

Research Article

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The Influence of Career Development, Work Ethic, Communication on Job Satisfaction of Employees of the West Nusa Tenggara Provincial Trade Office

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Abstract: *This study aims to determine the effect of career development, work ethic, and communication on job satisfaction of employees of the Trade Office of West Nusa Tenggara Province. The type of research used is causal associative research with a quantitative approach. The population in this study were all employees of the West Nusa Tenggara Province Trade Office. The number of samples used in this study were 61 people using the saturated sampling method. Data collection techniques used were interviews, documentation and distributing questionnaires containing questions about career development, work ethic, and communication on job satisfaction. The analysis tool used is Multiple Linear Regression Analysis using the SPSS 25 for Windows program. The results of data analysis show that; (1) career development has a positive and significant effect on job satisfaction (2) work ethic has a positive and significant effect on job satisfaction, (3) communication has a positive and significant effect on job satisfaction.*

Keywords: Career Development, Work Ethic, Communication, Job Satisfaction.

Introduction

In leading and running a country, the government as an organization must have professional and competent human resource management. According to Hasibuan (2015), human resources are the most important resource in an organization because people contribute in providing energy, talent, creativity, and effort to the organization. Meanwhile, according to Marwansyah (2014), defines human resource management as a system that regulates human resources in an organization through human resource planning functions such as recruitment and selection, human resource development, career planning and development, compensation, and welfare, occupational safety and health, and industrial relations. Human resource management as one of the important aspects of running an organization must have a high level of job satisfaction so that the work carried out can be carried out properly and more efficiently and employee effectiveness can be achieved. The higher the level of job satisfaction possessed by an employee, the better and the quality of the work produced.

According to Hasibuan (2015) job satisfaction is an emotional attitude possessed by a person in liking and loving his work. According to Huseno (2016) job satisfaction is a positive or joyful feeling caused by an assessment of one's work or work experience. So from this explanation we can conclude that job satisfaction is a feeling where someone feels happy or happy when doing a job. Job satisfaction fosters a high sense of morale, a positive attitude towards a job, and improves performance. If an employee is satisfied with his work then the things that are produced from the job will most likely be of good quality as well.

According to Sutrisno (2017) Factors that influence the level of job satisfaction are: Opportunity to advance (Career Development), Willingness to work (Work ethic), Salary, Company and management, Supervision, Intrinsic and employment factors, Working conditions, Social aspects in work,

Communication, and Facilities. According to Hasibuan (2015), indicators that affect a person's level of job satisfaction are liking their work, loving their work, work morale, discipline, and work performance.

One of the factors that influence job satisfaction is career development. Every employee or employee certainly wants to have a job that is constantly developing, both in terms of income, knowledge, skills, insights, and career aspects. Career development is something that should be of concern to an organization or company. According to Hani Handoko (2000) Career development is an increase - personal improvement that is done by someone to achieve a career plan that leads to high achievement. According to maryatmi (2021) career development is employee perception of the formal efforts that are carried out by the organization continuously in the context of developing and enriching the organization's human resources in meeting the needs of the organization and workers.

One of the factors that influence job satisfaction is work ethic. According to Juniarti, et al (2021) work ethic is an attitude that arises of one's own will and awareness based on a system of cultural value orientation towards work or an ethos that shows attitude, personality, character, and belief in something. According to Ginting (2016) work ethic is the spirit of work that characterizes a person or group of people who work, which is based on work ethics and perspectives that are believed, and manifested through determination and concrete behavior in the world of work. The indicators of work ethic according to Priharwantiningsih (2019) are hard work, discipline, honesty, responsibility.

One of the factors that influence job satisfaction is communication. Communication is important in an organization because it is useful in conveying and aligning information between employees. According to Siregar, et al (2021) communication is a process that includes sending and receiving messages or information and understanding the information conveyed through certain media. According to Mas and Haris (2020) communication is an activity of sharing information, ideas, or opinions from members of the communication involved in it with the aim of achieving a common meaning. The indicators of effective communication according to Sutardji (2016) are understanding, enjoyment, influence on attitudes, better relationships, and action.

This research was conducted at the Department of Trade of West Nusa Tenggara Province. The West Nusa Tenggara Province Trade Office has the functions and duties of formulating plans/programs and implementing policy formulation, coordination, control, assessment, development analysis, facilitation, monitoring and evaluation, supervision, reporting, implementation of government affairs in the field of trade activities MSME Protection, Supervision and Commerce Orderliness, Development of Domestic Trade, Development of Foreign Trade and the Secretariat especially in West Nusa Tenggara Province.

Based on observations and interviews that have been conducted at the Department of Trade of West Nusa Tenggara Province. Employees of the Trade Office of West Nusa Tenggara Province gave responses regarding a fairly high level of job satisfaction where some employees feel happy in carrying out their work where employees know the direction and goals in carrying out their work and according to their wishes. Employees also work hard to complete their work and treat colleagues with respect, this is a form of high work morale. Comply with every office regulation as a form of discipline at work, and employees carry out assigned tasks seriously and on time as a form of work performance.

Based on some of the phenomena described above, the researcher is interested in conducting research on employees of the West Nusa Tenggara Province Trade Service with the title "Effect Of Career Development, Work Ethos, And Communication On Job Satisfaction Of Employees Of The Trade Service Of West Nusa Tenggara Province".

Method

The type of research used in this research is a causal associative research with a quantitative approach. The research location in this study, namely the West Nusa Tenggara Province Trade Office, which is located at Jalan Pendidikan No.39, Dasan Agung Baru, Selaparang District, Mataram City. The population in this study were all employees who were actively working at the Trade Office of West Nusa Tenggara Province, totaling 61 people. The data collection method in this study was carried out using a census or saturated sampling method. The data in this study uses quantitative data.

Multiple Regression Analysis Test

This analysis is used to determine the effect of career development, work ethic, communication on job satisfaction of employees of the West Nusa Tenggara Provincial Trade Office. The test results can be seen in the following table:

Table 1. Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
		B	std. Error	Betas		
1	(Constant)	1,141	,182		6,268	,000
	Career development	,342	.095	,447	3,596	,001
	Work ethic	,176	.085	,222	2,069	.043
	Communication	,199	,091	,289	2,173	.034
a. Dependent Variable: Job satisfaction						

Source: Processed data (Appendix 5)

Based on table 4.9, it can be formulated as follows:

$$Y = a + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

$$Y = 1,141 + 0,342X_1 + 0,176X_2 + 0,199X_3 + e$$

The multiple linear regression equation data above can be interpreted as follows:

a. Constant Coefficient Value (a)

Based on the multiple linear regression equation, a constant value can be obtained (a) of 1.141. This shows that if there is no influence of career development variables, work ethic, and communication, then the magnitude of the increase in job satisfaction is 1.141.

b. Beta coefficient value 1 (β_1) = 0.342

Based on the multiple linear regression equation, the career development variable is obtained (X_1) a positive value of 0.342, which means that each unit increase in the career development variable will increase job satisfaction by 0.342 units, assuming that other variables do not change or remain constant.

c. Beta coefficient value 2 (β_2) = 0.176

Based on the multiple linear regression equation, the work ethic variable is obtained (X_2) a positive value of 0.176, which means that each unit increase in the work ethic variable will increase job satisfaction by 0.176 units, assuming that other variables do not change or remain the same.

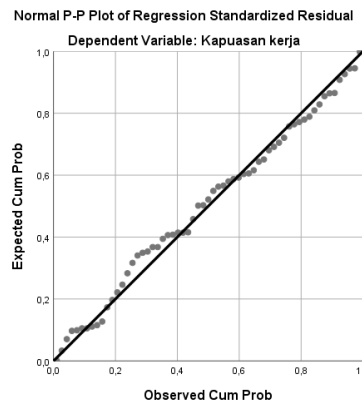
d. Beta coefficient value 3 (β_3) = 0.199

Based on the multiple linear regression equation, the communication variable is obtained (X_3) a positive value of 0.199, which means that each unit increase in the communication variable will increase job satisfaction by 0.199 units, assuming that other variables do not change or remain constant.

Classic assumption test

Normality test

Figure 1. Normality Test Results



Source: processed data (Appendix 5)

Based on Figure 1 above it is known that the results of the normality test with the Normal PP Plot show that the data (points) are spread around the diagonal line and follow the direction of the line. That is, all the variables used in this study are declared to be normally distributed so that further statistical tests can be carried out.

Multicollinearity Test

Table 2. Multicollinearity Test Results

Model	Collinearty Statistics	
	tolerance	VIF
1 (Constant)		
Career development	,184	5,439
Work ethic	,247	4,056
Communication	,160	6,243

Source: Processed data (Appendix 5)

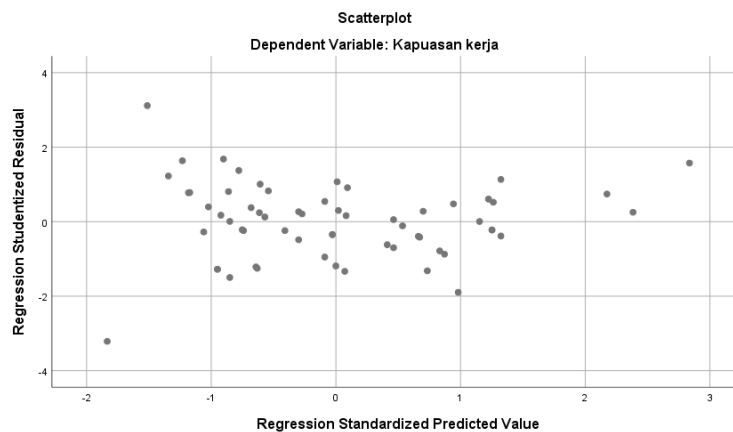
Based on the processed data in table 2 above, the basis for making decisions on the multicollinearity test is in two ways, namely:

- a. The value of the Tolerance Value on the independent variable > of the determination value is 0.10. based on table 4.8 above it can be interpreted that there is no multicollinearity of the data tested as evidenced

- by the value of each tolerance value on the independent variables namely career development (0.184), work ethic (0.247) and communication (0.160) greater (>) than the value determination is 0.10.
- b. The independent variable Variance Iflation Factors (VIF) value < the determination value is 10. Based on table 4.8 it can be interpreted that there is no multicollinearity for the data tested as evidenced by the value of each VIF on the independent variables namely Career development (5.439), work ethic (4.056) and Communication (6.243) are less than the determination value of 10.

Heteroscedasticity Test

Figure 2. Heteroscedasticity Test



Source: Appendix 5

Based on the picture above, it can be seen that the data displayed does not form certain patterns and the points spread randomly, it can be concluded that there is no heteroscedasticity, so that a good and ideal regression model can be fulfilled.

Hypothesis test

Feasibility Test Model F

Table 3. Model Feasibility Test (Test f)

ANOVA ^a				
Model		Df	F	Sig.
1	Regression	3	98,464	,000 ^b
	residual	57		
	Total	60		
a. Dependent Variable: Job Satisfaction				
b. Predictors: (Constant), Career Development, Work Ethic, Communication				

Source: Processed data (Appendix 5)

Based on table 3 the results of the f test above show that the Fcount value is 98.464 with a significance level of 0.000 which is smaller than the 0.05 significance level. Based on the calculations and data from the F test results using the SPSS program, it is known that the Fcount value is 98.464 > Ftable (2.76), and the significance level is smaller than the standard significance level (0.000 < 0.05), so the decision taken is to accept Ha. This means that the research which aims to see the effect of career development, work ethic,

communication on job satisfaction of employees of the West Nusa Tenggara Provincial Trade Service is declared feasible and these results indicate that the regression model used can be said to fulfill the feasibility assumptions of a research model with research data being analyzed.

t test

Table 4. Partial Test (t test)

Variable	tcount	ttable	Sig.
Career Development (X1)	3,596		0.001
Work Ethic (X2)	2,069	1,699	0.043
Communication (X3)	2,173		0.034

Source: Processed data (Appendix 5)

Based on table 4.11, it can be seen that the calculated t value for each variable is as follows:

- The tcount value of the career development variable (X1) is 3.596 with a significance of 0.001, because $tcount > ttable$ ($3.596 > 1.699$) and has a significant value below 0.05 so partially there is a significant effect on job satisfaction (Y) for Provincial Trade Office employees West Nusa Tenggara. So that from the results of the above calculations the hypothesis states "It is suspected that Career Development affects job satisfaction of employees of the West Nusa Tenggara Provincial Trade Office". Proven.
- The tcount value of the work ethic variable (X2) is 2.069 with a significance of 0.043, because $tcount > ttable$ ($2.069 > 1.699$) and has a significant value below 0.05 so partially there is a significant effect on Job Satisfaction (Y) of Provincial Trade Office employees West Nusa Tenggara. So that from the results of the above calculations the hypothesis states "It is suspected that the work ethic influences job satisfaction of employees of the West Nusa Tenggara Provincial Trade Service". Proven.
- The tcount value of the Communication variable (X3) is 2.173 with a significance of 0.034, because $tcount > ttable$ ($2.173 > 1.699$) and has a significant value below 0.05, so partially there is a significant effect on Job Satisfaction (Y) for employees of the Nusa Province Trade Office West Southeast. So that from the results of the above calculations the hypothesis states "It is suspected that communication affects job satisfaction of employees of the West Nusa Tenggara Provincial Trade Service". Proven.

Multiple Determination Coefficient Test (R^2)

Table 5. Test the Coefficient of Multiple Determination (R^2)

Summary model^b

Model	R	R Square
1	,916a	,838

a. Predictors: (Constant), Career development, work ethic, Communication

b. Dependent Variable: Job Satisfaction

Source: Data processed. (Appendix 5)

Table 5 above shows the R value is 0.916, while the R-square value is 0.838. Because the multiple determination coefficient test is obtained from multiple linear regression calculations, the coefficient of determination is 0.838 or x 100%, which is 83.8%. The significance of this value has implications that the

career development, work ethic, and communication variables affect the job satisfaction of employees of the West Nusa Tenggara Province Trade Office by 83.8%, the remaining 16.2% is influenced by other variables outside the model included in the this research such as employee performance, work performance, work experience and also work productivity.

Results and Discussion

Judging from the responses or answers given by the respondents from the questionnaires distributed, it is known that the variables of career development, work ethic, communication, and job satisfaction most of the respondents gave answers that strongly agreed, agreed, disagreed with a score of 5,4,3 respectively . This means that respondents gave positive responses to the variables of career development, work ethic, communication and job satisfaction. Meanwhile, based on statistical testing, it can be seen clearly that partially (individually) all independent variables affect the dependent variable. The influence of the three independent variables is positive, meaning that the higher the career development, work ethic, and communication, the higher the job satisfaction of the employees produced. These results are in accordance with the proposed hypothesis. The explanation of each variable effect is explained as follows:

The Effect of Career Development on Job Satisfaction

The results of the study show that career development has a positive and significant effect on job satisfaction. It can be concluded that hypothesis 1 (one) is accepted, namely career development has a positive and significant effect on job satisfaction of employees of the Trade Office of West Nusa Tenggara Province. This means that the more appropriate the career development is given, the job satisfaction will experience a good increase. Vice versa if career development is not appropriate then job satisfaction will decrease.

Provision of career development to employees of the West Nusa Tenggara Provincial Trade Office which is carried out by the office in accordance with the qualifications and quality of work possessed by employees. Someone who feels his work is valued by the company by providing career development will be able to produce good job satisfaction as well.

It can be seen that by providing career development that is in accordance with the quality and abilities possessed by employees and respecting the hard work of employees, employees will feel satisfied with being more professional by working seriously and making various efforts to achieve good work results. better so that the organization can move forward. This is in line with research conducted by Simanjuntak, et al (2020) which examined "The effect of career development, competence, and communication on employee job satisfaction at PT. Sumber Jadi Kencana Motor". Which the results of his research show that career development has a positive and significant influence on job satisfaction.

The Effect of Work Ethics on Job Satisfaction

The results of the study show that work ethic has a positive and significant effect on job satisfaction. It can be concluded that hypothesis 2 (two) is accepted, namely work ethic has a positive and significant effect on job satisfaction of employees of the Trade Office of West Nusa Tenggara Province. This means that the higher the work ethic, the job satisfaction will experience a good increase. Vice versa if the work ethic is low then job satisfaction will decrease.

The work ethic of the employees of the West Nusa Tenggara Province Trade Office is included in the good category and proves that the work ethic of the employee influences the sustainability of the

organization in accordance with what is needed within the organization. A high work ethic indicates that the employee is satisfied with his job.

Work ethic certainly affects job satisfaction, although it is not the only factor that influences job satisfaction. Employees with a high level of work ethic will certainly have a sense of responsibility and commitment to their work and this will affect the job satisfaction felt by these employees. The results of this study are in line with research conducted by Sabirin, et al (2022) with the research title "The Influence of Work Ethics on Job Satisfaction of State Civil Apparatuses at Fish Quarantine Stations, Quality Control and Safety of Pontianak Fishery Products". Work ethic has a positive and significant influence on job satisfaction. Work ethic influences the positive attitude of employees towards the work they carry out. If at any time you experience a decrease in work ethic,

The Effect of Communication on Job Satisfaction

The results of the research show that communication has a positive and significant effect on job satisfaction. It can be concluded that hypothesis 3 (two) is accepted, namely communication has a positive and significant effect on job satisfaction of employees of the Trade Office of West Nusa Tenggara Province. This means that the higher the communication, the job satisfaction will experience a good increase. Vice versa if communication is low then job satisfaction will decrease.

The communication that exists within the West Nusa Tenggara Provincial Trade Service office is included in the good category and proves that the communication built by the organization is able to unite employee perceptions of the goals and results of work with what is needed by the organization to make employees feel satisfied with their work. The social interaction or communication that occurs within the West Nusa Tenggara Provincial Trade Service office environment, both between staff and superiors and subordinates, is in accordance with what is needed to increase employee job satisfaction.

The purpose of communication is to unite and straighten employee perceptions of the work or goals that are owned by the organization so that employees become more focused on completing each given work program. Good communication will be able to increase job satisfaction. This is in line with Simanjuntak's research, et al (2020) which examined "The effect of career development, competence, and communication on employee job satisfaction at PT. Sumber Jadi Kencana Motor". The results of his research are that communication has a positive and significant influence on job satisfaction. Good communication will increase employee understanding of the information obtained and make it easier to resolve the topoxy it has so it is very important to increase employee job satisfaction.

Closing

Conclusion

Based on the results of the research and discussion, several conclusions can be drawn as follows:

1. The results of the study show that the career development variable has a positive and significant influence on the job satisfaction of employees of the West Nusa Tenggara Province Trade Office. Then the first hypothesis in this study can be declared proven and acceptable.
2. The results of the study show that the work ethic variable has a positive and significant effect on the job satisfaction of the employees of the West Nusa Tenggara Province Trade Office. Then the second hypothesis in this study can be declared proven and acceptable.

3. The results of the study show that the communication variable has a positive and significant effect on the job satisfaction of employees of the West Nusa Tenggara Provincial Trade Office. Then the third hypothesis in this study can be declared proven and acceptable.

Advice for Companies

Based on the conclusions of the research results, for the benefit of practitioners and the interests of the organization, it is necessary to submit some suggestions as follows:

1. Based on research on career development variables, it can be seen as a whole in the very good and good categories. Things that must be considered by management Department of Trade of West Nusa Tenggara Province is the level of career development satisfaction for employees. The satisfaction level of employee career development can be achieved by providing training in accordance with the division or field that the employee is working on. Because according to Siagian (2004) Employees are satisfied if they can reach a certain level in their career even though there are not many career ladders that they have managed to climb.
2. Based on research on the work ethic variable, it can be seen as a whole in the very high and high categories. Things that need to be considered by management Department of Trade of West Nusa Tenggara Province namely the policies made by the organization must be able to increase the morale of employees. As for the ways that can be done by the Department of Trade Prov. NTB to increase the morale of employees hard work is to provide support to employees in the form of motivation, appreciation, and respect for employee participation. Because work enthusiasm will encourage employees to show more expression in doing work so that they have more value and work hard at work.
3. Based on research on communication variables, it can be seen as a whole in the very good and good categories. Things that need to be considered by management Department of Trade of West Nusa Tenggara Province namely understanding in communication. As for the efforts that can be made by the management of the NTB Prov. Trade Service to increase understanding in the workplace is to create a discussion forum between employees, avoid conflict, be open to inputs given by co-workers both superiors and subordinates, combine verbal communication and non-verbal in the workplace as well as creating effective communication. Because according to Sutardji (2016) To achieve maximum understanding, more explanations, conclusions and directions are needed by a communicator. Communication should be channeled clearly and concisely because communication is one of the basic aspects needed in providing direction at work.
4. Respondents' responses regarding the variable Job satisfaction can be seen as a whole in the category of very satisfied and satisfied. The thing that needs to be considered by the management of the Trade Office of West Nusa Tenggara Province is that it is necessary to increase employees' pleasure at work, namely by providing direction so that Employees know the direction of work in which to go, have reasons for choosing goals, and understand how to work. In other words, an employee likes his job because he can do it well (Hasibuan, 2015). Employees who enjoy their work will definitely be satisfied with their work.

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