conducted by distributing questionnaires to the staff employees in production units of PT Agronesia "Inkaba" who later also made rate gap between employee expectations and perceptions of job satisfaction factors of Gap analysis and mapping into a diagram Importance-Performance Analysis (IPA) . Moreover, to see the difference between the average satisfaction level based on age and years of service used the calculation of One-Way ANOVA and grouping with crosstab analysis. The main result is the presence of several variables that have values below the limit of ESI as the employee satisfaction. The variables that have the lowest gap value and enter into category A on the IPA analysis, then the priority for improved performance goes for those variables. Results of research indicate that there is no difference average a significant level of job satisfaction among age groups and different periods of employment. And it can be concluded that factors affecting job satisfaction of employees are derived from the dimensions of self-development, financial rewards, job, coworkers, supervision, facilities, working conditions, organization & management, communication, social, job security and career development.*

**Keyword :** *human resources management, employee satisfaction, ESI*