

ABSTRACT

This research was conducted to find out how much the level of expectations and perceptions of the job satisfaction of Covid-19 volunteers in the Covid-19 Duta quarantine program is, the Covid-19 Handling Task Force in South Sulawesi. The purpose of this research is to determine the level of expectations and perceptions of job satisfaction so that it can be categorized as volunteer job satisfaction in the Covid-19 Duta Quarantine Program and to find out important indicators that need to be improved in the job satisfaction of volunteers for the Covid-19 Duta quarantine program Task Force for Handling Covid-19 19 South Sulawesi

This study uses a quantitative method with the type of research using the non-probabilty sampling method, the type of incidental sampling, with a total of 48 volunteers for the Covid-19 quarantine program, with the name Duta Covid-19 South Sulawesi program. The data analysis technique used is importance performance analysis. Using excel and SPSS 25 to test the research hypothesis data.

Based on the results of hypothesis testing using Importance Performance Analysis, there are differences that indicate a gap between the expectations and performance of the volunteers studied in the Daauta Covid-19 South Sulawesi program. The average weight value of the overall Performance indicator is 3.16, and the average weight value of the overall Importance indicator is 3.94. Overall, the difference between perception and performance is negative with a value of $-(0.77)$.

The conclusion of this study, the level of satisfaction of volunteers in the Covid-19 Daauta Volunteer Work Quarantine Program, South Sulawesi Covid-19 Handling Task Force, is included in the level sufficient to meet the ideal expectations of volunteers, as for several items that need to be improved such as volunteer responsibilities, security and safety, and procedures implemented by the program for Covid-19 Duta Covid-19 volunteers while on duty

Keywords : *Volunteer Satisfaction, Covid-19 Volunteers, Indonesian Covid-19 Handling Task Force, Covid-19 Quarantine Program, perceptions and perspectives, importance-performance analysis*