

Relationship between the Level of Satisfaction on the Incentives Received by the Retirement of Employees with the Work Ethos and the Quality of Information Delivery at the Depok City Dprd Office Depok

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ABSTRACT

This study aims to determine how the relationship between the level of satisfaction with the incentives received by secretarial employees with work ethic and the quality of the delivery of information in the Depok City DPRD office. Data collection tools in this study used questionnaires and secondary data. The subjects in this study were 49 people who were all secretarial employees of the Depok City DPRD office. The sampling technique uses purposive sampling technique. The data analysis used in this study is statistical analysis techniques. In the study found the level of satisfaction with incentives, employee work ethic, as well as the quality of the delivery of information in the DPRD Depok office is at a moderate level. There is a significant relationship between the level of satisfaction with incentives with the work ethic of the Secretariat of the DPRD Depok city. There is no significant relationship between the level of satisfaction with incentives and the quality of information delivery at the Secretariat of the Depok City DPRD office.

Keywords: *Level of Satisfaction, Work Ethic, Quality of Information Delivery.*

1. INTRODUCTION

Information systems are integrated systems that are able to provide useful information to users or an integrated human-machine system to provide information, to support operations, management in an organization, where the system is a combination of information technology and organized procedures.

Business information system, is a collection of various information that has a unity between one and the other aimed at business interests. In business information systems there are activities of input, output, storage and control of information which are very important in the performance of an effective and efficient system. Business information system, besides being determined by the system and facilities (hardware, software, network), is also no less important is the factor of human resources as users.

Human Resources (HR) or employees are one of several elements used by the organization in carrying out its activities. Quality human resources must be owned by every line of organization, because HR has a core role in this era of globalization. Companies must be able to find and maintain human resources who are able to implement and achieve the success of an organization. The success of a company in achieving its objectives does not only depend on existing facilities and infrastructure but also depends on the performance of its employees.

A very vital role in realizing an employee's performance achievements is himself. How he has a high morale and work ethic to be able to have a positive influence on his environment (Sinamo, 2011: 18). Anoraga (2001: 10) argues that success in job competition requires not only expertise and ability but also the need for dedication, hard work, and honesty in work. Someone who is successful must have a view and attitude that values work as a noble thing for human existence. Employees who have noble thoughts about their work can work sincerely. A view and attitude towards work is known as work ethic.

The speed, accuracy and relevance of information delivery are very dependent on how effective and efficient the systems, facilities, and human resources work. Depok City DPRD Office is one of the offices or business units that are filled with officials and employees with many types of activities including commission activities, special committee activities, banggar activities, plenary activities, visits to regions, visits to outside provinces, and so forth. Besides that all DPRD members are also preoccupied with their respective party activities. From the density of this schedule, information, especially those related to these activities, is arranged by the DPRD staff. The speed and accuracy of information is needed by every member of the DPRD to be able to do activities, especially to organize the schedule of activities. In achieving accurate and accurate information of course the work ethic is very decisive.



If individuals in the community view work as a noble thing for human life, then the work ethic will tend to be high, conversely if the attitude and view of work is perceived as something of low value for life, then the individual's work ethic will be low. In general it seems that the work ethic is also related to the level of wages and incentives provided.

Based on the description above, the researcher will conduct research with the title of the Relationship Between the Level of Satisfaction with the Incentives Received by Secretarial Staff and the Work Ethic and the Quality of Information Delivery at the Depok City DPRD Office.

2. LITERATURE REVIEW

2.1 Incentive

According to Heidjarahman Ranupandojo and Suad Husnan (1984) Incentives are wages that provide different rewards because of different achievements. Two people with the same position can receive different incentives because they depend on achievement. Incentives are a form of financial encouragement to employees as a reward for company services to employees for the employee's achievements. Incentives are a sum of money added to the basic wages the company gives to employees. Incentives are rewards in the form of money given to those who can work beyond the prescribed standards.

2.2 Work ethic

According to K Bertens (1994), etymologically the term ethos comes from Greek which means a place of life. As time goes on the word ethos evolves and meaning changes to complex, from the same word then changes to the term ethicos which means the theory of life, which then becomes ethics.

Ethos is a set of understandings and beliefs about values that fundamentally influence life, become the principle of movement and the way of expression that is unique to a group of people with the same culture and beliefs.

According to Anoraga (2009), work ethic is a view and attitude of a nation or people towards work. If individuals in the community view work as a noble thing for human life, then the work ethic will tend to be high, conversely if the attitude and view of work is perceived as something of low value for life, then the individual's work ethic will be low.

There are factors that influence the work ethic including: Religion, Culture, Social Politics, Environmental Conditions, Level of Education, Individual Intrinsic Motivation, and Incentives.

2.3 Quality of Information Submission

The exchange of information or communication between members in a group becomes important, because the quality of decisions is influenced by the degree to which individuals share information so that the quality of discussions in the decision-making process is better because it accurately considers the positive or negative impacts of information for various alternatives (Stasser et al , 2000; Hollingshead 1996). So, the exchange of information or communication that occurs in a group will increase productivity in terms of decision making.

Information is a communication product, of course all people as connoisseurs of the results of communication require quality information so that they will get positive feedback from communication. Factors that influence the quality of information delivery include: level of knowledge, social culture, gender, roles and responsibilities, attention, attitudes, perceptions, beliefs, and incentives.

2.4 Employee Satisfaction Level

According to Siagian (2001: 105) Satisfaction is a complex emotional reaction, this emotional reaction is a result of encouragement, desires, demands and expectations, employees of the work associated with the realities perceived by employees, giving rise to an emotional form which manifests feelings of pleasure, feelings of satisfaction or feelings of dissatisfaction.

Handoyo (Sutrisno, 2009: 75) Job satisfaction is an emotional state that is pleasant or unpleasant for employees to view their work. Job satisfaction reflects a person's feelings for his job. This can be seen in the positive attitude of employees towards work and everything that is faced in their work environment.

Many factors influence employee job satisfaction. The factors themselves are in their role to provide satisfaction to employees depending on the personalities of each employee.

2.5 Business Information System

In general, the understanding of information systems is an integrated system that is able to provide useful information to users or an integrated human-machine system to provide information, to support operations, management in an organization, where the system is a combination of information technology and organized procedures .

Business information system is a collection of various information that has a unity between one and the other aimed at business interests. In recognizing information systems, subjects must be able to identify human, hardware, software, data, and network resources that are used. This means that it must be able to determine all the resources needed to produce an information system as



expected so that the effectiveness and efficiency of the company is maintained.

In addition to recognizing information systems must understand the type of product information produced and determine the type of system that will be a solution to problems faced such as management information systems (SIM), DSS, and so forth. The way to conduct input, output, storage and information control activities is very important in the performance of a system because one with the other is very closely related so that business practitioners should have knowledge of business information system activities.

2.6 Research Methods

This study uses a quantitative approach because the analysis in this study focuses more on numerical data (numbers) that are processed using statistical methods.

2.7 Population

The population in this study were all secretarial employees of the Depok City DPRD office, which numbered 49 people. According to Arikunto (2002), if the research subjects numbered less than 100 were better taken all so that the research is a population research. Therefore, the population in this study which amounted to 49 employees, all of which will be used as research subjects, so that this study becomes a population research.

2.8 Data analysis technique

The data analysis technique used in this study is statistical analysis techniques. Where researchers will use SPSS 20.0 software for Windows in calculating data. Some of the tests conducted are descriptive analysis, classic assumption test, and hypothesis testing.

3. DISCUSSION

3.1 General description of the Secretariat of the Depok City DPRD

Depok City DPRD is a regional representative organization located in Depok which is located as an organizer of the district / city government in the legislative sector. Depok City DPRD Office is one of the offices or business units that are filled with officials and employees with many types of activities including commission activities, special committee activities, banggar activities, plenary activities, regional visits, visits to outside provinces, and so forth. Besides that all DPRD members were also preoccupied with their respective party activities.

From the density of this schedule, to support various DPRD activities, a high work ethic Secretariat is needed to help smooth all activities. Depok City DPRD Secretariat employs around 49 employees with various positions. One person served as secretary of the DPRD, 3 people as section heads, 7 people as sub-section heads, and the rest were executors.

3.2 Characteristics of Research Subjects

Based on gender, there were more male subjects than women. Most religions are Islamic religions with diverse occupations. The first most work is in the trial section, the second most is in the finance department. In general, the average length of work is above 10 years and the second most is 5-10 years. 72.9% of the subjects claimed to receive financial incentives and non-financial incentives while the rest did not.

The method of giving the whole incentive is individually that is given directly to each person according to their performance. The method of delivering information that is currently often used in DPRD is via telephone, SMS, WA, mail, and through the network (e-mail, etc.).

3.3 Normality test

Normality test is done to determine the level of distribution of the research data that will be used. The results of the normality test determine the test method to be used. In this study the normality test was carried out by the Wilkshapiro method because the number of samples used was less than 49. This study found a right-to-right and positive kurtosis test 5. This illustrates the distribution of most research data such as the level of satisfaction with incentives, work ethic, and the quality of information is homogeneous.

3.4 Level of Satisfaction with Providing Incentives

In this study the level of satisfaction with incentives was categorized into three, namely high, medium and low based on the following formula:

- a) low = $X < M - SD$
- b) medium = $M - SD \leq X < M + SD$
- c) height = $X \geq M + SD$

Tingkat kepuasan terhadap Insentif	Tinggi ≥ 14	2 (4,2%)
Sedang < 14	41 (85,4%)	
Rendah $< 8,8$	5 (10,4%)	
Total	48 (100%)	

In the study found the level of satisfaction of DPRD employees on the incentives of both financial and non-financial is the highest level (85.4%) and the lowest is the high level of satisfaction that is equal to 4.2%.



3.5 Work Ethic Level

In this study the level of work ethic is categorized into three, namely high, medium and low based on the following formula:

- a) low = $X < M - SD$
- b) medium = $M - SD \leq X < M + SD$
- c) height = $X \geq M + SD$

Tingkat Etos Kerja	Tinggi $\geq 23,2$	4 (8,3%)
	Sedang $< 23,2$	39 (81,3%)
	Rendah $\leq 18,34$	5 (10,4%)
Total		48 (100%)

The research found that the highest level of work ethic of DPRD employees was moderate level (81.3%) and the lowest was high work ethic level which was 8.3%.

3.6 Quality of information delivery

In this study the quality of information delivery was categorized into three, namely high, medium and low based on the following formula:

- a) low = $X < M - SD$
- b) medium = $M - SD \leq X < M + SD$
- c) height = $X \geq M + SD$

Kualitas penyampaian informasi	Tinggi $\geq 10,16$	4 (8,3%)
	Sedang $< 10,16$	42 (87,5%)
	Rendah $\leq 8,18$	2 (4,2%)
Total		48 (100%)

In the study, the highest quality of information on employees of DPRD was medium quality (87.5%), while the lowest was the low quality of information delivery, which was 4.2%.

3.7 The relationship between the level of satisfaction with incentives with the level of work ethic

		Tingkat etos kerja			
		Tinggi $\geq 23,2$	Sedang $< 23,2$	Rendah $\leq 18,34$	Total
Tingkat kepuasan terhadap insentif	Tinggi $\geq 14,4$	2	0	0	2
	Sedang $< 14,4$	2	35	4	41
	Rendah $\leq 8,8$	0	4	1	5
	Total	4	39	5	48

Data analysis with the chi square test found a significant positive relationship between the level of satisfaction

with incentives and work ethic with a value of 23.549 (p = 0.000).

3.8 Relationship of Satisfaction Levels to Incentives with Quality of Information Submission

		Kualitas penyampaian informasi			
		Tinggi $\geq 10,16$	Sedang $< 10,16$	Rendah $\leq 8,18$	Total
Tingkat kepuasan terhadap insentif	Tinggi $\geq 14,4$	2	0	0	2
	Sedang $< 14,4$	2	35	4	41
	Rendah $\leq 8,8$	0	4	1	5
	Total	4	39	5	48

Data analysis with the chi square test found that there was no significant positive relationship between the level of satisfaction with incentives and the quality of information delivery with a chi square value of 6.302 (p = 0.178).

In the study found the level of satisfaction of DPRD employees on the incentives of both financial and non-financial is the highest level (85.4%) and the lowest is the high level of satisfaction that is equal to 4.2%. Judging from the work ethic of the employee, the highest level of work ethic of the DPRD employees is moderate level (81.3%) and the lowest is the work ethic level, which is 8.3%. In the study, the highest quality of information on employees of DPRD was medium quality (87.5%), while the lowest was the low quality of information delivery, which was 4.2%.

4. CONCLUSSIONS

In the study found the level of satisfaction with incentives, employee work ethic, as well as the quality of the delivery of information in the DPRD depok office is at a moderate level. There is a significant relationship between the level of satisfaction with incentives with the work ethic of the Secretariat of the DPRD Depok city. There is no significant relationship between the level of satisfaction with incentives and the quality of information delivery at the Secretariat of the Depok City DPRD office.

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