

## **THE INFLUENCE OF JOB SATISFACTION AND WORK EXPERIENCE ON LECTURER PERFORMANCE OF PAMULANG UNIVERSITY**

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### **ABSTRACT**

The purpose of this research is to know the effect of job satisfaction and work experience on lecturer performance of Pamulang University. The research design used is quantitative with descriptive method. The analysis method used is multiple linear regression analysis with a sample of 150 and the sampling technique used is proportionate random sampling. Furthermore, the research is done by testing the stages of analysis that includes descriptive analysis of questionnaires, validity test, reliability test, linear regression test, correlation coefficient test, partial test (t test), simultaneous test and determination test. Regression analysis results proved, Job satisfaction has a significant positive effect on the performance of 0.557, tcount 6.751 and a significance value of 0.000 smaller than 0.05. Work experience has a significant effect on performance of 0.451, the tcount of 5.467 and the significance value of 0.000 is smaller than 0.05. Simultaneous analysis proved job satisfaction and work experience have positive and significant effect on performance value of F arithmetic of 72.201, significance value of 0.000 and determination coefficient of 0.744. It's means, job satisfaction and work experience able to explain the performance of 74.4% while the rest of 25.6% is explained by other variables.

**Keywords: Job Satisfaction, Work Experience, Lecturer Performance, Pamulang University**

### **PROEM**

Education is believed to be one of the important factors in preparing and creating quality human resources. Given the education is an effective container to form a superior human resources, able to develop science and information technology as a means to realize prosperous and dignified society. In fact the portrait of education in Indonesia there are still many problems that have not been optimal development of quality human resources as expected. This condition is evidenced by the results of research conducted by UNESCO through the journal Education for All

Indonesia's education problems mentioned UNESCO, there are still many inadequate educational facilities, such as in Papua, NTT and NTB, even the number of educated and reading awareness is very low ie only 60%. In addition, there are

still many teachers who do not qualify as teachers, ranging from educational background, experience, mastery of materials and teaching motivation is low. It is not imaginary if Indonesia's education holds the title of 69 out of 127 countries examined by UNESCO in 2011.

Based on Education For All (EFA) Global Monitoring Report 2011 data, it is known that the education development index (EDI) of Indonesia is 0.934. The value puts Indonesia in the 69th position of 127 countries in the world. EDI is said to be high if it reaches 0.95-1. The medium category is above 0.80, while the low category is below 0.80.

The existence of the above educational problems, need the involvement of many parties, one of them higher education institutions, in this case is Pamulang University. Pamulang University has an educational motto for all.

Therefore, in conducting education Pamulang University apply affordable cost with good quality. As a form of campus consistency towards quality education, the lecturers are often given training, and are encouraged to improve the education level. Even the campus does cooperation with other universities. But the campus realized, all the decisions are in the hands of lecturers. Therefore in applying various policies do not always go according to plan, there are often constraints. For example, lack of satisfaction of lecturers to work and organization, compensation, environment and so on so that lecturer's performance decreased.

Both field facts and research results, proving that job satisfaction is an important factor on the performance of lecturers. Even experience dominates the work behavior of a lecturer. Satisfaction refers to feelings of joy and enthusiasm. If both have existed in a lecturer, then certainly he will work vigorously, and in the end will be born maximum performance. While experience has a portion at the time a lecturer does the job. A qualified experience makes the quality of work guaranteed, the work better, and the working time become effective.

The explanation above is supported by research Ayu Desi Indrawati (2013), Wanda Febriyana (2015), Iva Chandraningtyas, et al (2012), Nana Wariati, Dahniar and Tinik Sugiati (2015) and Nurrike Habibah Rahmawati (2016) suggests job satisfaction and work experience have a significant effect on performance, either partial or simultaneous.

## **THEORETIC**

According Mangkunegara (2011) Performance is the work, in quality and quantity achieved by a person / employee in performing their duties in accordance with the responsibilities given. Performance is a universal concept, which is the operational effectiveness of an organization, the organization and its employees based on predefined standards and criteria. Basically, Organizations are run by humans, then the real performance is human behavior in playing the role they do within an organization, to meet the standards of established behavior and to produce the desired results and actions. In the general, employees performance are the results achieved that apply to a particular job and during a defined period of time, and meet certain performance criteria such as: (1) Results, (2) Working process, (3) measurable, and (4) clear standards. According to Siregar (2011), performance is something that is achieved, the performance shown or the work ability of a workforce.

According to Gibson (2006), performance is the result of work related to organizational goals, efficiency and performance of other performance effectiveness. Meanwhile, according to Ilyas (2010), performance is the appearance of the work of personnel and within an organization. According Simanjuntak (2014) who put forward the performance is the level of achievement of results on the implementation of certain tasks.

Based on the above understanding, then the performance has an important role in achieving organizational goals. It is therefore not surprising that many organizations continue to pursue and encourage high-performing employees. One effort that improves employee performance is to maintain satisfaction and improve work experience.

According to Dessler (2013) there are 5 performance dimensions, among them.

1. Quality, ie the rate at which work is nearly perfect in terms of accuracy, accuracy and acceptability.
2. Quantity, ie the amount produced efficiently and effectively.
3. Knowledge, ie the level of knowledge possessed by employees.
4. Trustworthy, ie the rate at which an employee can be trusted during the completion of a job.

5. Timeliness, ie the level of timeliness of a completed activity.

Simply put, job satisfaction is defined as feelings of pleasure. Glad that is, positive feelings for work, good feelings towards the organization, conscious feelings appreciate co-workers and feel responsible for the task carried. Hasibuan (2014) states job satisfaction is a pleasant emotional attitude and loves work. Organizations require employee satisfaction. Given the huge impact of satisfaction in working relationships. In many cases, many organizations go bankrupt due to employees' unfaithfulness to the organization, and even employees who fall into the organization's performance. Therefore organizations need to mature in addressing the needs and desires of employees. The organization should be the place to expect employees, to be a shelter for employees and to be the place where the goals of employees are achieved. It is not easy to be a big company, but learning to respect employees is the door of employee satisfaction, and the impact is the progress of the company. The results of Ayu Desi Indrawati (2013) suggests satisfaction has a significant effect on performance. Similarly, the results of research Wanda Febriyana (2015) suggests satisfaction can improve employee performance quickly.

According to Mathis (2011) employee satisfaction can be measured based on 4 (four) things, among them.

1. Salary. In this case, satisfaction is seen based on how much salary is given and how much the type of salary is received.
2. Incentive. Satisfaction is seen based on corporate awards in the form of giving incentives for more performance and the involvement of employees in every organizational activity.
3. Opportunities thrive. Satisfaction is influenced by the organization's efforts to develop and provide the widest range of career opportunities to all qualified employees.
4. Amenities. Satisfaction is influenced by adequate work facilities.

Performance refers to processes and results. Both cannot be separated from the sharpened ability. Ability that qualified not born by itself, but forged by various experiences and exercises. Therefore, work experience is very important to the professionalism of employees. The more one's experience, showing its maturity to the field it is engaged in, but otherwise the least experience shows the standard

performance. Experience forging skills into skills. Experience becomes an instrument of birth of good performance, while effective. Many field studies prove, their consultants and lawyers are adept at having long experience. The results of Nana Wariati, Dahniar and Tinik Sugiati (2015) suggest that work experience has a significant effect on performance. Similarly, presented by Nurrike Habibah Rahmawati (2016) experience of forming a superior competence that affects high performance.

According Hasibuan (2014: 43) There are 3 dimensions of work experience, including:

1. Length of work. The size of the length of time or length of time a person has gone through can understand the tasks of a job and have done well.
2. Skill level. Skills refer to the physical abilities required to accomplish or perform a task or job.
3. Expertise. Level of mastery of a person in the implementation of technical aspects of equipment and work techniques

## **METHOD**

The scope of this research is human resource research. Examine the effect of job satisfaction and work experience on performance. The research method used is quantitative with descriptive and Inferential explanation. Sugiyono (2012) describes the quantitative method is a way of research based on the number approach. While descriptive research is a study based on existing data without intending to take conclusions broadly. Sugiyono (2012) atate that inferential research is a study that responds to the problem formulation based on statistical calculations. The analysis method used is multiple linear regression analysis with a sample of 150 and the sampling technique used is proporsionate random sampling. Furthermore, the research is done by testing the stages of analysis that includes descriptive analysis of questionnaires, validity test, reliability test, linear regression test, correlation coefficient test, partial test (t test), simultaneous test and determination test.

## RESULT

Before analyzed by regression method, research data first tested with descriptive analysis, validity test, reliability test and classical assumption test. Based on the validity test, all items of variable statement of job satisfaction, work experience, and performance have value greater than 0.30, it is concluded all questionnaire is valid. Furthermore, the data tested with reliability, the results of data with SPSS prove the variable of job satisfaction, work experience and performance proved to have Cronbach Alpha value greater than 0.60, it is concluded all variables are reliable.

## CONCLUSION

Table 1. Correlation Test

		Correlations		
		Job Satisfaction	Work Experience	Performance
Job Satisfaction	Pearson Correlation	1	.481**	.773**
	Sig. (2-tailed)		.000	.000
Work Experience	Pearson Correlation	.481**	1	.719**
	Sig. (2-tailed)	.000		.000
Performance	Pearson Correlation	.773**	.719**	1
	Sig. (2-tailed)	.000	.000	

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Source: Research data, 2016

Based on the above table, it can be argued that the correlation value of job satisfaction variables with the performance of 0.773 entered in the "strong" category. While the value of correlation between work experience with the performance of 0.719 enter the strong category. In other words, there is a strong relationship between job satisfaction variables and work experience with performance.

Table 2. Partial Test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.656	3.640		.455	.651
Job Satisfaction	.509	.075	.557	6.751	.000
Work Experience	.479	.088	.451	5.467	.000

Source: Research data, 2016

Based on the results of the data above, it can be put forward multiple linear regression equation as follows:  $Y = 1.656 + 0.557X_1 + 0.451X_2$

The above equation has the following explanation:

1. That the constant value of 1,656 has meaning, although there is no influence of the variable of job satisfaction and work experience, lecturer still have satisfaction of 1,656. In this case, the performance of lecturers at Pamulang University shows a fairly high number even though the lecturer's job satisfaction to Tri Darma Higher Education. Even though the experince of lecturers is low, it still has a pretty good performance. These findings confirm a theory that explains if a person has binded himself to an organization, even though everything that he deserves does not exist, it will continue to good work, but not for a long time. Indeed performance consists of teaching, research and community service. The three tasks are obligatory for every lecturer with all the consequences. So, with all conditions that exist should lecturer focus on what is attached it. While the other is the supporting parts that need to be dug, for the lecturer's performance to be maximal. But the basic thing is the lecturer should focus on what has become his responsibility
2. Job satisfaction proved to have a significant positive effect on performance in this case can be shown by regression coefficient value of 0.557, tcount of 6.751 and a significance value of 0.000 smaller than 0.05. Job satisfaction proved dominant influence on performance. This finding confirms the theory that emotional states greatly determine a person's behavior. Good and bad performance of lecturers will be initiated by the mood. If the feeling is happy, then the lecturer will teach full of spirit, cheerful and maximal. On the contrary, the feeling is less fun, will give birth to the behavior of lecturers who are not directional, less than the maximum teaching, lack of focus and no attraction. Therefore, it is time. Each college is oriented to human resources, considering the lecturer is the main element besides capital. There are no lecturers, so no students, its' means there is no benefit to the institution. Furthermore, these findings explain the magnitude of the effect of job satisfaction on performance reflects what employees expect. in general, a person wants to work because there is a desire and hope to be achieved, and

employees realize that the organization where they work is able to fulfill it. So no wonder, satisfaction has a wide interpretation. Satisfaction consists of equal rights and obligations. It would be wrong if the company did not grant the right to the obligation, and it would be wrong if the company overstated giving the right regardless of obligation.

3. Work experience proved have a significant positive effect on performance in this case can be shown by the value of regression coefficient of 0.451, tcount of 5.467 and a significance value of 0.000 smaller than 0.05. This finding answers the problem formulation and hypothesis. This means performance can not be separated from the influence of work experience. today many companies select employees, by expertise, and organizations realize the experience is part of the competency. Many large companies dare to pay expensive employees on the basis of professionalism and experience. Experience becomes an indicator of mature expertise, because experience blends knowledge and complex practices, resulting in unique performance. Experience different from practice, experience refers to the broad ability to work and organizational point of view. Therefore experienced people are always wise and effective in providing ideas and suggestions.

Experience views performance as something unique, then the result of experience is optimization. In other words, the performance achieved is not just an appropriate outcome, but has an impact on the vision and mission of the organization in the future. Experience shapes performance as an effective enhancement tool. The results of experience-based performance are easy and effective. It is difficult to shape work experience, because diving is born out of time and complex learning, it is natural that the experience is expensive.

Table 3. Simultaneous Test  
**ANOVA<sup>b</sup>**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	808.296	2	404.148	72.201	.000 <sup>a</sup>
Residual	263.084	47	5.598		
Total	1071.380	49			

a. Predictors: (Constant), Pengalaman Kerja, Kepuasan Kerja

b. Dependent Variable: Kinerja

Source: Research data, 2016

Based on the above table, it is known the value of F arithmetic of 72.201 is greater and the significance value of 0.000 is smaller than 0.05. It can be concluded that job satisfaction and work experience simultaneously have positive and significant effect on performance.

Table 4. Determination Test

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.869 <sup>a</sup>	.754	.744	2.366	1.983

a. Predictors: (Constant), Pengalaman Kerja, Kepuasan Kerja

b. Dependent Variable: Kinerja

Source: Research data, 2016

Based on the above table, the contribution of job satisfaction variable and work experience to the performance of 0.744. Both, job satisfaction and work experience can explain lecturer's performance of 74.4% while the rest of 25.6% is explained by other variables outside this study. The results of determination is quite high. Where satisfaction and experience has a large portion in improving the performance of lecturers. Indeed the facts are so, lecturers with experience that shows a lot of good quality, added good satisfaction, then gave birth to superior performance.

These findings serve as evidence of previous theoretical and research statements, that satisfaction and experience have a significant effect on performance. Pamulang University should improve its performance policy. Need to set performance-oriented designs on human resources.

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