

ABSTRACT

SIGIT INDARTONO, 1999-01-164. *Analysis of Wage System and its Impacts on Employee's Satisfaction : A Case Study on PT. Perhutani Unit I Central of Java* (Supervised by Prof. Dr. Payaman J.Simanjuntak, APU)

This research has been conducted in PT. Perhutani (Persero) Unit I Central of Java, which covers forest area of more than 600.000 ha. It consists 20 units Forest District (Kesatuan Pemangkuan Hutan), one unit Teak Processing Industry (Industri Pengolahan Kayu Jati), one unit Export Marketing Section (Kesatuan Pelaksana Ekspor), and one unit Silk Project Centre (Kesatuan Proyek Sutera Alam).

Forest concession requires and effective an efficient human resources development system. Because the utilizations of other resources very much depends on the quality and skills of human resources. The human resources management covers a broad aspect, from recruitment to human resources development, wage and compensation, employee's maintenance, retirement, education and training, communication, and others.

This study stresses on wage or salary analysis. The objective of the analysis is to measure the impacts of wage system implemented by PT. Perhutani (Persero) in providing employee's satisfaction and motivation as well as in stimulating employee's to reach high performance.

This research is directed to answer whether the wage policy and system implemented in PT. Perhutani (Persero) has reflected justice, fairness, competitiveness and motivation, as well as whether the wage policy and system has been able to and to increase employee's , give employee's satisfaction productivity.

To measure the employee's satisfaction, the Customer Satisfaction Index Method (CS Index Method) is used. The outcome of CS Index Method is

transformed into the Importance-Performance Quadrant Map. This map shows the elements that need improvement (Area for Improvement), which are located in quadrant IV (High importance level, Low satisfaction level). Finally, the study provides suggestions on action plan for improvement.

The result shows that the wage system implemented in PT Perhutani has reached the scored of 2.44; 2.40; 2.55 and 2.30 in providing employee's satisfaction. In the meantime, the employees expectation level are 3.31; 3.34; 3.37 and 3.43. The CS Index shows the value of 60.12. These mean that PT. Perhutani has been able to provide 60,12% employee's satisfaction.

The elements which need for improvement are these located in quadrant IV, namely :

- The improvement of wage level based on work responsibility,
- The improvement of wage base to secure the monthly basic needs,
- The improvement of allowances for medication, in kind transportation,, official trip;
- The improvement of wage system to provide reward for distinctive achievement;
- The improvement of wage system stimulate work spirit and high productivity;
- The improvement of wage system to stimulate the employee's creativity and productivity,
- The improvement of wage system to encourage new ideas.