The Effect Of Role Conflict And Job Authority On Employee Job Satisfaction At Pt Erajaya Group, Bengkulu City

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ABSTRACT

This study aims to determine the Conflict of Role and Work Authority on Job Satisfaction of employees at PT. Erajaya Group Bengkulu City, either partially or simultaneously. There are several factors that will be discussed in this study, including Role Conflict and Work Authority. The object of this research is the employees of PT. Erajaya Group Bengkulu City, totaling 37 people. In this study the authors used data collection methods by means of observation, distributing questionnaires or questionnaires and interviews. There are several data analysis techniques used in this study, including using instrument tests, classical assumption tests, analysis of respondents' responses, multiple linear analysis, determinant coefficients, and also hypothesis testing. From the results of the tests that have been carried out, it can be concluded that the Role Conflict (X1) and Job Authority (X2) variables have a partial or simultaneous effect on employee job satisfaction at PT. Erajaya Group Bengkulu City. From the results of multiple linear regression, the regression equation obtained is as follows: $Y = 1.420 + 0.536 (X1) + 0.626 (X2)$.

INTRODUCTION

Human resources are one of the most important elements for a business or company to run well (Finthariasari et al., 2020; Onsardi et al., 2021; Sari & Finthariasari, 2022) the existence of human resources or their quality is poor, the company will find it difficult to run and operate properly even though other resources have been met, because human resources have a major influence on the progress of the company, so by exploring the expertise of employees, the company will be able to identify conflicts of roles and work authority that usually occur in employees (Finthariasari, 2019). Human resources or employees play an important role in achieving goals for the company. This requires the company to always try to find effective ways and policies to improve employee performance. One effort that can be made is by conducting employee performance assessments. Human resources are central figures in the company because without professional and competitive employees, the company cannot carry out its activities optimally (Liawandy et al., 2014). Gibson, James (2011) states that job satisfaction is an

attitude that workers have about their work. It is the result of their perception of the job. Job satisfaction is an affective or emotional response to various aspects or aspects of a person's job so that job satisfaction is not a single concept. A person can be relatively satisfied with one aspect of the job and dissatisfied with one or more other aspects. Job satisfaction is a (positive) attitude of workers towards their work, which arises based on an assessment of the work situation. This assessment can be done on one of their jobs, the assessment is done as a sense of appreciation in achieving one of the important values in the job. Satisfied employees prefer their work situation to dislike it. The problem phenomenon based on the title that the author is studying is the conflict of the influence of role conflict and job authority on employee performance satisfaction. Mangkunegara (2011) conflict is a conflict that occurs between what a person expects of himself, others, the organization with the reality of what he expects. Viewed as behavior, conflict is an interactive form that occurs at the individual, interpersonal, group or organizational level. Minarsih (2009) work conflicts that have negative consequences will make individuals experience work stress and feel uncomfortable with their work environment, and if this cannot be resolved it will result in decreased employee job satisfaction. So a company experiencing work conflict will result in a problem that will harm the company, but if there is no conflict then the company will be safe from problems in the office.

Hasibuan (2014) stated that authority is the basis for acting, doing and carrying out activities in a company. Without authority, people in the company cannot do anything. In authority there is always power and rights, but in power there is not necessarily authority and rights. In general, authority is the power that uses resources to achieve organizational goals and in general, tasks are defined as obligations or work that must be done by someone in their work. So far, tasks have only been interpreted as something that is obligatory and must be done by an individual in a job, maybe in their activities too. The final conclusion is that tasks and authority do have differences but remain in a relationship. Davis (2013) stated that without authority, people in the company cannot do anything. In other words, the inclusion of tasks is also related to authority. The phenomenon of problems at PT Erajaya Group in Bengkulu City based on the author's title is the conflict of roles and job authority towards employee job satisfaction. Based on the role of each individual in a work environment, conflicts often occur, from small problems to big problems, problems between employees and with superiors. The problems that often occur at PT Erajaya Group in Bengkulu City are first from the environment within the PT regarding differences of opinion among colleagues, making wrong decisions and problems. From problems with being cheated by teammates and problems with accountability for unfinished work. This must be maintained so that the satisfaction of every worker there is maintained and the company will also improve its company to a higher level again. If not resolved, workers will be arbitrary in working and other employees will be jealous of the behavior of employees who violate their authority.

LITERATURE REVIEW

Job Satisfaction

Job satisfaction is a pleasant or unpleasant condition felt by workers/employees in a work environment regarding their role in an organization or company.

Role Conflict

Conflict is a conflict that occurs between what a person expects of himself, other people, or an organization and the reality of what he expects.

Job Authority

Authority is the official power and authority of an official to completely compel other parties to act and obey the party who has that authority.

Tabel 1

No	Variable	Definision	Indicator	Measuring	Measuring scale
1.	Job Satisfaction (Y)	A pleasant condition felt by workers/employees in a work environment due to their role in the organization and their needs being met well.	1. Loves His Job 2. Loves His Job 3. Positive Work Morale 4. Work Discipline 5. Work Achievement	Questionnaire	Likert
2.	Role Conflict (X_1)	Role conflict is defined as the simultaneous presence of two or more forms of stress in the workplace, where fulfillment of one role makes fulfillment of the other role more difficult.	1. Human Resources 2. Setting Rules Aside 3. Unnecessary Activities 4. Unclear Directions	Questionnaire	Likert
3.	Job Authority (X_2)	Authority is the official power and authority of an official to completely compel other parties to act and obey the party who has that authority.	1. Duties 2. Power 3. Accountability 4. Obey the Rules	Questionnaire	Likert

METHODS

Research sample

The sample is a part or representative of the population studied by ghozali (2013). In this study, the researcher used a total sampling technique, namely by taking the entire population to be studied, so the sample in this study was 37 employees of pt erajaya group, bengkulu city. Respondents will be recorded on the type and characteristics of respondents consisting of gender, age, and last education.

Data Collection Technique

Data collected from respondents who have filled out the questionnaire online. To assess the responses of each respondent, the author uses the "likert scale" according to donald r. Cooper and c. William emory, namely all questions that have been answered are weighted and added up in total so that the value of each respondent can be known. This value will then be used as an assessment variable. The weight of the respondent's answer is given a detailed value as follows:

Table 2 Likert Scale

No	Description	Code	Score
1	Strongly Agree	SS	5
2	Agree	S	4
3	Disagree	KS	3
4	Disagree	TS	2
5	Strongly Disagree	STS	1

Sumber : (Sugiyono, 2013)

Analysis Method

The initial stage of processing is testing the level of validity, Ghozali (2013:52) describes that the validity test is used to measure whether a questionnaire is valid or not. An instrument can be declared valid if each question is able to reveal something that the instrument measures. Validity shows the extent to which a measuring instrument is accurate and precise in carrying out its measuring function.

Validity testing requires the assistance of the IBM SPSS program. The validity of an indicator statement item can be seen in the output of the calculated sig value (2-tailed) Pearson correlation in the total row of the construct. Data can be said to be valid if the calculated sig value <sig table or if the calculated r is greater than the r table. In this study, a 5% significance standard was used on the r table.

Then analyzing reliability, Ghozali (2013) stated that reliability is a measuring tool for a questionnaire which is an indicator of a variable or construct. A questionnaire is said to be reliable if a person's answer to the question shows consistency or stability over time. To test the reliability of the instrument, you can use the Cronbach alpha technique with the help of IBM SPSS. A construct or variable is said to be reliable if it provides a Cronbach alpha value > 0.60 (Ghozali, 2013). Reliability measurement using One Shot or single measurement, namely the measurement is only carried out once and then the results are compared with other questions or measure the correlation between the answers to the questions.

RESULTS

Characteristics Of Respondents
Table 3 Characteristics Of Respondents Based On Gender

Gender	Frequency	Percentage
Male	17	45%
Female	20	55%
Total	37	100%

Source: SPSS 26 Data Processing

Table 4 Characteristics Of Respondents Based On Age

Age	Frequency	Percentage
18-20 Years	3	8,10%
21-25 Years	9	24,32%
26-30 Years	15	40,54%
31-35 Years	9	24,32%
>36 Years	1	2,70%
Total	37	100%

Source: SPSS 26 Data Processing

Table 5 Characteristics Of Respondents Based On Last Education

Last Education	Frequency	Percentage
High School	20	54,05%
Diploma	5	13,51%
Bachelor	12	32,43%
Total	37	100%

Source: SPSS 26 Data Processing

Based on the table above, it is known that the characteristics of respondents based on male gender are 17 respondents or 45%, then the number of female respondents is 20 respondents or 55%. From these data, it states that at PT. Erajaya Group, Bengkulu City, there are more women than men.

It is known that the characteristics of respondents based on age are most dominant, the age of 26-30 respondents with a percentage of 40.54%. From these data, it is stated that at PT. Erajaya Group, Bengkulu City, the most are 26-30 years old, this shows that the experience of these employees is already extensive and sufficient to be able to work at PT. Erajaya Group, Bengkulu City.

And it is known that the characteristics of respondents based on the most dominant last education is high school as many as 20 respondents with a percentage of 54.05%. From these data, it can be concluded that at PT. Erajaya Group, Bengkulu City already has a fairly high education.

Validity And Reliability Test
Table 6 Validity Test Results

Variable	Item	R_{hitung}	R_{tabel}	Description
Job Satisfaction (Y)	1	0,780	0.2960	Valid
	2	0,728	0.2960	Valid
	3	0,545	0.2960	Valid
	4	0,746	0.2960	Valid
	5	0,462	0.2960	Valid
Role Conflict (X1)	1	0,829	0.2960	Valid
	2	0,910	0.2960	Valid
	3	0,898	0.2960	Valid
	4	0,866	0.2960	Valid
Job Authority (X2)	1	0,818	0.2960	Valid
	2	0,921	0.2960	Valid
	3	0,882	0.2960	Valid
	4	0,883	0.2960	Valid

Source: SPSS 2022 data processing

From the table above, it can be seen that the Corrected Item Total Correlation value or value for each variable is > (0.2960). This shows that the items from each questionnaire question for each variable are valid and suitable for use in this study.

Table 7 Reliability Test Results

Variable	Cronbach'Alpha	Description
Job Satisfaction (Y)	0,915	Reliabel
Role Conflict (X1)	0,896	Reliabel
Job Authority (X2)	0,889	Reliabel

Source: SPSS 2022 data processing

The table above shows the results of testing each variable. It can be concluded that all variables show a reliable measure, because each variable has a Cronbach's alpha > 0.60.

Normality Test
Tabel 8 Uji Normalitas Kolmogorov – smirnov One sample Kolmogorov – smirnov Test NPar Tests

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		37
Normal Parameters[a,b]	Mean	0.0000000
	Std. Deviation	0.54248324
Most Extreme Differences	Absolute	0.125
	Positive	0.125
	Negative	-0.084
Test Statistic		0.125
Asymp. Sig. (2-tailed)		.158[c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: SPSS data processed 2022

Based on the SPSS output table, it is known that the Asymp. Sig. (2-tailed) value of 0.158 is greater than 0.05. So according to the basis for decision making in the Kolmogorov - Smirnow Test normality test above, it can be concluded that the data is normally distributed.

Multicollinearity Test
Table 9 Multicollinearity Test Results

| Coefficients[a]						
Model				Standardized Coefficients	T	Sig.
				Beta		
1	(Constant)	1.420	0,31875		3.097	0.004
	Role Conflict	0,372222	0.087	0,33125	6.135	0.000
	Job Authority	0,434722	0.093	0,365278	6.760	0.000
a. Dependent Variable: Job Satisfaction						

Source: Processed SPSS 26 output 2022

Based on the table above, it can be seen that all X variables (Role Conflict and Job Authority) have a tolerance value of > 0.1 and VIF <10, which means that there is no multicollinearity interference in the study.

Heteroscedasticity Test

Figure 1 Heteroscedasticity Test Results
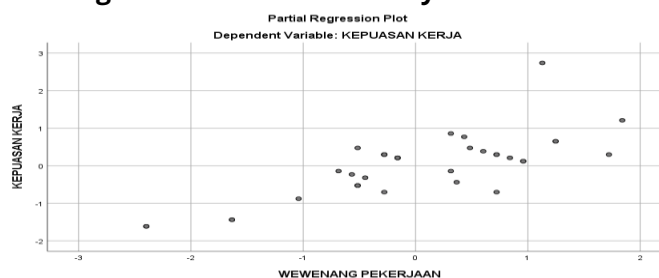
From the figure above, it is known that the scatterplot forms points that are spread randomly without forming a clear pattern. This indicates that there is no heteroscedasticity problem.

Multiple Linear Regression Equation Analysis
Table 10 Multiple Linear Regression

No	Variable	Tolerance	VIF	Description
1.	Role Conflict (X1)	0,088888889	7.792	Non Multikolinearitas
2.	Job Authority (X2)	0,088888889	7.792	Non Multikolinearitas

Source: SPSS Data Processing 2022

From the calculation of the regression results above, the regression equation is obtained as follows: Y = 1.420 + 0.536 (X1) + 0.626 (X2). Based on the regression equation above, it can be explained as follows:
1. The constant value of 1.420 means that if the Role Conflict variable (X1), Job Authority (X2) on Job Satisfaction (Y) is equal to zero, then the Job Satisfaction variable will remain at 1.420.
2. The Regression Coefficient X1, of 0.536, means that if the value of the Role Conflict variable (X1) increases by one unit, the Job Satisfaction value (Y) will also increase. Assuming the Job Authority variable (X2) is considered constant.
3. The Regression Coefficient X2, of 0.626, means that if the value of the Job Authority variable (X2) increases by one unit, the Job Satisfaction value (Y) will also increase. Assuming the Role Conflict variable (X1) is considered constant.

Coefficient Of Determination R2
Table 11 Value Of Determination Coefficient Of Research Results

Model Summaryb				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.987a	0.974	0.972	0.558
a. Predictors: (Constant), Job Authority, Role Conflict				
b. Dependent Variable: Job Satisfaction				

Source: SPSS Data Processing 2022

Based on the table above, it can be seen that the coefficient of determination R Square (R2) is obtained with a value of 0.974. This value means that the variables Role Conflict (X1) and Job Authority (X2) on Job Satisfaction (Y). Shows a value of 97.4% on Job Satisfaction (Y) of employees at PT. Erajaya Group Kota Bengkulu, while the remaining 2.6% is influenced by other variables not included in this study.

Hypothesis Testing with t-Test
Table 12 Results Of Hypothesis Testing With T-Test

Coefficientsa					
Model				Standardized Coefficients	T	Sig.
				Beta		
1	(Constant)	1.420	0,31875		3.097	0.004
	Role Conflict	0,372222	0.087	0,33125	6.135	0.000
	Job Authority	0,434722	0.093	0,365278	6.760	0.000
a. Dependent Variable: Job Satisfaction						

Source: SPSS Data Processing 2022

Through calculations carried out using the SPSS program, the comparison between tcount> ttable (t (α /2; n – k – 1)) = 0.05 / 2; 37- 2 – 1 = 0.025; 34 (2.03224) for each variable is as follows:

1. The first hypothesis is that Role Conflict has a positive effect on Job Satisfaction. The Role Conflict variable shows tcount> ttable (6.135> 2.03224) and a sig value <0.05 (0.000 <0.05). So it can be concluded that the Role Conflict variable has a positive and significant effect on employee Job Satisfaction at PT Erajaya Group, Bengkulu City.

2. The second hypothesis is that Job Authority has a positive effect on Job Satisfaction. The Job Authority variable shows tcount > ttable (6.760 > 2.03224) and sig value < 0.05 (0.000 < 0.05). So it can be concluded that the Job Authority variable has a positive effect on employee Job Satisfaction at PT Erajaya Group, Bengkulu City.

Hypothesis Testing with F Test
Table 13 Hypothesis Testing Results with F Test

ANOVAª					
Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	390.379	2	195.189	626.412	.000ᵇ
Residual	10.594	34	0.312		
Total	400.973	36			
a. Dependent Variable: Kepuasan Kerja					
b. Predictors: (Constant), Wewenang Pekerjaan, Konflik Peran					

Source: SPSS Data Processing 2022

From the table above, it can be seen that the Fcount value is 626,412 with an Ftable value of 3.27, namely (626,412> 3.27) and (sig α = 0.000 <0.05), from the results of data processing it can be concluded that all independent variables, namely the Role Conflict and Job Authority variables simultaneously affect the dependent variable, namely Job Satisfaction. This means that the hypothesis is proven, namely the Role Conflict and Job Authority variables together or simultaneously affect employee Job Satisfaction at PT Erajaya Group, Bengkulu City.

DISCUSSION

The results of this study indicate that Role Conflict and Job Authority have a positive and significant effect on employee Job Satisfaction at PT. Erajaya Group, Bengkulu City. The results of the hypothesis test with the F test above obtained Fcount> Ftable, namely (626,412> 3.28) and (sig α = 0.000 <0.05), so it can be concluded that simultaneously or together there is an influence of Role Conflict (X1) and Job Authority (X2) on Job Satisfaction (Y) of employees at PT. Erajaya Group, Bengkulu City.

The results of this study are supported by previous research conducted by Andreani (2019) which states that Role Conflict and job authority simultaneously have a positive and significant effect on employee job satisfaction. The results of this study are supported by previous research conducted by Putri Nadira Sarahati (2021). The results of this study state that the variables of role conflict and job authority together have a positive effect on job dissatisfaction.

The results of the study are supported by previous research conducted by Helti Nur Aini, Irsan Tricahyadinata, Siti Maria (2020). The results of the study showed that the role conflict variable did not have a positive and significant effect on trust, role conflict had a positive and significant effect on job satisfaction, job authority did not have a positive and significant effect on job satisfaction, trust did not have a positive and significant effect on job satisfaction.

CONCLUSION

Based on the results of the research that has been conducted on the influence of Role Conflict and Job Authority on Employee Job Satisfaction at PT. Erajaya Group, Bengkulu City, it can be concluded as follows: 1) Role Conflict has a positive effect on employee Job Satisfaction at PT. Erajaya Group, Bengkulu City. 2) Job Authority has a positive effect on employee Job Satisfaction at PT. Erajaya Group, Bengkulu City. 3) Role Conflict and Job Authority together have a positive and significant effect on employee Job Satisfaction at PT. Erajaya Group, Bengkulu City.

SUGGESTION

Role conflict will always exist in every job including at Erajaya Group Company, but the conflict must be resolved properly, and minimized so that it can become a positive nuance at work. The dynamics of conflict will be good if the elements between job interests can also be implemented properly. Based on the results of the research, discussion and conclusions obtained, the suggestions in this study are divided into two parts by the researcher, as follows:

1. In the Role Conflict variable (X1) at PT Erajaya Group, it is already in a fairly good category. In order to be better, it is suggested to the superiors of Erajaya Group in Bengkulu City to always pay more attention to the problem of role conflict that occurs at PT Erajaya Group in Bengkulu City.
2. find solutions to problems or obstacles felt by employees so that job satisfaction increases.
3. The variable of Job Authority (X2) at PT. Erajaya Group in Bengkulu City is already in a fairly good category. In order to be better, it is suggested to the superiors of Erajaya Group to pay more attention to job authority so that employees feel more satisfied and happy in doing their jobs.
4. It is suggested for further researchers, especially the same research, to consider other factors that influence outside the variables of Role Conflict and Job Authority on Employee Job Satisfaction so that it will be a better research.

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