

ABSTRACT

PT.Bukit Terang is a company which work on supplying metal for iron and steel construction. This company has made a joint venture with P.T.Gunung Garuda, one of the largest steel production in Indonesia. At present, the number of market share PT.Bukit Terang has been wide spread in JABOTABEK, even to the foreign country, such as Russia, Hongkong, China and several nation in SouthEast Asia. With the increase number of needs and demand of this service, then PT.Bukit Terang must be more be productive in giving the service, gaining good quality of product and fullfilling the consumer demand, from specific instance or fixed consumer, several company in JABOTABEK. One of the main support for production degree to gain the aims is Human Resource, especially the company employee (direct employee) which is the employee which directly works with the products. Another thing which is imprtant to think is the satisfaction of the employee. In PT.Bukit Terangthe degree of employee's loyalty still low which signed by the employee resignation every year. Beside that, PT.Bukit Terang have not make a measurement for the employee satisfaction, so it needs this measurement to study the factors which impact the satisfaction of the employee, furthermore planning programs which improve the employee satisfaction.

This research is using quetionaire, which deliver the questionnaire wiyhin the employee.The respondent of the research is the whole employee (direct employee) in production department. The measurement of this satisfaction is using the Employee Satisfaction Index (ESI). Beside that, the GAP analysis is used to measure the difference between the company benefit and the labour satisfaction. To find out the variables which is the main priority in the improvement by analyzing Quadrant Map, variable in the second quadrant.

From the whole counting result, the average index for the employee satisfaction index (ESI) is 71.449%. This number shows us that the whole employee is satisfy with the employee satisfaction aspect. But from the table of GAP counting, the average rate of GAP is at -0.38. It shows that from each GAP dimation have the signs of negative, which means that there are several number of variable which has not meet the expectation from the work dimation which is the prior thing to improved.

From the research, there are 7 variables which is the main prior for the improvement. The 7 variables are Employee replies about the amount of wage given, Fired Employee, control from the Employer, relationship between employee and employer, the chance to see the final result of worked done, family relationship in the work society, the good communication between employee.

Keywords : Measurement, Employee Satisfaction Index.