

# CHAPTER I

## INTRODUCTION

### 1.1 Background

Human resources are one of the important factors in an organization and company to achieve the goals that have been set through the cooperative efforts of a group of people in it. So that a company needs to know how to manage human resources optimally. The achievement of company goals and the competitiveness of a company depends on the good and bad of the human resource management and development program implemented by the company. Human resources in question are employees in an organization or company.

A strong organization has the ability to create and maintain employee job satisfaction so that it will stimulate employees to work well according to predetermined standards and have a high commitment to the company. Every individual who works hopes to get satisfaction from his place of work. Basically, job satisfaction is an individual thing because each individual will have different levels of satisfaction according to the values that apply in each individual.

Employees who are satisfied with what is obtained from the company will provide more than what the company expects with high commitment and they will continue to try to improve their performance. Conversely, employees whose job satisfaction is low tend to see work as boring and boring, so they work carelessly and not wholeheartedly. Job satisfaction can be seen in the positive attitude of employees towards their work and everything they face in their work environment, on the other hand, employees who are not satisfied by the dimensions related to work appear to have negative attitudes that reflect their lack of commitment to the company such as frequent absenteeism, low productivity, high the level of damage, employee displacement, anxiety and the occurrence of demands that end in a strike.

Bengkalis is one of the districts in Riau Province, Indonesia. Its territory covers the mainland of the eastern part of Sumatra Island and the archipelago, with an area of 8,403.28 km<sup>2</sup>. The capital of this regency is in the city of Bengkalis, precisely on the island of Bengkalis which is separated from the island of Sumatra.

Bank Mandiri Syariah KCP Bengkalis is one of the banks located in the city of Bengkalis. Bank Mandiri Syariah KCP Bengkalis is a bank that is known for its good service and upholds human values and integrity in its operational activities, so that in this loan transaction at BSM does

not apply an interest system, but a profit sharing system where both customers and bank employees benefit. Harmony and business idealism as well as spiritual values are the strengths of BSM.

Job satisfaction, employee productivity and organizational commitment are important things that must be considered by companies in managing employees who work in Bank Mandiri Syariah KCP Bengkalis. Employee job satisfaction must be considered by the company because job satisfaction can affect employee productivity, because if an employee in a company or organization is satisfied with his job it will have an impact on employee productivity, the employee will work and produce company products. desire. in accordance with the standard time set by the company. Organizational commitment that makes employees feel at home in the company to participate in striving to achieve company goals. Therefore, it is important for the managers of BSM KCP Bengkalis to pay attention to these three factors.

Based on the background described above, the researcher tries to find out more about the relationship between job satisfaction, employee productivity and organizational commitment and is motivated to conduct research with the title "**Analysis Of Job Satisfaction Factors, Employee Productivity And Organizational Commitment In Bank Mandiri Syariah KCP Bengkalis**"

## **1.2 Formulation Of The Problem**

Based on the above background, the formulation of this research problem is as follows to determine the factors of job satisfaction, employee productivity and organizational commitment in Bank Mandiri Syariah KCP Bengkalis

### **1.3 Purpose Of The Study**

Based on the formulation of the problem above, it can be seen that the objectives of this study are as follows :

1. To find out the highest factor of job satisfaction variables in Bank Mandiri Syariah KCP Bengkalis
2. To find out the lowest factor of the job satisfaction variable in Bank Mandiri Syariah KCP Bengkalis
3. To find out the highest factor of employee productivity variables in Bank Mandiri Syariah KCP Bengkalis
4. To find out the lowest factor of employee productivity variables in Bank Mandiri Syariah KCP Bengkalis
5. To find out the highest factor of the Organizational Commitment variable in Bank Mandiri Syariah KCP Bengkalis
6. To find out the lowest factor of the Organizational Commitment variable in Bank Mandiri Syariah KCP Bengkalis

### **1.4 Significant Of The Study**

Based on the research background, it can be seen that the benefits of this research are as follows :

#### **1. For Writers**

This study can provide information to students about job satisfaction factors, employee productivity to organizational commitment in Bank Mandiri Syariah KCP Bengkalis. and can be a means of evaluation for students. As well as the requirements for completing Diploma IV International Business Administration Final Project.

#### **1. For Other Parties**

This research can be used as a reference for further related research, as a source of information to enable further research on related topics, both sustainable and complementary.

## 2. For Business Owners

This research is expected to provide knowledge about job satisfaction factors, employee productivity on organizational commitment at BSM KCP Bengkalis so that it can help achieve business success.

### **1.5 Scope And Limitation Of The Problem**

Based on the background previously described, the writer defines the problem so that the scope of this study has clear boundaries. Limitations of the problem made are: this study analyzes job satisfaction factors, employee productivity and organizational commitment in Bank Mandiri Syariah KCP Bengkalis

### **1.6 Writing System**

The research writing system for analyzing the factors of Job Satisfaction and Employee Productivity and Organizational Commitment is in Bank Mandiri Syariah KCP Bengkalis as follows:

#### **CHAPTER I : INTRODUCTION**

In this chapter, the authors describe the background, the formulation of the problem, the objectives and benefits of the research, the scope and limitations of the problem and the systematic writing in the final report.

#### **CHAPTER II : LITERATURE REVIEW**

In this chapter, the authors describe the theoretical basis that will be used in the completion of research both in general and in particular which consists of previous research, theoretical basis, and framework of thought.

#### **CHAPTER III : RESEARCH METHODOLOGY**

In this chapter the researcher will describe various things, including: research sample, research place, data collection method, research model, variable definition and hypothesis thesis.

#### **CHAPTER IV : RESULTS AND DISCUSSION**

This chapter contains the results of testing, discussion and limitations of research results

#### **CHAPTER V : CONCLUSION AND SUGGESTION**

In this chapter there are conclusion and suggestions as the final description of the report

#### **REFERENCES**

#### **APPENDICES**

#### **WRITER BIOGRAPHY**

