The Influence Of Career Development, Competence And Work Conflict On Job Satisfaction

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Abstract
Job satisfaction is a description of an employee's feelings of pleasure and displeasure with the work he does, by identifying the results of the work that has been done, supervisor recognition of the work that has been done, compensation, self-development, supervision of superiors and the relationship of the employee's emotional state that occurs or does not occur the meeting point between the value of the employee's work and the company or organization with the level of return value that the employee concerned really wants. This study aims to determine and analyze the effect of Career Development, Competence and Job Conflict on Job Satisfaction (Case Study at Wisma Lampung Jakarta Service Unit). The research design uses a causal quantitative method, namely knowing the effect between the variables studied. The data collection tool uses a questionnaire that has been tested for validity and reliability which is distributed via googleform. The population studied in this study were 50 people, using saturated sampling techniques. Data analysis was carried out using Smart-PLS (Partial Least Square) through outer model testing, inner model and hypothesis testing. The results showed that the career development variable had an effect on job satisfaction, the competency variable had an effect on job satisfaction and work conflict had an effect on job satisfaction in the Wisma Lampung Jakarta Service Unit.

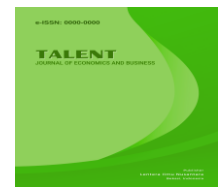**Keywords**: Career Development, Competence, Job Conflict and Job Satisfaction

Introduction

Human resources are actually the main asset of the company. Managing and utilizing human resources properly is very important in order to achieve company goals. The human resources department is responsible for supporting reliable and quality work units. Hikmah Perkasa & Ajis, (2019).

Increasing resources in knowledge enhancement is the strategic development of organizations in the future, especially employees, which provides space for innovation and growth. Thus, the absolute requirement for the achievement of human resources is the speed of responding to change, becoming a requirement for a sailng-empowered employee and winning the global human resources competition.. Kanafilah et al, (2021).

The investigation was carried out at the Lampung Provincial Service Unit Bildang which is a Service Unit under the Lampung Provincial Government, which is tasked with providing services to Lampung residents on duty and in the Jakarta area.

The phenomenon in this study is the existence of problems related to job satisfaction. Based on the results of researchers' observations in the field, the lack of job satisfaction in employees is caused by several things, namely career development, competence and work

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conflict. That related to employee career development is still felt to be completely ineffective so that it has an impact on decreasing employee job satisfaction. Judging from the competence of employees, namely the lack of skills (abilities) possessed by employees, other things that cause a lack of job satisfaction in employees are caused by conflicts that often occur between employees and a lack of commitment to work.

Then to support this research, the authors conducted a pre-survey of 25 people to find out the factors that affect Employee Job Satisfaction, among others:

The results of empirical studies conducted by researchers related to previous research on job satisfaction by Krilsdayanil dan Filrmansyah Kusumayadil, (2021), which states that career development has a significant effect on job satisfaction. Research by Ilrmawatil et a, (2021), Competence has a positive and significant influence on employee job satisfaction. Research by Prayoga, (2021), Work conflict has a positive and significant influence on employee job satisfaction.

Method

The type of research in the writing of this proposal uses the type of quantitative research. In conducting research, especially quantitative research, one of the most important steps is to formulate a research plan. The research plan is a strategic plan to achieve the research objectives that have been set and acts as a guideline or guide for the researcher throughout the research process. This research utilizes a quantitative approach. Data collection can be done through questionnaires and interviews. To collect data by using a questionnaire, a number of questions were asked by the respondents. In order to obtain data from the questionnaire, a large number of respondents were selected in order to achieve good reliability and reliability. This study is classified as an associative study, which is a study that investigates the causal relationship between independent variables (X) and dependent variables (Y). The research design that will be studied by the author is all employees of WISMA LAMPUNG by distributing questionnaires or questionnaires. This was done by distributing questionnaires manually as many as 50 respondents. The variables to be examined include the influence of compensation, workload and work motivation on employee performance.

The sample is part of the total population selected for the data source. Meanwhile, according to Sugiyono (2019), the sample is defined as part of the number and characteristics possessed by the population. If the population is large and the researcher cannot begin to study the original population due to limited funds, energy, and time, then the researcher can use a sample drawn from the original population. What is learned from the sample will be applicable to the general population. The sample drawn from the results must be truly representative. The population in this research is all employees of WISMA LAMPUNG JAKARTA, totaling 50 people. The data analysis method used in this research is SEM analysis with PLS as an alternative technique to SEM analysis where the data does not have to be multivariate normally distributed.

Results and Discussion
Descriptive Statistical Analysis

Descriptive statistical analysis is used to describe and describe the variables used in this study Ghozali (2020). This analysis aims to provide an overview or describe the data in the
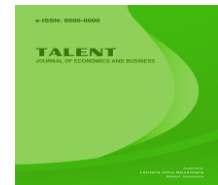
form of mean, maximum, minimum and standard deviation values to describe the research variables so that they are contextually easy to understand. The results of descriptive statistical analysis were obtained from the results of the analysis of the respondent's description and the results of the analysis of the description of the research variables.

Based on the results of data processing, it shows that the majority of respondents, namely 38 respondents or 76% of respondents, are male. While the remaining 12 respondents or 24% of respondents were female. So, the majority of respondents who are employees who work based on gender are male respondents.

Based on the results of data processing, it shows that the majority of respondents, namely 17 respondents or 34% of respondents, are respondents aged between 20-30 years. While other respondents, namely respondents aged 30-40 years as many as 10 respondents or 20%, respondents, respondents aged 40-50 years as many as 18 respondents or 36% of respondents, respondents aged 50-60 years as many as 5 respondents or 10% of respondents So, the majority of employees who work are respondents aged 40-50 years.

Average Variance Extracted (AVE)

The AVE value aims to measure the level of variation of a construct component collected from its indicators by adjusting the error rate. Testing with the AVE value is more critical than composite reliability. The minimum recommended AVE value is 0.50.

Table 1 Average Variance Extracted (AVE) Test Results

	Average Variance Extracted (AVE)
X1_ *Career Development*	0, 738
X2_ Competence	0,715
X3_ Work Conflict	0,684
Y_ Job Satisfaction	0,746

Source: Processing Output with smartPLS 3.0

Based on table 1, it can be seen that the AVE value is greater than 0.50, which means that all of these indicators have met the predetermined criteria and have potential reliability for further testing.

Composite Reliability and Cronbach's Alpha

To ensure that there are no measurement-related problems, the last step in evaluating the outer model is to test the reliability of the model. The reliability test is carried out using the Composite Reliability and Cronbach's Alpha indicators.

Composite Reliability and Cronbach's Alpha testing aims to test the reliability of instruments in a research model. If all latent variable values have a Composite Reliability and Cronbach's Alpha value ≥ 0.70, it means that the construct has good reliability or the questionnaire used as a tool in this study has been consistent.
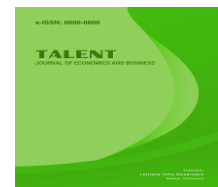
Table 2 Composite Reliability and Cronbach's Alpha Test Results

	Composite Reliability	**Cronbach's Alpha**	**Remarks**
Y_ Job Satisfaction	0.936	0.915	Reliable
X3_ Work Conflict	0.929	0.908	Reliable
X2_ Competence	0.909	0.867	Reliable
X1_ Career Development	0.944	0.929	Reliable

Based on table 2, it can be seen that the results of Composite Reliability and Cronbach's Alpha testing show a satisfactory value, namely all latent variables are reliable because all latent variable values have Composite Reliability and Cronbach's Alpha values ≥ 0.70. So it can be concluded that the questionnaire used as a research tool is reliable or consistent.

Structural Model Test (Inner Model)

After the estimated model meets the Outer Model criteria, the next structural model testing (Inner Model) is carried out. Inner model testing is the development of a concept-based model from theory in order to analyze the relationship between exogenous and endogenous variables described in the conceptual framework. The stages of testing the structural model (inner model) are carried out with the following steps:

R-Square Value (R2)

Looking at the R-Square value which is the Goodness of Fit test of the model

Table 3 Test Results of R-Square Value (R2)

	R Square
Y_ Job Satisfaction	0.698

Source: Processing Output with smartPLS 3.0

Based on table 5, it can be concluded that the R-Square value is 0.698, which means that the job satisfaction variable that can be explained by all the independent variables is 69.8% and the remaining 100% minus 69.8%, namely 30.2%, is explained outside this research model.

f2 Effect Size

The f-square (f2) value shows the partial effect of each predictor variable on the endogenous variable. The following is the interpretation of the f-square value (Ghozali, 2020). If the f-Square value is ≥ 0.35, it can be interpreted that the latent variable predictor has a strong influence. If the f-Square value is $0.15 \leq f \leq 0.35$, it has a medium influence. If the f-Square value is $0.02 \leq f \leq 0.15$, it has a weak influence.

The following are the results of the f2 value of each exogenous variable on the endogenous variable:

Table 4 Results of f2 Effect Size

	Y_ Job satisfaction	Remarks
X1_ Career Development	0.083	Weak
X2_ Competence	0.320	Medium
X3_ Work conflict	1.018	Medium

Source: Processing Output with smartPLS 3.0

Based on table 4, it can be seen that the f2 value of the Career Development variable has 0.083, which means that the Career Development variable has a weak partial effect on the Job Satisfaction variable. The f2 value of the Competency variable has 0.320, which means that the Competency variable has a medium or moderate partial effect on the Job Satisfaction variable. The f2 value of the Work Conflict variable has 1, 018, which means that the Work Conflict variable has a medium or moderate partial effect on the Job Satisfaction variable.

Q-Square (Goodness of Fit Model)

Testing Goodness of Fit The structural model in the inner model uses the predictive relevance value (Q2). A Q-Square value greater than 0 (zero) indicates that the model has a predictive relevance value. The R-Square value of each endogenous variable in this study can be seen in the following calculation:

Table 5 Q-Square Test Results

	Q² (=1-SSE/SSO)
Y_ Job satisfaction	0,487

Source: Processing Output with smartPLS 3.0

The calculation results above show a predictive relevance value of 0.487. This shows that the amount of diversity of research data that can be explained by the research model is 48.7%. While the remaining 51.3% is explained by other factors that are outside this research model. Thus, from these results, this research model can be stated to have a fairly good goodness of fit.

Hypothesis Testing Results (Path Coefficient Estimation)

The estimated value for the path relationship in the structural model must be significant. This significant value can be obtained by bootstrapping procedure. Seeing the significance of the hypothesis by looking at the parameter coefficient value and the significant value of the t-statistic in the bootstrapping algorithm report. To determine whether it is significant or insignificant, it can be seen from the t-table at alpha 0.05 (5%) = 1.96. Then the t-table is compared with the t-count (t-statistic).
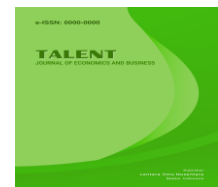
Table 6 Hypothesis Testing Results

	Original Sample (O)	Average Sample (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
Work conflict-> job satisfaction	0.639	0.639	0.109	5.878	0.000
Competence -> Job satisfaction	0.380	0.394	0.121	3.139	0.002
Career Development -> Job satisfaction	-0.176	-0.158	0.089	1.993	0.047

Source: Processing Output with smartPLS 3.0

Discussion

Based on the results of the PLS (Partial Least Square) analysis, this section will discuss the results of the calculations that have been carried out. This study aims to determine the effect of career development, competence and work conflict on job satisfaction. Testing is shown through existing hypotheses so that it can find out how each variable affects other variables.

Career Development on Employee Job Satisfaction

Based on the test results on the effect of Career Development on Job satisfaction has an original sample value of -0.176 and has a t-statistic value> t-table (1.993> 1.96) so it can be concluded that the first hypothesis (H1) is accepted, meaning that in this study Career Development has a positive and significant effect on Job satisfaction. This means that the more career development that exists so far, the more employee job satisfaction in the Jakarta Lampung Guesthouse Unit will increase as well. With a career development program, it will provide hope for employees to achieve their career goals. Then employees will be motivated to take action towards achieving their expectations. If their expectations are met, then employees will feel satisfied. The results of this study are reinforced by previous research conducted by (Krisdayani dan Firmansyah Kusumayadi, 2021) and (Jumiyati, Yunidyawati Azlina. 2019) which states that the career development variable has a positive and significant effect on job satisfaction.

The Effect of Competence on Employee Job Satisfaction

Based on the test results on the effect of Competence on Job satisfaction has an original sample value of 0.380 and has a t-statistic value> t-table (3.139> 1.96) so it can be concluded that the second hypothesis (H2) is accepted, meaning that in this study Competence on Job satisfaction has a positive and significant effect on Job satisfaction. This means that competence makes a positive contribution in increasing job satisfaction. This shows that the competence of Wisma Lampung Jakarta Service Unit employees can increase job satisfaction. The higher the competence of the Wisma Lampung Jakarta Service Unit employees with the work done daily, it will be able to have an impact on job satisfaction for every employee who works at the Jakarta Wisma Lampung Service Unit Office. The results of this study are reinforced by previous research conducted by (Ella Anastasya Sinambela, 2020) which states that Competence has a positive and significant effect on Employee Performance.
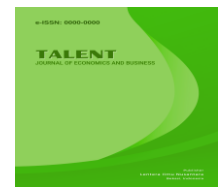
The Effect of Job Conflict on Employee Job Satisfaction

Based on the test results on the effect of work conflict on job satisfaction has an original sample value of 0.639 and has a t-statistic value> t-table (5.878> 1.96) so it can be concluded that the third hypothesis (H3) is accepted, meaning that in this study work conflict on job satisfaction has a positive and significant effect on performance. This means that if the conflict between employees can subside, it will increase job satisfaction at the Jakarta Wisma Lampung Service Unit Office. In this study it was found that work conflict determines employee job satisfaction. The results of this study are reinforced by previous research conducted by (Aditya Prayoga 2021) which states that Work Motivation has a positive and significant effect on Employee Performance.

Conclusion

Based on the results of research and discussion in the previous chapter regarding the effect of career development, competence and work conflict on employee job satisfaction, this research can be concluded as follows: Career Development has a positive and significant effect on Job Satisfaction, In the face of a rapidly changing world of work, career development is the key to keeping employees excited and contributing optimally. This research emphasizes the importance of providing career development opportunities that are relevant, supportive, and attractive to employees. By doing this, companies can create a culture that allows employees to grow and achieve higher job satisfaction. Competence has a positive and significant effect on job satisfaction, this means that competency development can have an impact on the formation of a positive work culture. Employees who have strong competencies may be more likely to participate in collaboration efforts, share knowledge, and support their coworkers. Work conflict has a positive and significant effect on job satisfaction In a dynamic and complex world of work, work conflict can be a source of positive growth and change. This research confirms the importance of taking a holistic view of conflict, identifying opportunities in the face of conflict, and helping employees manage the situation wisely. By treating conflict as an opportunity, companies can create an adaptive, collaborative work environment and help increase employee job satisfaction.

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