

Self-Awareness Creates Job Satisfaction in PT Indosat, Tbk., Jakarta

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Abstract: *Job satisfaction is a positive feeling about one's work which is the result of an evaluation of its characteristics. High job satisfaction has positive feelings about her job, while a dissatisfied person has negative feelings about her work. When there is a conversation between technicians, what is often discussed is the satisfaction of his work. The existence of a fact that satisfied technicians are much more productive when compared to dissatisfied technicians has become an irrefutable reason in the day-to-day work activities. PT Indosat, Tbk. referred to in this study is a telecommunications company for international public, and is a form of Foreign Investment (PMA / private) since 1967, which was originally managed by PT Telkom. At that time, PT Indosat, Tbk. is one of the pioneers of Foreign Investment business established to accelerate the recovery of the national economy. Quantitative Descriptive Method is used in this research as a problem-solving procedure by describing the state of the research object at a certain moment (as it is), or research activity on the aspect (variable) studied with 2 (two) variables using simple calculation, namely self-awareness and job satisfaction. Based on the calculation results obtained $p_y = 0.238$ with $t = 2.586$, while the value $t_{table} = 1.99$ ($r = 0.05$, $dk = 80$), because $t_{count} > t_{table}$ ($r = 0.05$), H_0 is rejected and H_1 accepted, which means the coefficient of Self Awareness (X) on Job Satisfaction (Y) significant. This finding means that Self Awareness has a direct positive effect on Job Satisfaction, in other words an increase in Self Awareness will lead to improvement in the quality of Job Satisfaction.*

Keywords: *technician, self-awareness, job satisfaction, self-awareness and job satisfaction.*

Abstrak: Kepuasan kerja adalah perasaan positif tentang pekerjaan seseorang yang merupakan hasil dari evaluasi karakteristiknya. Kepuasan kerja yang tinggi memiliki perasaan positif tentang pekerjaannya, sementara orang yang tidak puas memiliki perasaan negatif tentang pekerjaannya. Ketika ada perbincangan antar teknisi, yang sering dibahas adalah kepuasan karyanya. Adanya fakta bahwa teknisi yang puas jauh lebih produktif jika dibandingkan dengan teknisi yang tidak puas telah menjadi alasan yang tak terbantahkan dalam aktivitas kerja sehari-hari. PT Indosat, Tbk. yang dimaksud dalam penelitian ini adalah perusahaan telekomunikasi untuk publik internasional, dan merupakan bentuk Investasi Asing (PMA / swasta) sejak tahun 1967, yang pada awalnya dikelola oleh PT Telkom. Saat itu, PT Indosat, Tbk. adalah salah satu pelopor bisnis Investasi Asing yang didirikan untuk mempercepat pemulihan ekonomi nasional. Metode deskriptif kuantitatif digunakan dalam penelitian ini sebagai prosedur penyelesaian masalah dengan menggambarkan keadaan objek penelitian pada saat tertentu (sebagaimana adanya), atau aktivitas penelitian pada aspek (variabel) yang diteliti dengan 2 (dua) variabel menggunakan metode sederhana. perhitungan, yaitu kesadaran diri dan kepuasan kerja. Berdasarkan hasil perhitungan diperoleh $p_y = 0,238$ dengan $t = 2,586$, sedangkan nilai $t_{tabel} = 1,99$ ($\alpha = 0,05$, $dk = 80$), karena $t_{hitung} > t_{tabel}$ ($\alpha = 0,05$), H_0 ditolak dan H_1 diterima, yang berarti koefisien Kesadaran Diri (X) tentang Kepuasan Kerja (Y) signifikan. Temuan ini berarti Kesadaran Diri memiliki efek positif langsung pada Kepuasan Kerja, dengan kata lain peningkatan Kesadaran Diri akan mengarah pada peningkatan kualitas Kepuasan Kerja.

Kata kunci: teknisi, kesadaran diri, kepuasan kerja, kesadaran diri dan kepuasan kerja.

1. Introduction

Job satisfaction is a positive feeling about someone's work which is the result of evaluating its characteristics. Someone with high job satisfaction has positive feelings about his job, while someone is dissatisfied has negative feelings about the job. When technicians are talking, they often discussed their job satisfaction. The fact is satisfied technicians are far more productive than dissatisfied technicians. Satisfied technician tend to talk positively about the company, help other individuals, and can exceed normal expectations in their work. Vice versa, unsatisfied technicians are certainly not productive and not working optimally, and tend to speak negative about the company and its leaders. It can be seen from low work discipline, lack of morale and lack of trust in the leadership.

PT Indosat, Tbk. what is meant in this study is an international telecommunications provider, and is a form of Foreign Investment (PMA / private) since 1967, which was initially managed by PT Telkom. At that time, PT Indosat, Tbk. is one of the pioneers of the Foreign Investment business which was established to accelerate the recovery of the national economy.

Productive technicians are always positive in responding to whatever happens in their daily work routines. This is an important characteristics to show clarity, responsibility, assertiveness, and understand with the consequence of their action. When someone says, 'I like my job', that means, he is well aware that the work is very important for him, and he satisfy with himself because the work has been done.

In realizing the goals and the main goals (objectives) of the company is not easy, because everyone has different characteristics. Self-awareness and personality that comes from heredity and environmental factors greatly influence the behavior displayed by the technician, and how his attitude towards the leaders they face everyday are very different between one person to another

In a company, those aspects can increase the technician trust to their leader. How he has positive expectations for the manager that this manager will guide him, and vice versa, how does the manager trust the technician who has high loyalty and

dedication. Besides, it also can increase the trust of customers to the technicians who help them to solve their problems. In the end, it will create a job satisfaction for each worker.

Technicians who have awareness can contribute more to the company. For example, they can be able to work under pressure, are not give up easily, can take every challenge positively, are not effected with politics in the office, and believe that their manager will bring the company into greatness.

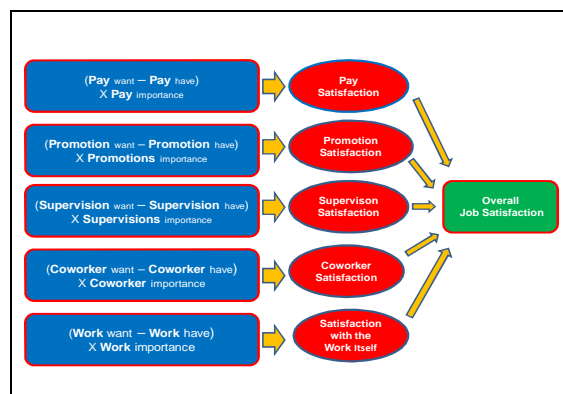
Based on these facts, I am interested to see whether there is a direct effect of self-awareness on job satisfaction? The results of this study are expected to provide information on how to improve the job satisfaction of technicians at PT Indosat, Tbk., Jakarta. Likewise for the leaders, I hope this thesis can solve the problem about employee's job satisfaction, because if the results of this study there is empirical evidence that job satisfaction is influenced by self-awareness, it is expected to improve or improve all factors associated with these variables, so that work performance, company productivity, profit and revenue can increase.

2. Literature Review and Hypothesis Development

a. Job Satisfaction

Job satisfaction has many factors and everyone is different, such as employees, the job itself, job responsibility, and supervisors (Robbins & Judge, 2011). Job satisfaction is the individual's perception of their work influenced by the work environment, including: supervisor style, policies and procedures, work groups, working conditions and several other benefits. There are 5 (five) important characteristics in understanding job satisfaction: (1) The amount of salary received is reasonable (appropriate), (2) Work that is interesting and has responsibility and the opportunity to learn, (3) There is an opportunity to rise in rank, (4) Supervisors who have the ability, interest and concern for his employees, (5) Employees who are pleasant, competent and always supportive (Gibson & et al., 2009).

Not much different from the opinion above, George & Jones also expressed the same opinion about job satisfaction, according to the theory of Frederick Herzberg (Motivation-Hygiene Needs Theory) every employee has 2 (two) needs, such as motivator needs and health needs. The motivator's needs are, those related to the work itself, such as challenging work, interesting work, having authority and responsibility. While health needs, are closely related to psychological physical effects on work results such as physical conditions of work (temperature / humidity affect the comfort of the surroundings, the leadership that can guide, the appropriate salary, and security / comfort) (George & Jones, 2012). In evaluating job satisfaction, specific aspects arise, such as the feeling of "what is desired always contradicts what is owned", in terms of: payroll, promotion, leadership, other employees, and the job itself. These 5 (five) aspects are 'the whole of the aspect of job satisfaction' (Colquitt, Lepine, & Wesson, 2013).



Picture 1 The Value-Percept Theory of Job Satisfaction according to Jason A. Colquitt, Jeffery A. Lepine, Michael A. Wesson

Some differences are conveyed by experts that in evaluating job satisfaction each individual is different in fulfilling his/her expectations, "what he wants is always contrary to what he has". So many specific aspects are related to his/her job satisfaction. From several studies on job satisfaction, then a hypothesis can be made that job satisfaction is the fulfillment of feelings towards employees' positive

expectations of every aspects related to their job, with indicators: (1) having interesting jobs , (2) given the opportunity to study work, (3) have a supervisor / leader who has concern for employees, (4) has a colleague who always supports, (5) there is security and comfort in work, (6) earns reasonable income (accordingly), (7) the opportunity to get promoted.

b. Self-awareness

Self-awareness is a person's understanding of the emotions that are in him, and can express them naturally (as they are) (Colquitt et al., 2013). Self-awareness is a deep understanding of emotions that exist in a person, both their strengths and weaknesses, values, and motives (having the ability to listen and act with awareness) (McShane & Glinow, 2007). Likewise, self-awareness is very important in a person so they will continue to learn, grow, and adapt to the changes that occur at any time. It is also a strong characteristic in someone who is confident moving towards the future (Schemerhorn Jr, 2011). Opinions that stated above, mention that self-awareness is people's understanding to their strength, values, and motives.

Self-awareness has 5 (five) important aspects in effective managerial performance, such as: (1) Having emotional awareness, (2) Having personal values, (3) Having a learning style, (4) Having an orientation towards changes, and (5) able to evaluate themselves. These aspects are important factors to success in life, to have effective team work, to be competent in making decision, in lifelong learning and in develop as a person, in creativity, to be competent in communication, in job satisfaction, and performance (Whetten & Cameron, 2007). Self-awareness is the first step to be able to work effectively, without having extensive knowledge, of course it will cause many problems (Janasz, Dowd, & Z., 2009). The benefits of someone who has self-awareness are: (1) Understand the emotions of oneself when interacting with others, (2) Recognize the importance of continuous self-improvement programs, (3) Recognize the importance of career planning programs, (4) Recognize the importance of interaction with others , (5) Understand the values of differences, (6) Understand

the emotional conditions of others when interacting, (7) Awareness to try to increase productivity, (8) Awareness to make a good relationship in a team so that self-awareness allows one to have awareness to make the right decision, awareness to make the right job assessment, and awareness to propose accurate opinions (Janasz et al., 2009).

Opinions from Janasz and colleagues complement all opinions by adding the importance of continuous self-improvement programs, better career planning programs, always realizing the importance of interacting with others, understanding the values of differences in each human being, and always trying to increase productivity. Someone who has self-awareness means that he understands the emotions within him and his relationship with others, always has the initiative to develop and implement self-improvement programs, plan the right life path and career goals, develop personal relationships with others, understand the values of difference while interacting with others, he can manage everything effectively, increase productivity, and improve his ability to contribute to organizations, other communities and families, for example, someone who has self-awareness certainly likes his job, and he will plan his career well, always work professionally and have satisfying results, everything he does is not because of money, but solely because he understands his profession, and he believes that everything he does is good, both for himself, his family, other people, leaders / managers, and organizations / companies the place work.

c. Relevant Research

The research conducted by Hanem A. A. Ahmed and Yosr M. Elmasri sought to find out the effect of Sisters' self-awareness in the Mental Health Clinic on job satisfaction. The method of data collection was used through questionnaires to all sisters in the Mental Health Clinic. The results of the study found that someone can have better life if having self-awareness. Better life can be interpreted as satisfaction

in living the life and satisfaction in life will also affect satisfaction in work (Ahmed & Elmasri, 2011).

Research by Petrus Dwi Ananto Pamungkas focuses on the problem of knowing the level of community satisfaction with the services carried out by the Bitungsari Bogor urban apparatus regarding administration and other activities. The method used in the study is a descriptive method through questionnaire of data collection techniques distributed to residents who are being served by village officials in terms of administration. Based on the results of data processing according to KEP/25/M.PAN/2/2004, it can be seen that the high awareness of the Bitungsari Bogor urban apparatus in serving the community can make the people served feel satisfied (Pamungkas PDA, 2016)

3. Research Method

In this study, the method used is the Quantitative Descriptive method by measuring 2 (two) variables, such as independent variable Self Awareness and dependent variable Job Satisfaction. The sample in this study is 96 (ninety six) technicians who are registered as permanent employees. The data collection technique used is the distribution of questionnaires. Questionnaires are made based on theoretical framework presented in the form of research instrument grids. The grid is then elaborated in the statement items and tested before being used for further research using the Validity test and Reliability test.

Table 1 Job Satisfaction

No	Indicators	Grid number	
		Before Test	After test
1.	Have interesting job	1-2-3-4-5	1-2
2.	Have a chance to learn about the job	6-7-8-9-10	7-8
3.	Have Supervisor that care to his/her subordinates	11-12-13-14-15	-
4.	Have supporting colleagues	16-17-18-19-20	17-18-19
5.	Have job security and job comfort	21-22-23-24-25	-
6.	Have appropriate salary	26-27-28-29-30	-
7.	Have opportunity to get promoted	31-32-33-34-35	35
Total		35	27

Table 2 Self-Awareness

No	Indicators	Grid number	
		Before Test	After test
1.	Understand your self-awareness when interact with other people	1-2-3-4	4
2.	Realize the importance of continuously improvement program	5-6-7-8	7-8
3.	Realize the importance of career plan	9-10-11	-
4.	Realize the importance of interacting with other people	12-13-14	-
5.	Understand the value of differences	15-16-17	-
6.	Understand people's emotional condition while interacting	18-19-20	-
7.	Awareness to increase productivity	21-22-23	-
8.	Awareness to maintain group work relationship	24-25-26	-
9.	Awareness to make the right decision	27-28-29	28-29
10.	Awareness to make the right judgement	30-31-32	30
11.	Awareness to make the right suggestion	33-34-35	-
Total		35	29

The research instrument for this assessment uses a Likert Scale with 4 (four) alternative answers, such as: (a) Strongly Agree, (b) Agree, (c) Disagree, (d) Strongly Disagree, with a weight of values: (a) = 5, (b) = 4, (c) = 2, (d) = 1.

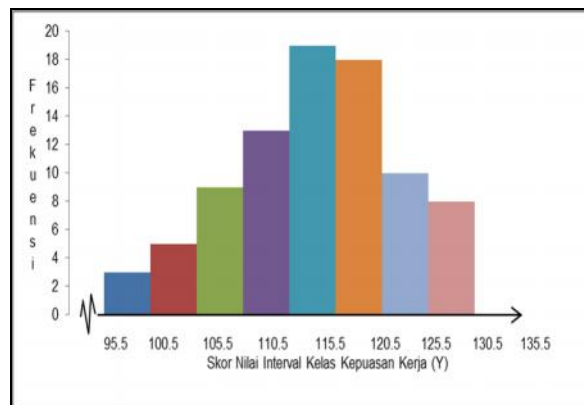
4. Results and Discussion

Based on the research data obtained from 85 (eighty five) respondents there were 27 valid statements from 35 statements, with a maximum score range of 135 and a minimum value of 96, so that the mean = 118.24, mode = 119, 79, median = 118.79, standard deviation = 9.14, and variance = 83.54. The frequency distribution of Job Satisfaction variable data distribution is in the table below:

Table 3 The Frequency Distribution of Job Satisfaction

No	Kelas Interval	Frekuensi Absolut	Frekuensi Relatif	Frekuensi Kumulatif
1	96 - 100	3	3.53	3.53
2	101 - 105	5	5.88	9.41
3	106 - 110	9	10.59	20.00
4	111 - 115	13	15.29	35.29
5	116 - 120	19	22.35	57.64
6	121 - 125	18	21.18	78.82
7	126 - 130	10	11.76	90.58
8	131 - 135	8	9.41	100.00
	Total	85	100	

From the table of Frequency of Job Satisfaction Distribution, there are 30 people (35.29%) which are below average, 19 people (22.35%) are average, and 36 people (42, 35%) are above average, the data is illustrated in below histogram chart,



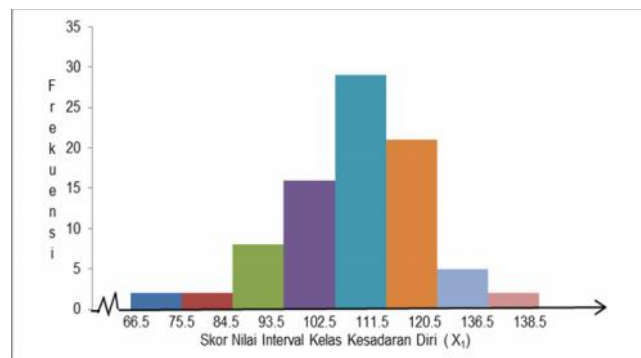
Picture 2 Grafic Histogram of Job Satisfaction

Based on the research data obtained from 85 (eighty five) respondents there were 29 valid statements from 35 statements, with a maximum score of 132 and a minimum value of 67, so that the mean = 106.05, mode = 108, 07, median = 107.00, standard deviation = 12.15, and variance = 147.62. The frequency distribution of the Self Awareness variable data distribution is in the table below:

Table 4 The Frequency Distribution Of The Self-Awareness

No	Kelas Interval	Frekuensi Absolut	Frekuensi Relatif	Frekuensi Kumulatif
1	67 - 75	2	2.35	2.35
2	76 - 84	2	2.35	4.70
3	85 - 93	8	9.41	14.11
4	94 - 102	16	18.82	32.93
5	103 - 111	29	34.12	67.05
6	112 - 120	21	24.71	91.76
7	121 - 136	5	5.88	97.64
8	130 - 138	2	2.35	100.00
	Total	85	100	

From the Self Awareness Frequency Distribution Table, there are 28 people (32.94%) which are below average, 29 people (34.12%) are average, and 28 people (32, 94%) are above average, the data is illustrated in below Histogram chart



Picture 3 Grafic Histogram Of The Self-Awareness

The testing requirements is the Normality Estimated Test. This normality requirement test is calculated using the Liliefors formula. The method is the data is arranged in the order of values, then the theoretical frequency difference and the real frequency are determined for each error value. The maximum absolute value of the difference is called LCOUNT (L0), the value is compared with the Ltable (Lt) value for $n = 85$ with absolute amount $\alpha = 0.05$, if $\text{LCOUNT (L0)} < \text{Ltable (Lt)} = \text{accept } H_0$ (null hypothesis), which means that the data sample is a normal distribution, whereas if $\text{LCOUNT (L0)} > \text{Ltable (Lt)} = \text{reject } H_1$ (Hypothesis one), it means that the data sample is not normally distributed. Based on the Estimated Error Test, LCOUNT (L0) is equal to 0.0814 while Ltable (Lt) is 0.0961. Due to $\text{LCOUNT (L0)} < \text{Ltable (Lt)}$, it can be concluded that the sample data is normal distribution.

After calculating and analyzing the data on Job Satisfaction (Y) with Self-Awareness (X), the regression equation $= 83,939 + 0.324 X$ is obtained. To see whether the regression equation is linear or not, I use a significance test and linearity test. The significant test and linearity test with ANAVA results as in the table below:

Table 5 ANAVA for Signification`s Testing Linieritas Regresi Y to X (= $83,939 + 0,324 X$)

Sumber Varian	dk	JK	RJK	F _{hitung}	F _{tabel} = 0,05
Total	85	1193866,00	-		
Koefisie n (a)	1	1186846,30	1186846,30		
Regresi (b/a)	1	1 301,48	1 301,48	18,89 *	3,96
Sisa Tuna Cokok	83	5 718,20	68,89		
Galat	42	3 623,69	86,27	1,68 ^{ns}	1,69
	41	2 094,51	51,08		

Information :

dk = derajat kebebasan

JK	=	Jumlah Kuadrat
RJK	=	Rata-rata Jumlah Kuadrat
*	=	Regresi signifikan ($F_{hitung} = 18,89 > F_{tabel} = 3,96$, pada taraf = 0,05)
ns	=	Regresi berpola linier ($F_{hitung} = 1,68 < F_{tabel} = 1,69$, pada taraf = 0,05)

ANOVA results in the table above, resulting that regression = 18.89 > Ftable ($\alpha = 0.05$) = 3.96. Thus it can be stated that the estimated regression model is significant. Furthermore, the ANOVA results show that the value of Fcount Tuna Match = 1.68 < Ftable ($\alpha = 0.05$) = 1.69. This means that the regression equation line = 83,939 + 0,324 X has a linear pattern. The regression model implies that, if Self Awareness is increased by one point, Job Satisfaction tends to increase by 0.324 points on the constant 83.939.

To test that Self Awareness (X1) has a positive direct effect on Job Satisfaction (Y), the tested hypotheses are:

$$H_0: y_1 = 0$$

$$H_1: y_1 > 0$$

Based on the calculation results obtained by value = 0.238 with tcount = 2.586, while the value of t table = 1.99 ($\alpha = 0.05$, dk = 80), because t count > t table ($\alpha = 0.05$), then H_0 is rejected and H_1 is accepted, which means the coefficient of Self Awareness (X) on Job Satisfaction (Y) is significant. This finding means that Self Awareness has a positive direct effect on Job Satisfaction, in other words an increase in Self Awareness will lead to an increase in the quality of Job Satisfaction.

5. Conclusions

The results state that self-awareness has a positive direct effect on job satisfaction, which is significant. This can be concluded that there is a positive direct effect of self-awareness on job satisfaction. In other words, someone who has self-awareness will certainly work more effectively, will not waste time and energy to do work that is not important, can manage time as effective as possible, and always have enthusiasm at work, to create the job satisfaction for himself . The results of this study is strengthening of previous theories about the positive direct effect of self-awareness variables on the variable job satisfaction. Thus the findings of this study support my hypothesis that self-awareness affects job satisfaction.

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