

CHAPTER I

INTRODUCTION

1.1 Background of Study

In an organization, employees is one of the most important things in the achievement of organizational goals. That is why many organizations and companies try to always develop skills of employees in all aspects. It can be seen also in business competition, organizations must improve the quality of its employees. In addition to the purposes and in the face of business competition, it is necessary to maintain and foster employee commitment in the implementation of the work. The most commonly accepted thoughts on commitment is that it is an indicator of employees who are strongly committed to an organization and are least likely to leave, hence it is a psychological state that binds an individual to an organization Allen & Mayer (1991).

Someone who is high committed for his career can bring expectations in a career to a greater degree or desire into organization. When expectations of career or need employees are filled by an organization, they will be more motivated compared with those with low career commitment. According to Allen & Meyer (1991), the commitment will be realized through the results of employee satisfaction due to the job satisfaction of employees so that they will perform their best works. As a psychological state, commitment is then characterized as an

employee relationship with the organization and the employee makes the decision to continue membership in the organization .

Ihhami (2012) explained that job satisfaction is a highly important issue for organizational behavior researchers because a person with a high level of job satisfaction holds positive feeling about his or her job. On the other hands, if the employee has lower satisfaction it will affect the performance and commitment of the employees. Job satisfaction is an assessment and a person's attitude or employee to work and relate to the working environment, type of work, relationships between co-workers, and social relations in the workplace. Now employees are not only wishing for rewards for services they give to an organization, but also they expect certain qualities of treatment in the workplace. Employees are currently also looking for awards, policies that affect their work and career, cooperative colleagues , and fair compensation. That is why the factor of employee satisfaction is very important for the sustainability organization. It is very important for the organization to pay attention to the employee satisfaction. In this case, the commitments can be grown in the presence of career development, or what we call the promotion of employment.

One of the employees' opportunity to move forward is with a promotion. A promotion means the displacement of a position to another position and status having a higher responsibility. Companies can use promotion as a gift for productive workers, and create an incentive to workers who have performed their best efforts (Prawita, 2012).

In carrying out the works, employees are sometimes feeling bored because they always face the same job and the same challenges. An organization should provide a solution to overcome the boredom of their employee. One of the solutions is by conducting a job rotation. The job rotation will make the employees to face new tasks and challenges that may overcome their boredom. The job Rotation is a system which is capable of augmenting employees' motivation and commitment within an organization and make wider observations as well (Faisal, 2014). Job rotation could become one of solutions to change the way thinking and habits of the employees to infuse more commitment in working, which in turn will give maximum results. Bank Rakyat Indonesia (BRI) is the largest government bank in Indonesia, that was initially founded in Purwokerto on 16th December 1985.

Bank Rakyat Indonesia (BRI) implement various programs for the benefits of the borrowers. With a number of experience and capability owned by BRI in providing services, BRI has been to maintain his achievement as the largest bank with the second position for assets in terms of banking industries in Indonesia for seven consecutive years. To achieve the company's goal, companies need to do actions to also create job satisfaction to the employees, for example by giving a promotion and job rotation.

From the description above, it can be drawn a conclusion that the employees of BRI need hard efforts to achieve the purpose of

organization. That is why companies can give satisfaction to their employees by providing employees with opportunities of job rotation or promotion .

1.2 Problem Identification

The intention and purpose of this research are namely to:

1. Determine if there is any influence of job rotation towards job satisfaction partially and simultaneously in BRI Office branch of Wonosobo.
2. Determine if there is any influence of promotion towards job satisfaction partially and simultaneously in BRI Office branch of Wonosobo.
3. Determine if there is any influence of job rotation and job promotion towards job satisfaction partially and simultaneously in BRI Office branch of Wonosobo.
4. Determine if there is any influence of job rotation towards commitment partially and simultaneously in BRI Office branch of Wonosobo.
5. Determine if there is any influence of promotion towards commitment partially and simultaneously in BRI Office branch of Wonosobo.
6. Determine if there is any influence of job rotation and job promotion towards commitment partially and simultaneously in BRI Office branch of Wonosobo.

7. Determine if there is any influence of job satisfaction towards commitment partially and simultaneously in BRI Office branch of Wonosobo.
8. Determine if there is any influence of job rotation towards commitment through job satisfaction partially and simultaneously in BRI Office branch of Wonosobo.
9. Determine if there is any influence of job promotion towards commitment through job satisfaction partially and simultaneously in BRI Office branch of Wonosobo.

1.3 Problem Formulations

In accordance with the background issues described above, then the problems which will be discussed in this study are as follows:

1. Is there any influences of job rotation to job satisfaction of employees at BRI Office branch of Wonosobo?
2. Is there any influences of promotion to job satisfaction of employees at BRI Office branch of Wonosobo?
3. Is there any influences of job rotation and job promotion to job satisfaction of employees at BRI Office branch of Wonosobo?
4. Is there any influences of job rotation to commitment of employees in BRI Office branch of Wonosobo?
5. Is there any influences of promotion to commitment of employees in BRI Office branch of Wonosobo?

6. Is there any influences of job rotation and job promotion to commitment of employees at BRI Office branch of Wonosobo?
7. Is there any influences of job satisfaction to commitment of employees in BRI Office branch of Wonosobo?
8. Is there any influences of job rotation to commitment through job satisfaction of employees in BRI Office branch of Wonosobo?
9. Is there any influences of job promotion to commitment through job satisfaction of employees in BRI Office branch of Wonosobo?

1.4 Problem Limitation

The results of this study and the generalization of those results may be limited by the following factors or conditions:

1. The population was limited to better understanding with staff in the organization.
2. The results of the study are dependent on the willingness and ability of the respondents to accurately complete and return the survey to the researcher.
3. The conclusion of this research study would be limited and constrained to unique factors associated with this company. Consequently, the conclusion may not be the same as other companies.

1.5 Research Objectives

1. To test and analyze the influence of job rotation to job satisfaction of employees of the BRI office branch of Wonosobo
2. To test and analyze the influence of promotion to job satisfaction of employees of BRI office branch of Wonosobo
3. To test and analyze the influence of job rotation and promotion to job satisfaction of employees of BRI office branch of Wonosobo
4. To test and analyze the influence of job rotation to job commitment of employees of BRI office branch of Wonosobo.
5. To test and analyze the influence of promotion to commitment of employees of BRI office branch of Wonosobo
6. To test and analyze the influence of job rotation and promotion to commitment of employees of BRI office branch of Wonosobo
7. To test and analyze the influence of job satisfaction to commitment of employees of BRI office branch of Wonosobo
8. To test and analyze the influence of job rotation to commitment through job satisfaction of employees of BRI office branch of Wonosobo
9. To test and analyze the influence of job promotion to commitment through job satisfaction of employees of BRI office branch of Wonosobo

1.6 Research Contributions

The results are expected to have benefits for the following parties:

1. For the office of BRI branch of Wonosobo, the research results are expected to be used as a consideration or input to the company in managing the company's performance with respect to job satisfaction of employees Bank Rakyat Indonesia, PT (Persero) to improve the performance of employees;
2. For students, this research's results have applies the theories acquired in a scientific paper in the form of a thesis;
3. For science, the results of this research can be one of the theoretical references in the development of social science;

1.7 Definitions of Terms

Job Rotation: the definition of job rotation refers to a professional job cross training plan that helps employees expand their job territory while broadening their working experience and skills, stimulating their working spirit and cultivating their interpersonal relationships by shifting medical personnel to different departments or units of the same department (Ching, 2009).

Promotion: promotion is a basic needs for employees who want to develop. The importance of promotion make each employee improve the performance, experience and control the field of work. Job promotion is the important access for an organization developed to achieve an organization's purpose (Andi, 2012).

Job Satisfaction: job satisfaction an affective response to the job viewed either in its entirety (global satisfaction) or with regard to particular aspects (facet satisfaction) i.e. pay, supervision etc (Saimir, (2013).

Commitment: organizational commitment is one of the most important factors in the organizational performance. Organizational commitment is defined as the sense of an individual which depends on the organization (Faizan,2014).

1.8 Systematics of Writing

The thesis will be divided into five chapters in order to provide clarity and elaboration on the discussion of the relationship between independent variables and dependent variables.

Chapter I: INTRODUCTION

This chapter contains the problem uncovered by the researcher and provides the background on the topic. The chapter will constitute an introduction to the whole thesis, the hypothesis, and the statement of the problem in order to present the basis of the study. Moreover, the chapter will also have a discussion on the scope of its study as well as the significance of the study to society in general and specific effects on the management of firms.

Chapter II: LITERATURE REVIEW

This chapter will be discussing the relevance of the study in the existing literature. It shall provide studies on promotion, job rotation, commitment and job satisfaction.

Chapter III: RESEARCH METHOD

This chapter describes the methods and procedures used in the study. The chapter will comprise of the presentation of the utilised techniques for data collection and research methodology. Similarly, it will also contain a discussion on the used techniques in data analysis as well as the tools used to acquire the data.

Chapter IV: DATA ANALYSIS AND DISCUSSION

This chapter describes an analysis on the tabulated data. After the tabulation has done, the data are statistically treated in order to uncover the relationship of the variable involved in the study. With the data, the chapter seeks to address the statement of the problem noted in the first chapter.

Chapter V: CONCLUSIONS AND RECOMMENDATIONS

This chapter will comprise of three sections, the summary of the findings, the conclusions of the study, and the recommendations. With the three portions, the chapter will be able to address the verification of the hypothesis stated in the initial chapters of the study.