ABSTRACT

RYSDA NURHARMELYA. Levels of job satisfaction and food-service workers productivities in PT LGEIN Bekasi and PT Unitex Bogor. Supervised by FAISAL ANWAR and TIURMA SINAGA.

Basically, job satisfaction has individual characteristics depend on how much their desirability fulfilled. Food-service workers who satisfied in their jobs are expected to influence their productivities. The objectives of this study are to know the levels of job satisfaction and food-service workers productivities in PT LGEIN Bekasi and PT Unitex Bogor. Characteristically differences in both of them is located on employment status of the food-service workers, which the employment status is contracts in PT LGEIN and permanent employees in PT Unitex. This study uses a Cross Sectional Observational, housed in the PT LGEIN and PT Unitex canteens at April and July 2011, respectively. Sampling technique uses a Total Sampling (the entire population of food-service workers is taken as a sample), consisting of 21 people in the food service workers and 18 people in PT LGEIN and PT Unitex. Based on Independent Sample t-test, it shows that individual characteristics between PT LGEIN and PT Unitex mutually significantly different (P<0.05). Based on the Spearman Correlation Test, in the PT LGEIN, there is a relationship between marital status with the content of job satisfaction (r=-0.441, P=0.045). In the PT Unitex, there is a relationship between level of education to the satisfaction of the compensation (r=0.584, P=0.011), and there is a relationship between employment with the satisfaction of co-workers (r=-0.508, P=0.032). Food-service workers productivity in PT LGEIN has food value per hour of work and minutes per meal, two times larger than the PT Unitex. This occurs because of differences in the number of food service workers, working time, and type of the menu. This study shows that high levels of job satisfaction of each food-service workers, not necessarily able to produce high labor-productivity in industrial food-services.

Keywords: Food-service workers, individual characteristics, industrial food-services, job satisfaction, productivity.