

The Role of Social Support on Work Satisfaction Among Educated Employees

Fatwa Tentama
Faculty of Psychology
Ahmad Dahlan University
 Yogyakarta, Indonesia
 fatwa.tentama@psy.uad.ac.i

Netty Merdiaty
Faculty of Psychology
Bhayangkara Jakarta Raya University
 Jakarta, Indonesia
 prymnty@gmail.com

Surahma Asti Mulasari
Faculty of Public Health
Ahmad Dahlan University
 Yogyakarta, Indonesia
 surahma.mulasari@ikm.uad.ac.id

Sari Lailatul Qodrati
Faculty of Psychology
Ahmad Dahlan University
 Yogyakarta, Indonesia
 sarilailatulqodrati@gmail.com

Abstract—The purpose of this research is to empirically examine the relationship between social support and job satisfaction in educated employees. Educated employees are those who possess degree diploma or bachelor degree. The populations in this study were all educated employees at University X. The samples in this study were 100 educated employees at the University of X. The sampling technique was randomized with a simple random sampling technique. The criteria as a population in this study are those permanent employees and have worked for at least one year. The data collection tool uses the scale of job satisfaction and social support scale. Data analysis used is product moment correlation techniques from Pearson. The results of this study indicated that there was a significant positive relationship between social support and job satisfaction with $r = 0.376$, $\text{sig} = 0.017$ ($p < 0.05$). The higher the social support obtained, the higher the level of job satisfaction of the educational staff can be. The amount of social support contribution to job satisfaction was 14.2%, the remaining 85.8% is influenced by other variables not examined in this study.

Keywords—social support, work satisfaction, educated employees

I. INTRODUCTION

Human resources are one of the most important factors in an organization because human resources are the determinant of the success of achieving organizational goals [1]. Human resources are the basic capital in the organization's development process, therefore the quality of human resources must always be developed and directed towards achieving the goals set by the organization [2]. To achieve its objectives the organization needs to pay attention to matters relating to human resources, such as job satisfaction of its employees[3]. Employee job satisfaction is one aspect that needs to be considered specifically by the organization, because employee job satisfaction determines its performance and low employee performance will determine whether or not organizational goals are achieved [4].

Job satisfaction is considered as an welfare index that is important to note because it has an influence on employee performance. The benefits of job satisfaction are not limited to individuals but are also extended to organizations and even to coworkers [5]. According to Baloch [6] the impact of

employee job satisfaction for organizations is that employees will be more motivated and committed to improving the quality of their performance. Hsieh and Wu [7] in their study found that individuals who have higher job satisfaction will work more optimally and more productively. With the increasing welfare of employees, the organization will reduce operational costs because the impact that results from employee job satisfaction is an increase in productivity in terms of quantity and quality [5]

The low level of employee satisfaction can have an impact on high turnover in organizations[8]. The results research of Aiken, Clarke, Cheung, Sloane, and Silber [9] found that declining employee job satisfaction can also have an impact on the low quality of work produced. Meanwhile, the results of the study by Gaertner [10] found that low job satisfaction would lead to low organizational commitment and high turnover. The low work satisfaction of employees can have an impact on the work results of employees and low work involvement with the [11].

Job satisfaction is a pleasant feeling caused by an individual's perception that his effort to complete work assignments is something that is important [12]. According to Schultz and Schultz [13] job satisfaction is a positive or negative feeling and attitude about his work. Meanwhile, according to McShane and Ginow [14], job satisfaction is the evaluation of individuals on their performance in the context of their work related to job characteristics, environmental factors and emotional experience at work. Job satisfaction reflects the feelings and attitudes of employees towards a job [15]. Because job satisfaction is pivotal, it is necessary to study the factors that influence employee job satisfaction.

One important factor that influences employee job satisfaction is social support. Social support at work is one of the important factors that can be a positive predictor of job satisfaction [16]. The results of the research of Hsu, Huang and Huang, [17] found that the higher the social support obtained by individuals, the higher their job satisfaction. According to Kirchmeyer [18] social support obtained by individuals from family and coworkers is important to achieve success and job satisfaction. According to Harris, Winskowski, and Engdahl [16], social support is one of the

interpersonal behaviors that can improve psychological functions in the form of job satisfaction. The support provided can be in the form of mentoring, giving emotional support, helping other people complete tasks, and teaching or providing needed knowledge.

The definition of social support refers to assistance that provides comfort and information received through formal and informal social interactions [19]. Social support is a set of social, emotional, cognitive, and behavioral processes that occur in personal relationships, where individuals who feel they get help in making adjustments to the problems faced [20]. Di Matteo [21] defines social support as support or assistance that comes from other people such as family, friends, about, coworkers. Meanwhile, according to Thoits [22] social support is a form of help from other people who are very meaningful such as family, friends, or colleagues which refer to emotion, information, material or behavior.

Based on the description above, it is necessary to pay attention to the factors that influence job satisfaction of educational employees including social support. The purpose of this study is therefore to find out the relationship between social support and job satisfaction in educational employees at University X.

II. RESEARCH METHOD

A. Population and Sample

The populations in this study were all educated employees at the University of X. The samples in this study were 100 educative employees at the University of X. The sampling technique was randomized, with a simple random sampling technique. The criteria as a population in this study are those permanent employees at University X because this kind of employees have already passed the training period and have sufficient understanding of their job descriptions and have worked at least 1 year because in that period employees can adjust to conditions, situations and environment at University X as well as being able to internalize norms and rules and understand the values of the goals of University X.

B. Data Collecting Method

The method of collecting data in this study is using a scale. Job satisfaction was revealed using a work scale that refers to aspects of job satisfaction according to Smith, Kendall and Hulin [23], namely the work itself, salary, promotion, supervision and co-workers. The scaling model used in the scale of job satisfaction is a semantic differential scaling model.

Social support was revealed by the scale of social support that refers to aspects compiled based on the theories of House and Khan [24], namely emotional, information, instrumental and positive judgment. The scaling model used in the social support scale is the likert scaling model.

C. Validity and Reliability of Measuring Instruments

Based on the results of a scale analysis of job satisfaction tests conducted on 40 subjects, the results of the reliability coefficient (α) were 0.957 with the corrected item-total correlation moving from 0.421 to 0.841. Valid and reliable items that will be used for research are 20 items.

While the results of the scale analysis of social support trials conducted on 40 subjects, obtained the results of the

reliability coefficient (α) of 0.911 with a range of different item power index (corrected item-total correlation) that moves from 0.313 to 0.697. Valid and reliable items that will be used for research are 32 items.

D. Data Analysis

Analysis of the data used in this study is the product moment correlation technique from Pearson. Before analyzing the data using product moment correlation techniques, the assumption test was first carried out which included normality test and linearity test. Data analysis was performed using SPSS for Windows Release 19.0 Software.

III. RESULT AND ANALYSIS

A. Prerequisite Test

1) Normality Test

Based on the results of the normality test in table 1. the normality index (K-SZ) obtained from job satisfaction is 0.447 with a significance level (p) of 0.988 ($p > 0.05$) and normality index (K-SZ) in the social support variable is 1,223 with a significance level (p) of 0.960 ($p > 0.05$), it means that the data on job satisfaction and social support variables are normally distributed or the distribution of sample data can represent the population.

TABLE I. TEST OF NORMALITY DISTRIBUTION RESULT

No	Variables	Score KS-Z	Sig.(p)	Criteria	Explanation
1	Work Satisfaction	0.447	0.988	$p > 0.05$	Normally distributed
2	Social Support	1.223	0.960	$p > 0.05$	Normally distributed

2) Linearity Test

Based on linearity test in table 2, the results of F linearity were obtained for 4.988 with a significance level (p) of 0.038 ($p < 0.05$), it can be concluded that there is a straight line that connects between social support variables with job satisfaction or in other words it is linear.

TABLE II. LINEARITY TEST

Variable	F Linearity	Sig. (p)	Criteria	Explanation
Social Support and Work Satisfaction	4.988	0.038	$P < 0.05$	Linear

3) Result of Hypothesis Test

Based on the results of hypothesis test in the relationship between social support and job satisfaction in table 3, a

correlation coefficient (r) is 0.376 with a significance level (p) of 0.017 (p <0.05), so that it can be interpreted that there is a positive and significant relationship between social support with job satisfaction.

TABLE III. HYPOTHESIS TEST

Variable	Person-Correlation (r)	Sig. (p)	Criteria	Explanation
Social Support → Work satisfaction	0.376	0.017	P<0.05	There is a significant correlation

IV. DISCUSSION

The results showed that there was a positive and significant relationship between social support and job satisfaction for employees. In an organization, one important factor that needs to be considered to achieve organizational efficiency and effectiveness is employee satisfaction [5]. One of the determinants of job satisfaction is social factors [17]. According to Schultz and Schultz [13] social support available in the work environment can create a sense of comfort in carrying out the work as well as a warm atmosphere with coworkers and superiors. The positive impact of social support is that it can provide work morale and reduce workload on employees so that employees can work optimally and provide job satisfaction for employees [16].

Leaders who provide emotional support, namely employee trust in work, can empathize with their duties and jobs, and pay attention to their employees while working, will make these employees feel comfortable, loved, and cared for by their superiors. Employees who feel this in their work environment will lead to perceptions and emotional reactions such as pleasure, pride and motivation in carrying out responsibility for their work. The work itself is a source of job satisfaction, for example interesting work and pleasant work can support employee job satisfaction.

Instrumental support and salary provided by the organization or leadership, for example in the form of financial assistance to employees, the provision of appropriate salary, benefits, facilities and assistance in carrying out certain tasks such as supervision, employee needs, and finding solutions to work problems faced by employees will shape employee job satisfaction, especially the capacity associated with satisfaction with supervisors or supervision. Employee satisfaction can be formed with a positive assessment of the extent to which leaders pay attention to their employees personally and care about their employees and the extent of the quality of supervision carried out.

In addition, support from organizations or supervisors that are information in the form of advice, direction and feedback on how to solve problems in work can lead to job satisfaction of employees. The support includes the provision of information, advice, instructions, suggestions, feedback and guidance provided by organizations or superiors to solve

problems faced by employees. This support can give direction to action and aspirations to behave in facing problems.

The results of the study also shows that the magnitude of the influence of social support on job satisfaction is 0.142, which means that the variable social support has a role of 14.2% of job satisfaction. Thus the remaining 85.8% is influenced by other variables not included in the study. According to Gartner [10] other factors that influence job satisfaction are the organizational environment. In addition, according to Cummings, Olson, Hayduk, Bakker, Fitch, Green, Butler, and Conlon, [25] the factors that influence job satisfaction are lack of autonomy in the organization, lack of justice and control over work.

The implications of research results can be an evaluation material for the organization to pay attention to factors that influence job satisfaction, namely social support so that organizations can create a positive climate in their work environment. Due to the existence of social support obtained and the achievement of job satisfaction, the employees can work optimally and avoid behavior that can harm the organization.

V. CONCLUSION

The results of the study found that there was a positive and significant relationship between social support and job satisfaction so it was important for organizations to create positive social support for their employees within the organization. The amount of contribution of social support to job satisfaction is 14.2% while the rest is influenced by other variables not examined in this study.

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