

The Role of Teamwork on Employee Job Satisfaction of PT Arita Prima Indonesia Tbk

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Abstract

Human resources (HR) is one of the factors that play an important role as a driver of the organization/company and is a key to the organization/company in carrying out its business activities. The pre-survey results show that the biggest problem lies in the team work and job satisfaction variables. This can be seen by comparing last year at PT Arita Prima Indonesia Tbk on team work with a percentage of 36% in 2023 decreased compared to the previous year. This study aims to determine the role of teamwork on job satisfaction of employees of PT Arita Prima Indonesia Tbk by using descriptive qualitative research methods with the number of informants taken as many as 3 people. The results in this study are the Role of Teamwork on job satisfaction in employees of PT Arita Prima Tbk. Good teamwork will lead to job satisfaction such as increased salaries due to target achievement, good relations between leaders and coworkers, increased work to the opportunity to get promoted (promotion).

INTRODUCTION

Human resources (HR) is one of the factors that play an important role as a driver of the organization/company and is a key to the organization/company in carrying out its business activities. In short, human resources are defined as power sourced from humans, where humans have a variety of characteristics and their respective advantages. Thus, human resources must be managed properly because they will affect the competitive advantage of a company and become executors in implementing business strategies. pre-survey results show that the biggest problem lies in the team work and job satisfaction variables. This can be seen by comparing the percentage of answers from informants representing companies in the human resources division. PT Arita Prima Indonesia Tbk. has a dominant problem in team work with a percentage of 36% in 2023 decreased compared to the previous year.

No	Year	Percentage of teamwork
1	2020	87%
2	2021	81%
3	2022	73%
4	2023	69%

(Source: div.HRGA 2024)

Figure 1.1 Teamwork Percentage 2020 - 2023

Team work is also one of the five corporate values of PT Arita Prima, where every employee of the Company must be willing to listen to suggestions and criticism for their own progress, not hesitate to serve, help and support colleagues who need it. The other four are achievement, responsiveness, integrity, and accountability. Thus, leaders at PT Arita Prima Tbk are required to be able to provide motivation and enthusiasm to raise the morale of their employees so that the five corporate values can be applied in the work life of employees in order to achieve the company's vision and goals.

RESEARCH METHODS

This research is qualitative in nature and focuses on analyzing employee job satisfaction through the variables of employee attendance. The researchers collected data through document studies of pre-survey data on Team works variables obtained from employees of PT Arita Prima Tbk. Additionally, interviews were conducted with employees and Human Resources (HR) representatives at PT Arita Prima Tbk. Qualitative research has specific characteristics, including being based on nature, using human as an instrument, employing a qualitative model, using inductive data analysis, building theories from the base, being descriptive, emphasizing the process rather than the results, setting limits determined by the focus, having specific criteria for data validity, and requiring a design comparison and agreement. This research aims to explain and analyze various phenomena, such as individuals, groups, events, social dynamics, attitudes, beliefs, and perceptions. The data collection process involved interviewing employees who had worked at PT Arita Prima Tbk for at least 3 years, were permanent employees, and were officially recorded as part of the company. Three informants who met these criteria were selected.

RESULTS AND DISCUSSION

Based on the results of interviews and data collection that has been carried out or obtained at the PT Arita Prima TBK Company, the researcher can put forward a discussion based on the research objectives.

I. What do you know so far about Team Work in PT Arita Prima TBK Company?

Based on the responses of several respondents and previous research, it can be concluded that the team work at PT Arita Prima TBK is lacking. Effective team work should involve problem-solving together, listening to suggestions and criticism, helping each other, and supporting colleagues in order to achieve the same goals and increase employee job satisfaction. Nuraini and Sudaryo (2024) define teamwork as the collaboration between employees who share a common goal. Solid teamwork leads to improved teamwork and performance, lower turnover and absenteeism, and better employee morale. Additionally, Susanti, Widyani, and Utami (2021) state that teamwork is a system of work integration among individuals with different expertise, supported by clear purpose, leadership, and communication, resulting in higher performance compared to individual work. Thus, it is important for PT Arita Prima TBK to enhance their team work dynamics for organizational success.

II. Are employees quite satisfied with the team work that exists in the company PT Arita Prima TBK?

Teamwork plays a crucial role in employee job satisfaction at PT Arita Prima TBK, according to the responses of several employees and previous research. Respondents 1, 2, and 3 all agree that good teamwork leads to positive outcomes and enthusiasm in their work. They believe that effective teamwork involves listening to others' opinions, helping each other in times of company-related problems, and accepting criticism and suggestions that align with company policies or joint decisions. When these aspects are present, it fosters a sense of camaraderie and solidarity within the work environment. Job satisfaction, as defined by Handoko (2020), is an employee's opinion about their job, which is reflected in their behavior and experiences in the workplace. The level of job satisfaction is also closely tied to employees' sense of belonging and loyalty towards the organization or company they work for.

III. Has Team Work in Pt Arita Prima Tbk Company Become a Dynamic Factor in Employee Job Satisfaction?

Based on the responses of the respondents and previous research, it is evident that teamwork has a significant impact on job satisfaction dynamics. The University of Muhammadiyah Malang defines team dynamics as the interactions and changes that occur among team members while working towards common goals. This includes factors such as communication, leadership, individual roles, conflict, trust, and cooperation. Team dynamics reflect how team members interact with each other, adapt to change, and experience emotional responses within the team. These dynamics can change over time and are influenced by individual characteristics, organizational structure, team goals, and the work environment. Effective collaboration, which involves active cooperation, sharing of information and resources, problem-solving, decision-making, and task completion, plays a crucial role in teamwork. Collaborative teams value the perspectives of others, resolve differences, and strive for mutual agreement and success. Overall, good communication and teamwork positively impact employee job satisfaction.

IV. Which things can foster Job Satisfaction with the Company PT Arita Prima TBK?

Job satisfaction is influenced by various factors related to the company, such as salary, job evaluation, stability, and advancement opportunities, as well as social relationships at work. These findings are supported by previous research and the opinions of multiple respondents. However, it is important to balance financial incentives with employee comfort in order to effectively retain employees. One potential strategy for addressing these issues is the use of the open source change method, as suggested by Goodwin (2020). This approach involves identifying what needs to be changed, developing solutions, and gathering information about the problem. By involving employees in decision making and giving them autonomy in finding solutions and completing their responsibilities, job satisfaction can be improved.

Recognizing the Impact of Team Work on Employee Job Satisfaction at the company PT Arita Prima TBK

According to the study conducted at PT Arita Prima TBK, it has been found that team work has a significant impact on employee job satisfaction. The more team work is emphasized and implemented, the higher the level of job satisfaction experienced by employees. This is because team work promotes collaboration and a focus on collective

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goals rather than individual competition. As the workload increases, employee satisfaction is also likely to increase, as employees become more invested and dedicated to their work. The study emphasizes the importance of effective teamwork in achieving job satisfaction and highlights that the application of good teamwork practices can lead to positive outcomes in the work environment. Overall, the findings indicate that fostering a culture of teamwork can greatly enhance employee job satisfaction at PT Arita Prima TBK.

Knowing How the Role of Team work is applied so as to create employee job satisfaction at the Company PT Arita Prima TBK

Teamwork is found to have a significant impact on job satisfaction through various indicators. Effective communication, characterized by openness and honesty, between employees can contribute to improved work performance. Research conducted at a specific site exemplifies this, as a branch manager provides clear directions to subordinates regarding targets, enabling employees to effectively manage their time and achieve desired outcomes. This open and honest communication not only influences hierarchical relationships but also fosters positive coworker relationships. The case of PT Arita Prima TBK demonstrates that when employees promptly complete their tasks, trust is established and job satisfaction increases, leading to closer relationships among colleagues. This satisfaction and trust, stemming from supervisors' guidance, nurture a sense of common interest in achieving goals. The hard work and sense of responsibility felt by individuals in a team can motivate coworkers to actively contribute and accomplish their work. Successful attainment of targets may also have an impact on salary. To ensure smooth teamwork, it is crucial for employees to understand their respective roles and fulfill their responsibilities within set timelines.

CONCLUSIONS AND SUGGESTIONS

Teamwork plays a crucial role in job satisfaction among employees of PT Arita Prima TBK. Understanding the importance of teamwork can lead to high-quality work and contributions. Open and honest communication fosters a comfortable work environment, building trust and unity among employees.

This camaraderie is instrumental in problem-solving and increases commitment to achieving common goals, thereby avoiding social laziness and irresponsible behavior. The value of teamwork directly affects employee job satisfaction – an increase in teamwork leads to higher job satisfaction, evident in increased salaries, positive

relationships with colleagues and leaders, and greater opportunities for advancement. Conversely, a decline in teamwork results in diminished job satisfaction.

The company can take several measures to improve teamwork, such as encouraging honesty and openness among employees, promoting a sense of responsibility, and providing support, motivation, and assertiveness from leaders. Enhancing the quality and quantity of work can also contribute to higher job satisfaction by accomplishing targets and earning higher salaries. Finally, fostering deep relationships through effective communication, mutual respect, care, and greetings among employees can create a harmonious work environment and ultimately increase job satisfaction.

From the results of the data obtained and interviews that have been conducted at the PT Arita Prima TBK Company, basically this research is going well, but it is not an error when the researcher wants to put forward some suggestions that the researcher hopes his suggestions can be useful for the development of the Company.

It is hoped that this research can be used as input or consideration material to keep improving team work. Because with the increase in team work in the company, the vision, mission, and goals of the company can be achieved in accordance with the wishes of the company.

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