

The Effect of Human Resources Practice on the Job Satisfaction of Employees at the Institution of Education Quality Assurance (LPMP) In North Maluku Province

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ABSTRACT: *HRM practices are factors that need attention in the organization, and fundamental to be able to create work and achievement of organizational goals. Policies and practices that were able to overshadow every member of the organization will bring members of the organization or employee satisfaction. Otherwise, with the satisfaction of members of the organization to the policies and practices that can reduce absenteeism, lower turnover rate of employees, and can increase the productivity of the organization as a result of increasing individual productivity. The demand for the development of human resources are getting more quality driven by advances in technology, trade and so are likely to require professionalism and quality of human resources of the organization. For the Human Resources management presence is needed by organizations both governmental organizations and private organizations. This research is use a primary research are including data collected by the researchers, research instruments were questionnaires. This research was conducted during October 2012 to January 2013, where the object of this study is LPMP in North Maluku Province was located in the city of Tidore Islands and the subjects of this study were employees. The population in this study is amounted on 57 people. The results also show that the compensation has a dominant influence on employee satisfaction. HRM practices in LPMP North Maluku province, such as placement, remuneration, career opportunities, training and development, then performance assessment are good enough and simultaneously significant effect on employee satisfaction LPMP in North Maluku provinces.*

Keywords: *Human Resources Practice, Job Satisfaction, Employees, the Institution Of Education Quality Assurance (LPMP), North Maluku Province*

I. INTRODUCTION

Human Resources (HR) is a central factor in the organization, so the man is a strategic factor in all activities of the institution or organization. Human Resources have a very important role in the process of achieving the objectives of existing organizations. For that human resources need to be developed and taken to ensure that the quality of human resources could be improved, so that the impact on increasing the performance of the organization (company). Human resources and qualified professionals will form the employee's performance, both individual and group, which in turn have an impact on the effectiveness of the organization as a whole. Effective organization is driven by various aspects of both the internal aspects of the organization itself as well as the external aspects of the creation of an organization that can establish the effectiveness of the organization. HRM practices is the main instrument of the organization in utilization, because human assets effectively and efficiently in order to achieve the goals set. In addition, organizations have a responsibility to comply with the laws and regulations set by the government, especially with regard to civil servants. The practice of Human Resource Management (HRM) in a covering organizations of such activities; recruitment, selection and placement is a process that will always be passed by each company to acquire human resources and ensure availability of manpower needed. Recruitment is done by the organization or company for potential workforce to meet the needs of human resources, which in turn will go through a selection process for obtaining labor or human resources.

Related to this, HRM practice in Education Quality Assurance Agency (LPMP) of North Maluku Province is no different from HRM practices that occur in other government agencies. This is evident from the planning process needs employees who cannot be fulfilled optimally so that the resources that are available today in LPMP North Maluku province is still very limited, especially certain competencies (laboratory assistants, librarians and culinary) and is one of the obstacles in the achievement of organizational goals. These resource limitations have an impact on the performance of an organization that cannot optimally. One important aspect to be considered by the organization with regard to the role of human resources after the recruitment and placement of compensation is a matter of justice. Moreover, the issue of justice compensation also indicated by the organization's policy in employees fairly. Good organization is an organization that is able to provide "rewards" that correspond to the amount of contributions donated by employees against the organization.

Satisfaction with the fairness of compensation received from employees is a key element creation of job satisfaction. This means that the more satisfied an employee to compensation of any justice, it will be more satisfied employees to work. Dissatisfaction with the fairness of compensation will decrease the attractiveness of work, and it is indirectly or less will interfere with the performance of employees. These conditions are certainly not expected all parties. Research by Babakus et.al (1996) succeeded in proving that the fairness of compensation will eventually lead to the emergence of satisfaction. It is possible, because justice compensation will lead to the emergence of motivation for employees. Furthermore, this motivation will result in the emergence of employee satisfaction. Total equity compensation received by workers (wages) is a significant factor multivariable and complex in job satisfaction. This compensation fairness issues also need to be considered by LPMP as an organization. Indeed, during this time in the form of financial compensation received by employees are in accordance with applicable regulations. However, when discussing the issue of justice compensation at government organizations, it is often expressed by the employees are non-financial compensation. It also occurs in LPMP, for example the promotion, demotion or mutations are always debated by the staff of the organization.

The framework of this research based on the theory that where the employee satisfaction in their implementation is determined by many factors. Basically, the job satisfaction is an individual nature of each individual to have a level of satisfaction varies in accordance with the system of values, this is caused by the difference in him and each individual. The more aspects of the work in accordance with the individual's intentions, the higher the level of satisfaction felt and vice versa. According to Locke (1973) in Gibson (1988) affective responses to the work of someone is called job satisfaction.

Pao and Chen (2002), in a study to evaluate the relationship between the practice of human resource management (HRM) and firm performance in the company, then Adjo (2004) in his research entitled by effect of practice in human resource management, work motivation and organizational climate on performance and job satisfaction. Additionally, others research by Sugiarto (2001), effect of compensation and characteristics of labor on job satisfaction and research by Pawawoi (2003) was about the factors that affect the performance of employees, and Panundju (2003), on the Influence of compensation and working environment effect on employee job satisfaction by governments in Semarang.

II. METHODOLOGY

This research is a primary research including data collected by the researchers, from the data that was once yet to be sought and collected by researcher with research instruments were questionnaires. This research was conducted during October 2012 to January 2013, where the object of this study is LPMP North Maluku Province is located in the City of Tidore islands and the subjects in the study were employees. The population in this study is the entirety of an individual who is on LPMP North Maluku Province amounted on 57 people. The total population in this study was not conducted sampling or in other words that all of the above used by population survey respondents (census). Variables to be analyzed in this study consists of an independent variable by the practice of HRM comprising Placement (X1), granting compensation (X2), opportunity career (X3), training and development (X4), and assessment of performance (X5), then the dependent variable by job satisfaction (Y).

III. RESULTS

Education Quality Assurance Agency (LPMP) is one of the technical implementation unit on the Ministry of Education and Culture in the province whose duties and functions in accordance Permendikbud number 37 in 2012 is facilitating quality assurance of education in the area. LPMP in the province, including in North Maluku province was established by National Education Minister Regulation number: 087/0/2003 dated July 4, 2003 on the Organization and Work Institute for Education Quality Assurance. LPMP history at its inception was a technical implementation unit located in the center of the Directorate General of Primary and Secondary Education is technically coordinated by the Directorate of Personnel. For further, in order to improve the Quality of Primary and Secondary Education, including Kindergarten (TK), Raudatul Athfal (RA), or other forms equivalent national in accordance with national standards of education, then the Re-structuring and restructuring the Institute for Education Quality Assurance into the LPMP, based on the Minister of national Education No. 07 of 2007, dated 13 February 2007, as amended by regulation of the Minister of Education and Culture No. 37 Year 2012 on the Organization and Work Institute for Education Quality Assurance. In performing its duties LPMP in the following functions are include:

1. Mapping the quality of primary education, secondary education, and equality of education primary and secondary education;
2. The development and management of information systems quality of primary education, secondary education, and equality of education primary and secondary education;

3. The supervision unit of primary education, secondary education, and equality of education primary and secondary education in the achievement of national education quality standards;
4. The facilitating improvement of quality of education to the unit primary education, secondary education, education and education equality in primary and secondary education quality assurance;
5. The implementation of cooperation in the field of education quality assurance; and
6. The implementation of administrative affairs LPMP.

The Effect of HRM Practices Partially Effect on Job Satisfaction Employee LPMP in North Maluku Province. This means that in order to increase employee satisfaction, then the party leadership in LPMP North Maluku province should be able to maintain and manage compensation in order to be at the optimum point and moderate. If the compensation satisfaction can be achieved then in theory a person who has fulfilled the needs of the compensation received will impact on individual satisfaction and by itself will affect the performance of the organization for the purpose of man in the work is to make ends meet. This makes the compensation becomes variable factors that greatly affect the job satisfaction in general, the first factor that is also a concern of the employee's work is a compensation factor which includes systems and large salaries and allowances and social security. These results support the statement Panundju (2003) that the effect of compensation on job satisfaction is a significant and positive, as well as research results Sugiarto (2001) which showed that the variables of the compensation (compensation of financial and non-financial) simultaneously and partially have influence significantly to job satisfaction. These results support the statement Listianto and Setiaji (2007) that career development has positive and significant impact on employee job satisfaction. However, the findings of this study do not support the results of research conducted by Prayudi (2006) which says that the employee's performance does not significantly influence employee satisfaction.

HR Practices Simultaneous Influence on Job Satisfaction Employee LPMP in North Maluku Province.

The results showed that simultaneous HRM practices consisting of placement, granting compensation, career opportunities, training and development, and performance assessment significant effect on employee job satisfaction in LPMP North Maluku Province. This is not in line with the results of research Adjo (2004) who said that the direct effect of HRM practices to satisfaction cannot be substantiated. But the results of this study also supports Ismail (2003) showed that of all the independent variables to be studied, namely discipline, education and training, leadership, compensation and working conditions, then the variable highest effect was variable compensation with index Strong Relationships (IKH) very strong.

Five models of job satisfaction, expressed by Kreitner & Kinichi (2005) are First, fulfillment, this model explains that satisfaction is determined by the characteristics of a job that allows one to meet their needs. Second, the mismatch, this model explains that satisfaction is the result of unmet expectations. Third, the achievement of value, this model explains that satisfaction comes from the perception that the job allows for the fulfillment of the values important job of the individual. Fourth, equality, this model satisfaction is a function of how an individual is treated in the workplace. Fifth, character / genetic, these models attempt to explain some of the people were satisfied with the situation and certain working conditions, but some feel not enough with the condition.

IV. CONCLUSION

HRM Practices consisting of placement, granting compensation, career opportunities, and assessment of employee performance in LPMP North Maluku province, is already quite good and in line with expectations of employees. HRM practices in accordance with these expectations may increase job satisfaction significantly. Hence, the training and development has no significant effect to job satisfaction. The results also show that the compensation has a dominant influence on employee satisfaction. HRM practices in LPMP North Maluku province, such as placement, remuneration, career opportunities, training and development, then performance assessment are good enough and simultaneously significant effect on employee satisfaction in LPMP North Maluku provinces.

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