

## Effect of Career Development and Supervision on Employee Satisfaction at Pt. Kartika Swarna Dwipa (Tupperware Sales Company)

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### ABSTRACT

Supervision is all the activities undertaken by the manager in an effort to ensure that the actual results in accordance with the planned results. Job satisfaction cannot be felt by employees due to the company's career development programs that are less clear and have not been able to guarantee the future of employees. The research method using quantitative approach, the type of research used descriptive quantitative. Data were collected through interviews, questionnaires and documentation studies. The data analysis used is multiple linear regression. The population used is all employees who numbered 78 people. Determination of sample in research using saturated sample that is with all employees amounted to 78 people. The results showed that career development and supervision simultaneously and partially have a positive and significant effect on employee job satisfaction with the value of determinant coefficient of 0.132 or 13,2%, while the remaining 86,8% influenced by other variables not examined. The conclusion of the research is simultaneously and partially career development and supervision have a significant effect on employee job satisfaction at PT. Kartika Swarna Dwipa (Company in Sales Tupperware).

**Keywords:** Career Development, Supervision, Job Satisfaction

## **INTRODUCTION**

Human resources are one of the main assets for companies that are planning and active actors in various activities within an organization. Therefore, every employee in an organization needs to be maintained and developed in order to become professional in their respective fields (Willy Yusnandar, Roydi Nefri, 2020).

In an effort to achieve the company's goals, the human resources in the company need to be given sufficient encouragement to feel satisfied, and give rewards in the form of clear career development. Career development is an employee's personal efforts to achieve a career plan. These activities may or may not be supported by the personnel department depending on the department. Career development shows the processes and activities of preparing an employee for positions in the organization or company that will come.

In addition to clear career development, the company certainly cannot be separated from employee work monitoring programs so that performance is more guaranteed and in accordance with the expected results. Supervision is all activities carried out by the manager in an effort to ensure that the actual results are in accordance with the planned results. Supervision is a function that ensures that activities can provide the desired results (Rini Astuti, 2017).

PT. Kartika Swarna Dwipa is one of the Tupperware distributors companies in North Sumatra. The company is engaged in the sale (distributor) of tupperware products. PT. Kartika Swarna Dwipa was founded by Ms. Susan Erlina Hayati Rompis in 1996, which is located at Jalan Brigjend Katamso Komplek Istana Bisnis Center No.2/7/8 Medan.

Job satisfaction is one of the most important factors for an employee in a company to produce optimal work results. With the fulfillment of needs, employees will feel valued and their morale will increase (Nel Arianty, 2019). When a person feels satisfaction in the worker, of course he will perform as much as possible with all the abilities he has to complete his job duties. Thus the productivity and work results of employees will increase optimally. The increase in individual performance will also indirectly encourage an increase in managerial performance.

Based on the background of the problems that have been described previously, the formulation of the problem in this study is as follows: how is the effect of career development on employee job satisfaction, how is the effect of supervision on employee job satisfaction and how is the influence of career development and supervision on employee job satisfaction at PT. Kartika Swarna Dwipa?

## **LITERATURE REVIEW**

According to (Marwansyah, 2016, p. 208), career development are activities for self-development that are taken by a person to realize his personal career plan.

According to (Siagian, 2015, p. 215), no matter how good a career plan that has been made by a worker accompanied by a reasonable and realistic career goal, the plan will not become a reality

without systematic and programmatic career development. Career development indicators are measured by:

1. Work performance
2. Introduction by other parties
3. Loyalty to the organization
4. Mentors and sponsors
5. Subordinate support
6. Take advantage of opportunities to grow
7. Stop at your own request and will

According to (M Kadarisma, 2013, p. 107), supervision is the process of observing rather than implementing all organizational activities to ensure that all work being carried out goes according to a predetermined plan.

According to (Badriyah, 2015, p. 232) supervision states that the measure is and is a distribution of behavior. If the manager cannot measure it means that the manager cannot supervise or control.

According to (Handoko, 2014, p. 368), indicators that can measure supervision are:

1. Input measurement
2. Results in the early stages
3. Symptoms (symptoms)
4. Changes in assumed conditions

According to (Sinambela, 2016, p. 295), job satisfaction is a person's perspective, both positive and negative, about their employees.

According to (Mangkunegara, 2017, p. 124), job satisfaction can provide an overview to leaders regarding the level of job satisfaction of employees in the company. Likewise, to find out employee dissatisfaction in certain sections and positions.

According to (Siswandi, 2011, p. 118), there are variables that can be used to measure job satisfaction. It is used as an indicator of job satisfaction, among others:

1. Turn over
2. Work attendance (absence) rate
3. Age
4. Employment rate
5. Company organization size

Based on the problem formulation and literature review that has been described previously regarding career development and supervision variables and their influence on employee satisfaction, the conceptual framework proposed in this study is described as follows:

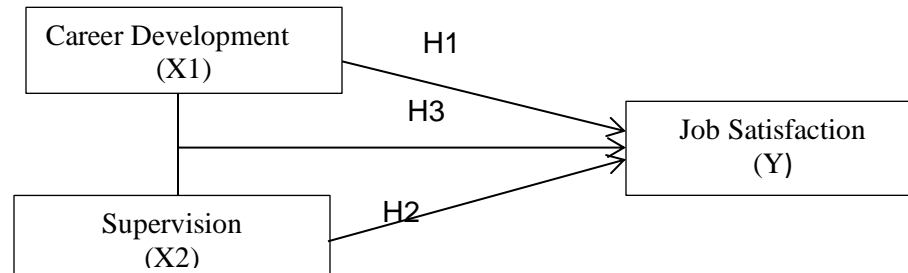


Figure 1 Conceptual Framework

Based on the conceptual framework above, the hypotheses proposed in this study are as follows:

H1: Career Development has an effect on employee job satisfaction at PT. Kartika Swarna Dwipa.

H2: Supervision has an effect on employee job satisfaction at PT. Kartika Swarna Dwipa.

H3: Career Development and Supervision have an effect on Job Satisfaction at PT. Kartika Swarna Dwipa.

## RESEARCH METHOD

This research was conducted at PT. Kartika Swarna Dwipa. JL. Brigadier General Katamso Palace Business Center Complex No.2/7/8. This research was conducted from July 2021 to December 2021.

The research method uses a quantitative approach, the type of research used is descriptive quantitative. Data was collected by means of interviews, questionnaires and documentation studies. Analysis of the data used is multiple linear regression. The population used is all employees, totaling 78 people plus 30 employees from other similar companies.

Determination of the sample in the study using a saturated sample, where 30 employees from other similar companies will be used to test the validity and reliability of research instruments and the remaining 78 people are used as research samples.

### Validity test

Validity is a measure that shows the levels of validity or validity of the instrument. According to (Sugiyono, 2013, p. 106), "if the value of the validity of each question is greater than the value of the correlation coefficient ( $r$ ) 0.30 then the questions are considered valid".

The validity test was carried out using the one-shot method. The validity test was carried out using SPSS (Statistical Package for The Social) software.

### Reliability Test

According to (Ghozali, 2013, p. 130), the questionnaire is said to be reliable or reliable if a person's answer to the question is consistent or stable over time. Testing is done by trying the instrument only once, then the data obtained is analyzed with a certain technique, in this case the technique used is Cronbach Alpha ( $\alpha$ ). A variable is said to be reliable if it gives a value  $> 0.70$ .

The research data analysis model used in this study is a multiple linear regression analysis model which is used to determine the effect of the independent variable on the dependent variable either jointly or partially.

Data processing in this study using the SPSS version 23 program. The mathematical model in multiple linear regression is as follows:

$$Y = a + b_1x_1 + b_2x_2 + e$$

Where:

Y = Employee Job Satisfaction

X1 = Career development

X2 = Supervision

a = Constant

b1, b2 = Independent variable regression coefficient

e = term of error (error allowance rate = 5%).

## RESULTS

### Classic Assumption Test Results

Before testing the hypothesis, the classical assumption is tested first to ensure that the multiple linear regression test tool can be used or not. If the classical assumption test has been met, then the multiple regression statistical test tool can be used. Classical assumption test in this case is in the form of normality test, multicollinearity test and heteroscedasticity test.

### Normality test

The normality test aims to test whether in the regression model, the confounding variables or residuals are normally distributed. There are two ways to detect whether the residuals are normally distributed or not, namely by graphical analysis and statistical tests. To see the residuals, the writer analyzes the probability plot that compares the cumulative distribution and the normal distribution.

Table 1. Normality Test Method One Sample Kolmogorov One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		78
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	3,54488029
Most Extreme Differences	Absolute	,055
	Positive	,055
	Negative	-,043
Test Statistic		,055
Asymp. Sig. (2-tailed)		,200 <sup>c,d</sup>

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Based on the output in table 1, the normality test using the one sample Kolmogorov-Smirnov test method, obtained a value (Aymp. Sig2-tailed) of 0.200, which is greater than 5% (0.05), then the data is declared to be normally distributed residual.

### **Multicollinearity Test**

To test whether there is a correlation between the independent variables in the regression model and this can be seen from the VIF with a note that if  $VIF > 10$  then it is suspected to have a multicollinearity problem and if  $VIF < 10$  and tolerance value  $> 0.1$  then multicollinearity does not occur.

A good regression model should not have a correlation between independent variables. The test results can be seen in the following table:

Table 2. Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	7,865	5,121		1,536	0,129		
Career	0,291	0,118	0,261	2,460	0,016	0,998	1,002
Development Supervision	0,402	0,152	0,281	2,645	0,010	0,998	1,002

a. Dependent Variable: Job Satisfaction

Based on Table 2 above, it can be seen that the tolerance value for each independent variable X1 is 0.998 and X2 is 0.998 greater than 0.1 while the VIF value for each independent variable X1 and X2 is 1.002 smaller than 10, then the data is declared to have no symptoms of multicollinearity.

### **Heteroscedasticity Test**

Heteroscedasticity test aims to determine whether in a regression model there is a similarity of residual variance. A good model is that there is no heteroscedasticity. Here are the results of testing the Glejser method:

Table 3. Glejser . Method Heteroscedasticity Test Results Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig
	B	Std. Error	Beta		
1 (Constant)	3,682	3,144		1,171	,245

Career	-,048	,073	-,075	-,655	,514
Development	,047	,093	,058	,501	,618
Supervision					

a. Dependent Variable: RES\_2

Based on table 3 it can be seen that the value of sig. each independent variable X1 is 0.514 and X2 is 0.618 which is greater than the significance value of 0.05, so the data is free from heteroscedasticity problems.

### Descriptive statistics

Based on the descriptive statistical analysis, the characteristics of the samples used in the study include; number of samples (N), average (mean), maximum, minimum and standard deviation values for each variable.

Table 4. Descriptive Statistical Analysis

	N	Minimum	Maximum	Mean	Std Deviation
Career	78	28	46	37,26	3,466
Development	78	10	24	18,46	2,695
Supervision	78	17	37	26,13	3,856
Job Satisfaction	78				
Valid N (listwise)					

Based on table 4 above, it can be seen that the career development variable (X1) with a sample of 78 respondents has an average score of 37.26 with a standard deviation of 3,466, the maximum value is 46 with the respondent number 8 and the minimum value is 28 with the respondent number. 13.

The monitoring variable (X2) with a sample of 78 respondents has an average rating of 18.46 with a standard deviation of 2.695, a maximum value of 24 with a respondent number of 35 and a minimum value of 10 respondents' numbers 8.

Job satisfaction variable (Y) with a sample of 96 respondents has an average rating of 26.13 with a standard deviation of 2.142, a maximum value of 37 with a respondent number of 28 and a minimum value of 17 with a respondent number of 73.

### Multiple Linear Regression Equation Analysis

The research data analysis model used in this study is a multiple regression analysis model. This analysis model is used to determine the effect of the independent variable on the dependent variable, namely the communication and supervision variables on employee job satisfaction at PT. Kartika Swarna Dwipa can be calculated using the statistical product and service solution (SPSS) software.

The results of the multiple linear regression coefficients on the independent variables (X) on the Y variable can be seen in the following table:

**Table 5. Multiple Linear Regression Test Results Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig
	B	Std Error	Beta		
1 (Constant)	7,865	5,121		1,536	,129
Career Development	,291	,118	,261	2,460	,016
Supervision	,402	,152	,281	2,645	,010

a. Dependent Variable: Job Satisfaction

Based on Table 5, the following multiple linear regression equations can be obtained:  

$$Y = 7.865 + 0.291X_1 + 0.402X_2$$

From the multiple linear regression equation above, the following can be explained:

1. The constant value (a) of 7.865 means that if there is no career development and supervision variable, then the value of job satisfaction is 7.865 units.
2. The career development variable of 0.291 has a positive value, which means that for every 1 unit increase in the career development variable, the value of the job satisfaction variable will increase by 0.291 units.
3. The supervisory variable of 0.402 has a positive value, which means that for every 1 unit increase in the supervision variable, the value of the job satisfaction variable will increase by 0.402 units.

### **Hypothesis Determination Coefficient**

The coefficient of determination (R<sup>2</sup>) is used to measure how far the model's ability to explain the variance of the dependent variable is, where the value of R<sup>2</sup> ranges from  $0 < R^2 < 1$ .

**Table 6. Coefficient of Determination Value (R square) Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,393 <sup>a</sup>	,155	,132	3,592

a. Predictors: (Constant), Career Development, Supervision

b. Dependent Variable: Job Satisfaction

Based on table 6 above, the adjusted R square value is 0.132, which means that the ability of the variance of career development and supervision variables to explain the variance of job satisfaction is 13.2% and the remaining 86.8% are other variables not examined in this study.

### **Simultaneous Hypothesis Testing (F Test)**

The F test or simultaneous test was conducted to determine the effect or positive relationship and the significance of the independent variables, namely career development and supervision of the dependent variable, namely job satisfaction.

The hypothetical model used in this F test is as follows:

- a. H<sub>0</sub>: b<sub>1</sub>, b<sub>2</sub> = 0 (simultaneous career development and supervision have no effect on employee job satisfaction at PT. Kartika Swarna Dwipa).



- b. H1:  $b_1, b_2 \neq 0$  (Career development and supervision simultaneously affect employee job satisfaction at PT. Kartika Swarna Dwipa).

Table 7. F. Test Results ANOVA<sup>a</sup>

Model	Sum of Squares	Df	Mean Square	F	Sig.
1	177,122	2	88,561	6,865	,002 <sup>b</sup>
Regression	967,596	75	12,901		
Residual	1144,718	77			
Total					

a. Dependent Variable: Job Satisfaction

b. Predictors: (Constant), Supervision, Career Development

Based on table 7 above, it can be seen that the Fcount value is 6.865 while Ftable is 3.11. From these results it is known that  $F_{count} > F_{table}$  and a significance of  $0.002 < 0.05$ , so the results show that simultaneously H1 is accepted and H0 is rejected.

This shows that career development and supervision have a positive and significant effect on employee job satisfaction at PT. Kartika Swarna Dwipa (Jufrizen, 2017).

### Partial Hypothesis Testing (t Test)

Partial test (t test) was conducted to partially test the independent variables consisting of selection and training had a positive and significant effect on employee performance at PT. Kartika Swarna Dwipa.

The hypothetical model used in this t-test is as follows:

- a. H0:  $b_1 = b_2 = 0$  (Career Development; Partial supervision has no effect on employee job satisfaction at PT. Kartika Swarna Dwipa).  
b. H1:  $b_1 \neq b_2 \neq 0$  (Career Development; Supervision partially affects employee job satisfaction at PT. Kartika Swarna Dwipa)

Table 8. Hypothesis t-test results Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	7,865	5,121		1,536	,129
Career Development	,291	,118	,261	2,460	,016
Supervision	,402	,152	,281	2,645	,010

a. Dependent Variable: Job Satisfaction

## DISCUSSION

The results of the partial test are obtained with the following results:

1. Partial hypothesis test of career development variable from the table, it can be seen that the

$t_{count}$  value of career development variable (X1) is 2,460 with a significant value of 0.016, so the results show that the hypothesis H1 is accepted because  $t_{count} > t_{table}$  ( $2.460 > 1.664$ ) and is significantly smaller than 0.05 which means that the career development variable has a positive and significant effect on the employee job satisfaction variable at PT. Kartika Swarna Dwipa. (Murviana Koto, Hastina Febriaty, 2019)

2. The partial hypothesis test of the monitoring variable from the table can be seen that the  $t_{count}$  value of the monitoring variable (X2) is 2.645 with a significance of 0.010, the research results show that the hypothesis H1 is accepted because  $t_{count} > t_{table}$  ( $2.645 > 1.664$ ) and is significantly smaller than 0.05 which means that the supervision variable has a positive and significant effect on the employee job satisfaction variable at PT. Kartika Swarna Dwipa. (Jufrizen, 2017)

## **CONCLUSION**

From the results of research and discussion, the following conclusions can be drawn:

1. Partial test results show that career development has a positive and significant effect on employee job satisfaction at PT. Kartika Swarna Dwipa.
2. Partial test results show that supervision has a positive and significant effect on employee job satisfaction at PT. Kartika Swarna Dwipa.
3. Simultaneous test results show that career development and supervision have a significant effect on employee job satisfaction at PT. Kartika Swarna Dwipa. The value of the adjusted (R<sup>2</sup>) determinant coefficient of career development and supervision explains the variable job satisfaction of employees at PT. PT. Kartika Swarna Dwipa by 13.2% and the remaining 86.8% was explained by other independent variables not examined.

## **LIMITATION**

This problem must of course be resolved if this continues it will certainly affect the continuity of the company's operations. Employee dissatisfaction at work greatly affects the results of their performance and the company's goals to be able to achieve work productivity in accordance with company expectations.

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## **DECLARATION OF CONFLICTING INTERESTS**

We declare that we have no conflict of interest with the BEFIC Bali 2022 committee or staff from AIBPM or any conflict regarding this article.

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