

# The Effect of Job Satisfaction and Job Loyalty on Employee Performance: *A Narrative Literature Review*

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**Abstract** - *The purpose of writing this article is a narrative literature review of 3 (three) articles that discuss the effect of job satisfaction and job loyalty on employee performance with the aim of identifying and summarizing previously published articles without any criticism of the articles reviewed. In achieving the goals or objectives to be achieved, companies need to pay attention to one of them is producing data that is inconsistent or sometimes does not reach the production target, this is due, among other things, two indications of weak job satisfaction and job loyalty which have an impact on employee performance that is less noticed. The review results show that the effect of job satisfaction and job loyalty of the 3 articles shows a positive and significant effect on employee performance.*

**Keywords:** *Job Satisfaction, Job Loyalty, Employee Performance*

## I. INTRODUCTION

According to Putri (2018) In a company, human resources are needed to support the sustainability of the company. The smooth running of a company that manages its employees, one of which can be seen from the level of job satisfaction and loyalty in the performance of employees within the company itself. The higher the level of job satisfaction and employee loyalty, the more advanced the company will be. Companies need to focus on employee welfare which can affect employee satisfaction and loyalty towards employee performance so that employees can provide maximum contribution to the company.

According to Prami et al (2022) Employees are a very valuable company asset that must be managed properly in order to make an optimal contribution. One of the things that should be the company's main concern is the job satisfaction of its employees, because employees who do not feel comfortable at work, are not valued, cannot develop all their potential, So directly these employees cannot focus and concentrate fully on their work. Work. In addition to job satisfaction, employee loyalty also affects employee performance. In carrying out work activities, employees will not be separated from loyalty and work attitude, so that in this way the employee will always carry out a good job. The performance possessed

by employees will affect whether or not an organization's or company's goals are achieved. The performance possessed by employees will affect whether or not an organization's or company's goals are achieved.

According to Subagja & Safrianto (2020), employees who are satisfied with their jobs will have satisfaction and loyalty to the company as well as high work participation so that they will continue to improve their performance. In addition to job satisfaction, loyalty also needs to be a concern for companies because it can affect the increase or decrease in employee performance. Thus, loyalty is usually seen from a long tenure at the company, it can be said that the longer the employee's tenure, the higher his loyalty to the company. However, loyalty is not only seen from years of service, but can be measured through several factors such as high discipline, good work, responsibility at work and employee involvement in solving problems at work. Therefore, companies must also be able to pay attention to employee loyalty because it is an important factor in improving performance. Every organization is required to be able to optimize human resources and how human resources are managed. Performance will always be an actual issue in a company, because whatever the form of the company, performance is a key question for the effectiveness or success of a company. So, employee performance has a very important role in determining the success or failure of a company.

## II. METHOD

This article aims to dig deeper into the influence of job satisfaction and job loyalty on employee performance in companies. The method used is a systematic literature review to identify and classify some of the results of research on the effect of job satisfaction and job loyalty on employee performance.

**Table 1. Journal articles reviewed**

No.	Author	Title	Method	Source
1.	Putri (2018)	The Effect of Job Satisfaction and Job Loyalty on Employee Performance at PT Malindo Intitama Raya	Quantitative	Scholar
2.	Prami et al (2022)	The Effect of Job Satisfaction and Job Loyalty on Employee Performance at PT Cendana Indopearls Buleleng-Bali	Quantitative	Scholar
3.	Subagja & Safrianto (2020)	The Effect of Job Satisfaction and Work Loyalty on Employee	Qualitative	Scholar

No.	Author	Title	Method	Source
		Performance at PT Bank Sahabat Sampoerna Jakarta		

The research method used by Putri (2018) is a Quantitative Approach, collecting data by distributing questionnaires to employees at PT. Malindo Intitama Raya. Data collection was carried out through observation and distributing questionnaires to 91 employees at PT. Malindo Intitama Raya. Data analysis in this study was using SPSS version 24. Data processing used included validity test, reliability test, classical assumption test, and multiple linear regression analysis.

The hypothesis made is:

Hypothesis 1 (H1) Job satisfaction has a positive influence on employee performance

Hypothesis 2 (H2) Work loyalty has a positive effect on employee performance

Hypothesis 3 (H3) Job loyalty is significantly more influential than job satisfaction on employee performance.

The research method used by Prami et al (2022) is a Quantitative Approach. The data collection method uses observation, interviews, documentation, and questionnaires. The population in this study was 204 employees. The sample in this study amounted to 70 people. Validity test using Alpha Cronbach. Data analysis using multiple linear regression.

The hypothesis made is:

Hypothesis 1 (H1) There is a positive and significant effect of job satisfaction on performance employees at PT Cendana Indopearls Buleleng – Bali.

Hypothesis 2 (H2) There is a positive and significant influence between employee loyalty on employee performance at PT Cendana Indopearls Buleleng - Bali.

Hypothesis 3 (H3) There is a positive and significant influence between job satisfaction and employee loyalty on employee performance at PT Cendana Indopearls Buleleng - Bali.

The research method used by Subagja & Safrianto (2020) is a Qualitative Approach, collecting data in the form of descriptive data. "The population in this study was all employees of Bank Sahabat Sampoerna KCP Kelapa Gading, totaling 48 (forty eight) people. Based on logical considerations, the number of samples taken was 48 employees. The sampling technique used is saturated samples.

### III. RESULTS AND DISCUSSION

According to Putri (2018) The results of the analysis show that the effect of job satisfaction and work, loyalty on employee performance has an effect of 27.5% and the remaining 72.5% is influenced by other indicators not included in this study. It can be seen that the variable or factor that has the most influence on employee performance is work loyalty from the statistical test results with a significant level of  $0.006 < 0.05$ .

According to Prami et al (2022) The results of the study found that: (1) job satisfaction has a positive and significant effect on employee performance, a sigh. T value of  $0.001 < 0.050$  identifies that  $H_0$  is rejected and  $H_1$  is accepted. (2) Employee loyalty has a

positive and significant effect on employee performance, a sigh. T value of 0.000 <0.050 indicates that H0 is rejected and H1 is accepted. (3) Job satisfaction and employee loyalty together have a positive and significant influence on employee performance. The contribution of job satisfaction and employee loyalty to explain employee performance is 64.0% while 36.0% is determined by other variables not examined in this study.

According to Subagja & Safrianto (2020) Based on the results of the regression analysis, it shows that job satisfaction and work, loyalty encourage increased employee performance at PT Bank Sahabat Sampoerna KC Kelapa Gading. The results of the study show that together job satisfaction and job loyalty provide an increase in employee performance.

#### IV. CONCLUSION AND SUGGESTION

##### Conclusion

According to Putri (2018) The factor that has the most positive and significant influence between the variables of job satisfaction and work loyalty on employee performance is the variable of work loyalty at PT. Malindo Intitama Raya. Prami et al (2022) concluded that Job Satisfaction and Employee Loyalty have a positive effect on the performance of employees of PT Cendana Indopearls Buleleng – Bali. So, if an employee feels satisfaction at work and has high loyalty, then he will have a higher tendency to improve his performance. Subagja & Safrianto (2020) concluded that job satisfaction supports the improvement of employee performance at PT Bank Sahabat Sampoerna KCP Kelapa Gading, where employees try to do their jobs by providing achievements at work and always obeying the regulations that apply in the company. Work loyalty encourages increased employee performance at PT Bank Sahabat Sampoerna KCP Kelapa Gading, always ready to work overtime if the work is not finished and always work together between departments for the company's progress in a professional manner.

##### Suggestion

Suggestions conveyed through Putri's research (2018), namely job satisfaction and work loyalty must be maintained and developed better, companies should provide jobs that match the educational background of employees so that employees feel comfortable and do not feel jealous of other employees just because of background problems educational background, companies should also provide rewards to employees who have worked for a long time so that employees can increase their work loyalty. Suggestions conveyed through research by Prami et al (2022), namely that companies should always pay attention to job satisfaction and employee loyalty together because they are able to significantly improve employee performance. Suggestions conveyed through the research of Subagja & Safrianto (2020), namely that companies should provide a relaxed work atmosphere and work environment with complete facilities and work is not made a burden, reward employees who always comply with regulations and punishment for employees who violate company regulations , and provide proportional assignments to employees.

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