AN ANALYSIS OF JOB SATISFACTION AND COMMUNICATION ON THE PERFORMANCE OF BPJS HEALTH EMPLOYEES LANGSA BRANCH

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ABSTRACT

This study aims to find out how the influence of job satisfaction and work communication on employee performance at BPJS Health Langsa Branch. The population in this study were all employees of the Langsa branch of BPJS Health, totaling 46 employees. The number of samples taken was also 46 employees as respondents. The side technique used is saturated sampling. This research was conducted from 2022. This study used primary-quantitative data which was processed using SPSS 24.0 with a multiple linear regression model. The results showed that job satisfaction and work communication had a positive and significant effect on the performance of employees of the Langsa Branch of BPJS Health, both partially and simultaneously. Job satisfaction is the most dominant variable in influencing performance employee with a value of tcountthe largest is equal to 6.293. 93.1% of employee performance can be explained and obtained from job satisfaction and work communication, while the rest is from other factors. Employee performance has very strong relationship to job satisfaction and work communication.

Keywords: Job Satisfaction, Work Communication, Employee Performance

1. INTRODUCTION.

Every organization has a common goal to be achieved so that every member of the organization tries to realize that goal (Silalahi, 2021). The goals of the organization are difficult to achieve if every member of the organization does not have good performance in carrying out and completing every task and responsibility in the organization or company (Marceline, 2021). Because employees are the main factor or actor in an organization that runs the organization to achieve organizational goals (Susilowati & Nuswantoro, 2019). Many things affect the performance of employees in the organization. Kasmir (2018) explains that there are 13 factors that influence employee performance, of which two are job satisfaction and work communication.

BPJS Health is a Public Legal Entity that is directly responsible to the President and has the duty to administer National Health insurance for all Indonesian people (Pasaribu et al, 2022). There are BPJS Health representatives in every district/city in almost all of Indonesia, including in Langsa City (Afnina, 2022). The performance of employees owned by BPJS Health Langsa Branch varies from one to another.

The results of the observations and pre-surveys conducted show that there are problems with employee performance in terms of quality and effectiveness. The results of the pre-survey conducted show that there are still employees who provide poor work results because they do not follow the available SOPs. This makes the service slower which affects the quality of service to participants. Work takes longer to complete so work effectiveness decreases because employee performance is not in line with expectations.

Most of the Langsa Branch Healthcare BPJS employees really love their jobs, have high integrity and also enjoy their jobs. But this is still not reflected in terms of work discipline. There are still employees who don't follow SOPs, are unable to establish good communication and don't dare to take challenges into some of the existing problems based on the results of observations and pre-surveys. The results of the pre-survey conducted show that the majority of employees are happy and love their work, are disciplined and responsible and have high integrity, but there are still employees who seem not really serious about providing better performance. This shows that employees' job satisfaction is still problematic even though on the one hand they love and enjoy their work.

Sometimes it is felt that communication between employees at BPJS Health Langsa Branch is still not well established, so that conflicts at work still occur. The results of the observations and pre-surveys conducted show that employee individualism causes employees to only care about themselves and their work. Inadequate teamwork between employees, especially in different work units, indicates that there is still poor work communication, including between subordinates and superiors.

Several problem identifications were taken in this study based on the background that has been described:

1. There are still employees who have an attitude of individualism that makes work communication between employees and employees with leaders not good which affects work results.
2. Employees love and enjoy their work but are not accompanied by a seriousness to contribute more to the Company.
3. There are still employees who provide poor work results because they do not follow the available SOPs.

2. LITERATURE REVIEW
2.1. Employee Performance
Kasmir (2018) suggests that employee performance is the result of work and behavior that has been achieved in completing the tasks and responsibilities given in a certain period. According to Kasmir (2018), there are many factors that influence employee performance, namely: abilities and skills, knowledge, work design, personality, work motivation,

leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, work communication, commitment and work discipline. So based on this theory, there are at least three factors that affect employee performance, namely knowledge, personality, and communication.

Kasmir (2018) suggests that employee performance can be measured by several indicators, namely: quality of work, quantity of work, timeframe, and cost effectiveness. The results of research conducted by Turnip et al (2022), Marpaung et al (2020), Agustina et al (2019), and Susilowati & Nuswantoro (2019) show that job satisfaction and work communication simultaneously have a positive and significant effect on employee performance.

2.2. Job satisfaction

Hasibuan (2017) explains that job satisfaction is a pleasant emotional attitude and loves his job. This attitude is reflected by work morale, discipline, and work performance (Azhari et al, 2021). Employees who are satisfied with their work will be more disciplined, have better work morale, and have better quantity and quality of work results (Citrawati & Khuzaini, 2021). This is because the job satisfaction felt by employees makes employees more sincere at work and makes their work not a burden (Tanjung et al, 2022). The sincerity of these employees makes employees not complain at work and try to complete their work in a timely manner with the best possible work results (Prayuda, 2022).

According to Hasibuan (2017), job satisfaction can be measured using several indicators, namely: enjoying his work, loving his work, work morale, discipline, and work performance. Based on the results of research conducted by Sausan et al (2021), Tanjung et al (2022), Citrawati & Khuzaini (2021), Prayuda (2022), and Azhari et al (2021) showed the results that job satisfaction partially has a positive and significant effect on employee performance.

2.3. Work Communication

Purwanto (2018) reveals that work communication is a process of exchanging information between individuals through an ordinary (common) system, both with symbols, signals, as well as behavior or actions that occur in the work environment. In an organization employees do not always produce good performance, because everyone's performance level is different (Panggabean et al, 2022). Each employee has their own way of improving their respective performance, for example by increasing communication in order to exchange opinions between all employees or with superiors (Nurhidayat, 2022). The establishment of good communication among employees can lead to better performance thereby reducing the level of decline in the performance of employees in the company (Wandi, 2022)

According to Purwanto (2018), work communication can be measured using several indicators, namely: horizontal communication, top-down vertical communication, bottom-up vertical, and diagonal communication. Based on the results of research conducted by Panggabean et al (2022), Nurhidayat (2022), Wandi (2022), Silalahi (2021), and Marceline (2021) show that work communication has a positive and significant effect on employee performance

The hypothesis developed in this study based on the theory and results of previous studies are:

H1: It is suspected that job satisfaction partially has a positive and significant effect on the performance of BPJS Healthcare employees in the Langsa Branch   .

H2:   It is suspected that work communication partially has a positive and significant effect on the performance of BPJS Health Langsa employees.

H3:   It is suspected that job satisfaction and work communication simultaneously have a positive and significant effect on the performance of BPJS Health Langsa employees
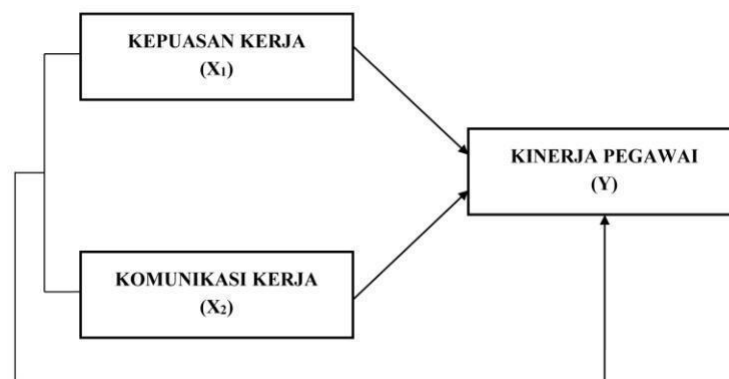

Figure 1. Research Conceptual Framework

3. METHODS

This research was conducted at BPJS HealthBranchLangsa, which is located on Jalan Prof. A Majid Ibrahim No. 05, Sungai Pauh, Langsa Baru district, Langsa City, Aceh 24355. The object of research in this study were all permanent employees of BPJS Health Branch Langsa. This study uses two independent variables, namely: Job Satisfaction (X1) and Work Communication (X2), as well as a dependent variable, namely Employee Performance (Y).

BPJS HealthBranchLangsa currently has 46 permanent employees so that the total population in this study is 46 employees. If the population size is less than 100, it is best to

take all of them as a sample (Manullang & Pakpahan, 2016). This makes the sample in this study as many as 46 employees as respondents.

This study uses an associative approach with multiple linear regression analysis to analyze quantitative data. Research data were obtained by distributing questionnaires to all respondents, then processed using the SPSS 24.0 application. The data was initially examined for data quality which included validity and reliability tests. The data is then subjected to classical assumption tests which include tests for normality, multicollinearity, and heteroscedasticity (Rusiadi et al, 2016). In addition, multiple linear regression analysis was carried out using the formula: (Sugiyono, 2016)

$$Y = \alpha + \beta 1 X1 + \beta 2 X2 + e$$

Information: Y = Employee Performance, α = Constant, ß = Regression Coefficient, X1= Job Satisfaction, X2= Work Communication, and e = Error term Hypothesis testing is carried out with two tests, namely the t test (partial) and the F test (simultaneous) to look for partial and simultaneous effects (Sujarweni, 2016). Lastly, a determination test was carried out to see the contribution made by the independent variable to the dependent variable and its level of closeness (Rianto & Putri, 2022)).

4. RESULTS.

4.1. Data Quality Test a.

The results of the validity test of the Job Satisfaction variable (X1), Work Communication (X2), and Employee Performance (Y) based on data collected through a questionnaire can be seen in the following table:

Table 1. Feasibility of Each Question on Variables

Variable	Question to -	Symbol	rcount	critical	Information
Satisfaction Work (X1)	1	X1-1,1	0.611	0.30	Valid
	2	X1-1,2	0.605	0.30	Valid
	3	X1-2,1	0.635	0.30	Valid
	4	X1-2,2	0.789	0.30	Valid
	5	X1-3,1	0.904	0.30	Valid

	6	X1-3,2	0.880	0.30	Valid
	7	X1-4,1	0.517	0.30	Valid
	8	X1-4,2	0.730	0.30	Valid
	9	X1-5,1	0.728	0.30	Valid
	10	X1-5,2	0.813	0.30	Valid
Communication Employee (X2)	1	X2-1,1	0.611	0.30	Valid
	2	X2-1,2	0.635	0.30	Valid
	3	X2-2,1	0.799	0.30	Valid
	4	X2-2,2	0.552	0.30	Valid
	5	X2-3,1	0.718	0.30	Valid
	6	X2-3,2	0.774	0.30	Valid
	7	X2-4,1	0.683	0.30	Valid
	8	X2-4,2	0.750	0.30	Valid
Performance Employee (Y)	1	Y1-1,1	0.493	0.30	Valid
	2	Y1-1,2	0.660	0.30	Valid
	3	Y1-2,1	0.574	0.30	Valid
	4	Y1-2,2	0.497	0.30	Valid
	5	Y1-3,1	0.863	0.30	Valid
	6	Y1-3,2	0.711	0.30	Valid
	7	Y1-4,1	0.663	0.30	Valid
	8	Y1-4,2	0.799	0.30	Valid

The results of the validity test show that each question on each variable Job Satisfaction (X1), Work Communication (X2), and Employee Performance (Y) has a value of rcount> rcriticalor rcount>0.3. This shows that all data obtained from the results of distributing questionnaires for each variable is valid and feasible to use (Sugiyono, 2016)(Manullang & Manuntun, 2016).

4.2. Reliability Test

The results of the reliability test of the Job Satisfaction variable (X1), Work Communication (X2), and Employee Performance (Y) can be seen in the following table:

Table 2. Reliability Test Results for Each Variable

Reliability Statistics

| Variable	Cronbach's Alpha	N of Items	Conclusion
Job Satisfaction (X1)	0.928	10	Reliable
Work Communication (X2)	0.902	8	Reliable
Employee Performance (Y)	0.881	8	Reliable

The results of the reliability test show that each of the Job Satisfaction variables (X1), Work Communication (X2), and Employee Performance (Y) has a Cronbach's Alpha value >0.70. This shows that all data obtained from the results of distributing questionnaires for each variable is reliable or reliable to use (Sujarweni, 2016).

4.3. Classic assumption test

In this study, the classical assumption test used consists of 3 parts, namely:

4.3.1. Data Normality Test

The data normality test used consists of 3 tests, namely: graphs histogram, PP Plot graph, and Kolmogorov-Smirnov(Rianto et al, 2022).
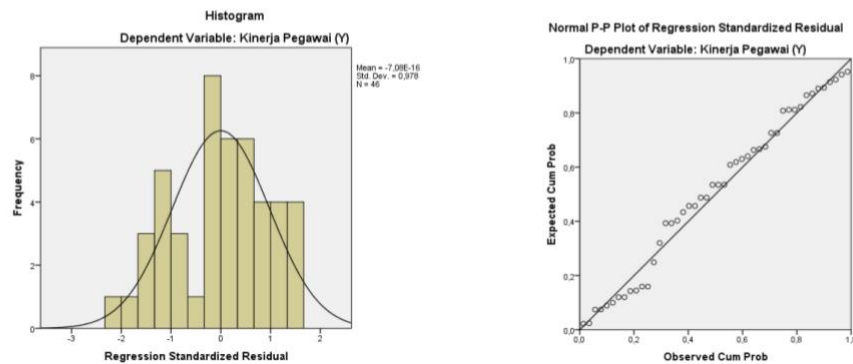
Figure 2. Histogram Curve and PP Plot

The histogram curve is convex in the middle, has a bell-like pattern, and does not tilt to the left or right (Rianto & Aseandi, 2020). The PP Plot graph shows that the 46 data points are scattered around the diagonal line and still follow the direction of the diagonal line. not only follow the diagonal line, but also many data points touch the diagonal line. The point spread describes the data from the respondents' answers that have been normally distributed, so that the regression model meets the assumption of normality based on the PP Plot graph(Russiadi et al, 2016).

Table 3. Data Normality with the Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residuals
N		46
Normal Parameters, b	*Means*	0.0000000
	std. Deviation	1.55115699
Test Statistics		0.107
asymp. Sig. (2-tailed)		**0.200c,d**

Based on the results of the Kolmogorov-Smirnov test, a significance value of 0.200 was obtained. This is a more significant value than 0.05. Thus, the Kolmogorov-Smirnov test shows that the data is normally distributed. So it can be concluded that the data in this study were normally distributed statistics and meets the requirements of the classic assumption test (Rianto & Putri, 2022)(Russiadi et al, 2016).

4.3.2. Multicollinearity Test

The following table summarizes the results of the multicollinearity test for research data collected Multicollinearity test results show that Job Satisfaction (X1) and Work Communication (X2), and Employee Performance (Y) all have Tolerance values greater than 0.10 and VIF (Variance Inflation Factor) less than 10. This shows that each variable does not show multicollinearity, so it passes the classic assumption test (Rianto & Aseandi, 2020) (Rianto et al, 2022).

4.3.3. Heteroscedasticity Test

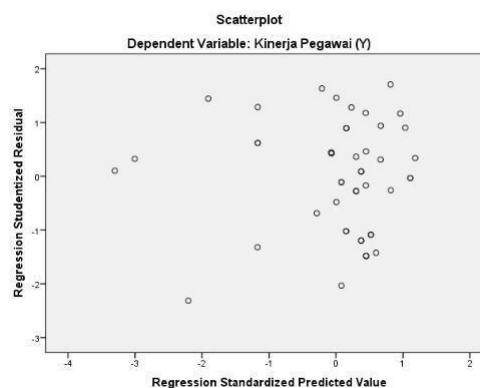In this study, heteroscedasticity was determined using two tests, namely the Scatterplot graph and the Glejser test.

Figure 3. Scatterplot Graph

The scatterplot graph shows that the data points, totaling 46, are distributed randomly, do not follow a visible pattern, are not clustered in one location, and are spread both above and below the zero Y axis. This shows that the regression model does not have heteroscedasticity (Sujarweni, 2016) (Rianto & Putri, 2022)(Russiadi et al, 2016).

The Glejser test results show that each of the Job Satisfaction variables (X1) and Work Communication (X2) has a significance value (sig) greater than 0.05. This shows that there is no sign of heteroscedasticity in each variable. Thus it has passed the standard assumption test based

on the Scatterplot graph and the Glejser test (Sujarweni, 2016) (Manullang & Manuntun, 2016)(Rianto & Putri, 2022).

4.3.4. Multiple Linear Regression Analysis

The following table summarizes the results of the multiple linear regression analysis performed on the data using the SPSS 24.0 application:

Table 4. Multiple Linear Regression Test Results

		Coefficients[a]		
	Model	**UnStandardized Coefficients**		**Standardized Coefficients**
		B	**std. Error**	**Betas**
1	(Constant)	**2,098**	1.316	
	Job Satisfaction (X1)	**0.417**	0.066	0.562
	Work Communication (X2)	**0.424**	0.088	0.429
a. Dependent Variable : Employee Performance (Y)				

The following multiple linear regression equations can be generated from the results of multiple linear regression tests: (Manullang & Manuntun, 2016) (Rusiadi et al, 2016)

$$Y = 2.098 + 0.417X1 + 0.424X2 + e$$

The multiple linear regression equation above has the following interpretation:

a. If each variable Job Satisfaction (X1) and Work Communication (X2) is zero, then Employee Performance (Y) is equal to 2.098. This is equivalent to an employee performance level of 2.098 in the absence of job satisfaction and work communication.

b. If Job Satisfaction (X1) increased by one unit, Employee Performance (Y) increased by 0.417 units. This shows that job satisfaction has a positive influence on employee performance. This shows that an increase in job satisfaction will improve employee performance.

c. When Communication Work (X2) increased by one unit, Employee Performance (Y) increased by 0.424 units. This shows that work communication has a positive influence on employee performance. This shows that improving work communication will improve employee performance.

4.4. Hypothesis testing

4.4.1. T-test (Partial)

In this study it was shown through the t test that Job Satisfaction (X1) and Work Communication (X2) has a significant value (sig) <0.05. This indicates that job satisfaction (X1) and Work Communication (X2) partially has a significant influence on Employee Performance (Y). This is also in line with that Job Satisfaction (X1) and Work Communication (X2) each of which has a value of tcount> ttable. Where ttablein this study it was 2.017 resulting from the value df = n (a lot of data) – k (number of variables) = 46 – 3 = 43 which can be seen in the list of t tables(Russiadi et al, 2016). This shows that Job Satisfaction (X1) and Work Communication (X2) partially has a significant effect on Employee Performance (Y) or accept Ha and reject Ho (Rianto & Putri, 2022).

The t test for partial effect shows that the most dominant variable influencing employee performance (Y) is job satisfaction (X1) because it has a t valuecountthe largest compared to other variables, namely 6.293 (Sujarweni, 2016) (Rianto et al, 2022).

4.4.2. F-Test (Simultaneous)

In this study it was shown through the F test that the resulting significant value = 0.000 where this significant value was much smaller than 0.05, so that a decision was made to accept Ha and reject Ho or Job Satisfaction (X1) and Work Communication (X2) simultaneously has a significant influence on Employee Performance (Y). This is also in line with the value of Fcountgenerated by291,313. Where is the F valuecount> Ftableor291,313>3,214. Where is Ftableresulting from the value of df1 = k – 1 = 3 – 1 = 2 and the value of df2 = n – k = 46 – 3 = 43 which can be seen in table list F(Russiadi et al, 2016).

5. CONCLUSION

Job satisfaction and work communication have a positive and significant influence both partially and simultaneously on the performance of Langsa Branch Health BPJS employees. Overall Job Satisfaction of employees of the Langsa Branch of BPJS Health is categorized as quite satisfied and the communication that has been established is also quite good. Job satisfaction is the most important variable in driving employee performance. It is suggested to the leadership to be able to treat employees fairly, namely in terms of career development, giving assignments and intensely providing guidance and work motivation to employees related to their duties and responsibilities.

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