

The Relationship of Job Satisfaction and Motivation Towards Employees' Engagement in SME Masjid Tanah, Melaka

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Abstract

This study was conducted to find out the relationship between job satisfaction and motivation towards the engagement of employees at SME Bandar Masjid Tanah. This is to see whether or not there is a relationship between job satisfaction and motivation towards employee involvement in the area. In conclusion, this study has proven that there is a positive and significant relationship that is the relationship between job satisfaction and motivation towards employee engagement at the Masjid Tanah SME based on the correlation analysis that has been conducted.

Keywords: Job satisfaction, motivation, employee engagement, involvement, SME.

Introduction

Entrepreneurship in small and medium enterprises (SMEs) is an enterprise owned by micro, small and medium entrepreneurs where a company or organization opened by an individual or entrepreneur. SMEs are also one of the pulses in the generation of the national economy where they help in improving the economy in a country. SMEs are also an industry that helps the community in opening job opportunities and providing income to the community. When a job opportunity opens, of course the organization will have employees working in their organization. SMEs are also the main pillar of the economy in Malaysia which can be classified into various sectors including manufacturing, services, agriculture, construction, mining and quarrying. Where the sectors have various backgrounds that refer to organizations and employees.

Employee engagement is the most important asset in an enterprise. Employee involvement in an organization is a benchmark for the organization to measure whether management involving employees is effective or not. Employee engagement is an important role in a business, because employees are the heart that drives productivity in the organization. Employee engagement is an effort for companies to develop the company while increasing the productivity of employees. Employee engagement involves past concepts such as job satisfaction, employee commitment and organizational behavior. employee. If employees are actively involved in the organization, it will show that the company has a positive and good work environment.

The low level of employee engagement will result in the intention to stop working among employees. Employees feel their

involvement in the organization is low if the organization does not provide enough training, or the organization does not help in the problems they face, so they feel their involvement in the organization is not taken care of. If we can see, the Covid-19 pandemic has hit the whole world, so many businesses have closed due to not being able to bear the cost to pay the workers' salaries. According to Berita Harian, in the first quarter of 2020, through the PERKESO report entitled 'Employment Outlook, the 1st Quarter of 2020, Volume 4/2020, The Impact of COVID-19 on Loss of Employment (LOE) states that layoffs due to the pandemic COVID-19 increased to 42 percent many businesses closing due to a 37 percent drop in demand. This problem also happened during the Asian financial crisis in 1997 and also the economic turmoil in 2018. So, when there is a layoff in various sectors, it will make the increment in intention to quit work and at the same time reduce the productivity that occurs in the organization or company.

Research Problem

The researchers found that job satisfaction is needs to be taken seriously because it involves employees and businesses. Job satisfaction is a need in the working world. Where each individual need it. Every individual who has a negative attitude usually depends on the working conditions, work environment and so on. According to Associate Prof. Dr. Siti Aisyah Abdul Rahman (2020) in the Berita Harian newspaper stated that mental health issues in the workplace should not be taken lightly by employers. Mental illness in the workplace normally causes by the excessive workload, in addition to long working hours, lack of control, conflict between individuals, lack of reward and organizational problems. He also stated that the working environment was negative will bring about various physical and mental illnesses including behavior that causes employees to act carelessly and like to skip work and the quality of work will decrease.

Motivation in employees is also an important element that is viewed by researchers. Where motivation is an emotional and mental injection towards an employee. According to Mohd Zaini Othman (2020) in an article in the Harian Metro newspaper, recognition will increase the motivation of an employee to continue to be creative and innovative in their work. If an employee is never given recognition in the organization, it can lead to dissatisfaction in the workplace environment. They will feel their work quality is not good because the employer or organization never gives even a single recognition to themselves. The recognition of the staff is a form of recognition for the quality of their work where quality employees are the main assets of the organization.

Research Questions

- i. Is there a relationship between job satisfaction and employee engagement in small and medium enterprises (SMEs)?
- ii. Is there a motivational relationship to employee engagement in small and medium enterprises (SMEs)?

Study Objectives

In order to fulfill the problem statement above, several objectives have been identified which are:-

- i. Identify the relationship between job satisfaction and employee engagement in small and medium enterprises (SMEs)?
- ii. Identifying the relationship between motivation and employee engagement in small and medium enterprises (SMEs)?

Research Hypothesis

The hypothesis of this study is:

- i. There is a significant relationship between job satisfaction and employee engagement in small and medium enterprises (SMEs).
- ii. There is a significant relationship between motivation and employee's work engagement in small and medium enterprises (SMEs).

Literature Review

According to Mohd Hafiq Hakim Zukiman, Fadilah Zaini, Mohd Azhar & Azra Ayue (2020) employee engagement is the involvement and satisfaction of an individual and having the passion to work. In addition, employee engagement also shows a person's commitment to their job. According to Ayman Bahjat Abdallah, (2016), employee engagement refers to how a person sees their job in relation to the employee's environment and how their work and life are integrated. In theory, employee engagement shows a relationship between employees and relates the work to their lives. According to Nur Amira Binti Abas (2018), employee engagement is for employees who always speak positively about their organization and put organization as a priority in their lives. Where they will strive to continue to work more effectively for the sake of the organization. These

people are not only committed to their jobs but also more enthusiastic to develop the organization. Finally, employee involvement refers to the researcher, it is something that provides observation or response to employees whether they have responsibility for their job or position.

Job satisfaction is an important element that affects employee engagement. According to Djoemadi F.R (2019) in theory, work conditions are a driving force for the dominant in increasing employee engagement. Where the working conditions include employee safety, employee comfort, stress levels, working hours and management policies. From these aspects, it can provide the highest support in shaping employee engagement. In addition, the relationship between job satisfaction and employee engagement is a relationship that contributes to organizational success. According to Ruechuta Tepakayul & Idsaratt Rinthaisong (2018) stated, employee satisfaction and employee engagement make employee performance better and help foster engagement which is the main factor of overall success in an organization.

Job satisfaction is also a determinant of employee involvement in an organization. According to Fatwa Tentama, S. Subarjo & S. Mulasari (2019) stated that the higher the job satisfaction, the higher the employee's involvement. This proves that job satisfaction greatly influences the involvement of employees in an organization and it depends on the employees themselves in engaging in their work. In addition, according to Hendy Tannady, Fergyanto E. Gunawan & Andreas Heryjanto (2020) stated if employee motivation increase, then employee involvement will increase. Based on the results of the study, the relationship between motivation and employee engagement is positive and significant because every employee will involve with their work if they get motivation from the organization in achieving the organization's goals. In another study, according to Maulana Nadiful Afkar & Andita Sayekti (2020) stated that there is a positive and significant relationship between employee motivation and employee involvement. This study shows that motivation plays an important role in employee engagement in an organization.

Conceptual Framework

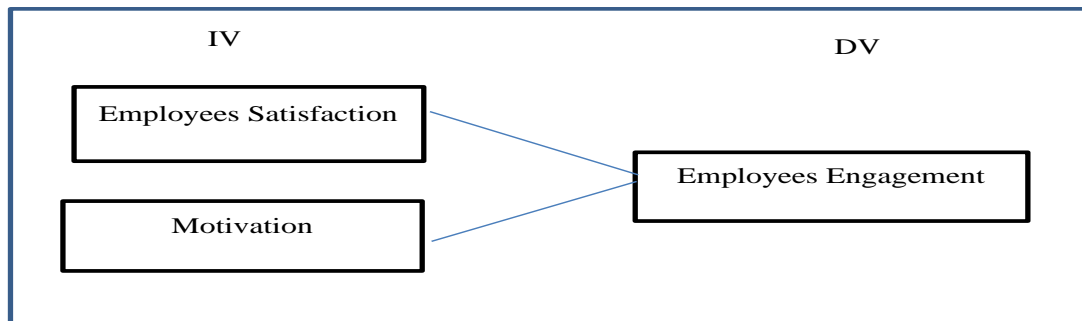


Figure 1.0: Conceptual Framework

Methodology

Test Tools. This study is a quantitative study which uses a questionnaire as a research instrument and design of reliability analysis, validity analysis and correlation analysis. this study is a correlation study where to see the relationship between independent variables and dependent variables. It is implemented for employees in SMEs in Bandar Masjid Tanah. Research design based on literature highlights. This study was conducted to see the relationship between job satisfaction and work motivation on employee engagement at the Bandar Masjid Tanah SME.

Table 1: Questionnaire Item

| Aspect Number of Questions | Aspect Number of Questions |
|--|----------------------------|
| Part A: Demographic Information of Respondents | 5 |
| Part B: Employee Involvement (Thomas & Kejner, 1965) | 5 |
| Part C: Job Satisfaction (Weiss, 1967) | 5 |
| Part D: Employee Motivation (Kovach, 1995) | 5 |

Sampling Method

A population is a group of individuals that have the same characteristics, that have the same place of residence. In this study, it examines the relationship between job satisfaction and motivation towards employee engagement in Bandar Masjid

Tanah SMEs. The sampling method used is convenience sampling. Sampling is very suitable for conducting a quantitative study where it is used as a guide to select respondents in each study conducted. The sampling method used in this study is the formula of Tabachnick and Fidell (2013) which is $N > 50 + 8m$ where a total of 66 respondents are sufficient to conduct this research. There are two (2) independent variables in determining the relationship between job satisfaction and motivation towards the employee engagement at Bandar Masjid Tanah SMEs. In this study, it took at least 66 respondents to get significant results.

Findings of the study

Hypothesis 1: There is a significant relationship between job satisfaction and employee engagement in small and medium enterprises (SMEs).

Table 2: Correlation Results of Job Satisfaction with Employee Engagement in Small and Medium Enterprises (SMEs)

| Variable | Employees Engagement |
|--|----------------------|
| Job Satisfaction | .375** |
| ** significance is at the 0.01 level (2-sided) | |

The results of the correlation analysis between job satisfaction and employee engagement show a value of $r = .375$ while the value of $p < 0.05$. This shows that there is a significant relationship between job satisfaction and employee engagement. This correlation is at a low level. Hypothesis accepted.

Hypothesis 2: There is a significant relationship between Motivation and work engagement in small and medium enterprises (SMEs).

Table 3: Correlation Results of Motivation with Work Engagement Employee Engagement In Small and Medium Enterprises (SMEs).

| Variable | Employees Engagement |
|--|----------------------|
| Motivation | .373** |
| ** significance is at the 0.01 level (2-sided) | |

The result of the correlation analysis between motivation and employee involvement shows a value of $r = .373$ while p value < 0.05 . This shows that there is a significant relationship between motivation and employee engagement. This correlation is at a low level. Hypothesis accepted.

Discussions

Based on the research that has been conducted, researchers found that job satisfaction and employee engagement have a relationship with the involvement of employees at PKS Masjid Tanah. This has been proven with the recorded correlation value being low but positive. This received value is the value which is significant.

Objective 1: To identify the relationship between job satisfaction and employee engagement in small and medium enterprises (SMEs).

According to the previous study stated by Dyah Sugandini, Zainal Mustafa, Gatot Kustiyadi & Muafi (2018) job satisfaction has a positive and significant relationship with employee engagement. This has been proven in studies done by researchers. According to the definition of job satisfaction by Ahmad Jawahir Tugimin (2009), job satisfaction is meant to be an attitude that results from an individual's emotional satisfaction towards their job. So, researchers can see that it is proven what was stated in previous studies that job satisfaction does have a positive and significant relationship to employee engagement but the value may be different in other places.

Objective 2: To identify the relationship between motivation and work engagement in small and medium enterprises (SMEs).

According to Hendy Tannady, Fergyanto E. Gunawan & Andreas Heryjanto (2020), stating that if employee motivation will increase, then employee involvement will increase. So, in this research study, the researcher found that the evidence of the relationship between motivation and employee engagement is positive and significant because in the questionnaire about

motivation, the fourth question which is "I get the loyalty of a good Management or Supervisor" showed the highest mean value. It means that the researcher found that under the employees at SMEs Bandar Masjid Tanah received good treatment from their managers or supervisors.

The researcher found that these two independent variables have a positive and significant relationship with employee engagement at Masjid Tanah SMEs but with a low level of strength and it is likely that it will be high if it is carried out in other areas. In addition, it may be that the variables used by the researcher do not have strength in the research area.

Implications of the study

The importance of the study to the parties involved, namely entrepreneurs, employees and the researcher himself. The researcher conducted this study with the aim of examining the impact of employee involvement on SMEs in Bandar Masjid Tanah. The importance of this study to entrepreneurs is to know the feedback of entrepreneurs to the involvement of employees in their company or organization whether it helps in the productivity of their company or not. The study can help entrepreneurs in seeing that employees are a strength for the company in launching their business journey. In addition, this study helps entrepreneurs in seeing employees as one of the driving forces for their companies where if there are no employees, it is likely that their company will suffer losses because it is the employees who carry out all the work in the company which consists of various sectors.

This study can also further expand the views of entrepreneurs in helping to raise the morale of employees so that they become more productive and active in carrying out the work found in an enterprise. Finally, this study helps the researcher to see and explain to entrepreneurs that the involvement of the employee is important in an organization because it is the employee who gives all the contributions regardless of energy, time and helps to develop the company.

Conclusion

As a result of the review process, the objectives have been addressed and resolved. Through the research that has been carried out, it shows that job satisfaction and motivation have a relationship with employee engagement at SME Masjid Tanah. In addition, there are two independent variables studied by the researcher, namely job satisfaction and motivation. Therefore, the researcher has put forward recommendations that can help employees and entrepreneurs at SME Masjid Tanah in improving their involvement in work and organizational support for their employees. In addition, the researcher hopes that if there are other researchers who can improve this study in the future by using other variables where the variables can further increase the value of the analysis to a higher value and have high strength.

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