

ABSTRACT

This research aims to answer three main questions: first, determine priority criteria in selecting job satisfaction factors; second, identifying priority subcriteria in selecting job satisfaction factors; and third, determine the most important job satisfaction factors for employee job satisfaction. In this context, research uses the Analytic Hierarchy Process (AHP) method as an analytical tool to solve the problem of selecting job satisfaction factors and assist companies in determining assessment criteria for job satisfaction factors.

PT Alto Network as a research object uses three categories of criteria to measure employee job satisfaction factors, namely financial, social and work environment factors. Each of these criteria has several sub-criteria that are relevant to measuring employee job satisfaction factors. This research uses the AHP method to analyze the assessment results, taking into account the pairwise comparison matrix. A quantitative scale from 1 to 9 is used to rate the relative importance of each element to the others.

This research focuses analysis on the factors that influence the level of employee satisfaction at PT Alto Network, a company in the information technology sector. In comparison with previous research, the choice of IT industry provides a unique dimension for understanding job satisfaction factors. By conducting this research, the author hopes to be able to conclude and compare the factors that influence the level of employee job satisfaction in IT companies.

The contribution of this research lies in providing an in-depth view of priorities and sub-priorities in the selection of job satisfaction factors, especially in the context of the information technology industry. The results of this research can be a basis for IT companies to develop more appropriate strategies to increase employee job satisfaction, which in turn can support the achievement of long-term business goals.

Suggestions for further research involve expanding the scope of the research to similar companies in the IT industry to get a more comprehensive picture of job satisfaction factors. Additionally, research can be conducted to understand the impact of implementing job satisfaction strategies resulting from this research on overall organizational productivity and performance.

Keywords: *Job satisfaction; Analytic Hierarchy Process (AHP), Factor Criteria; Sub Criteria*