

THE RELATIONSHIP BETWEEN JOB SATISFACTION AND EMPLOYEE SELF SERVICE APPLICATIONS ON PERSONNEL INFORMATION SYSTEM IN RETAIL STORES (CASE STUDY AT ALFAMART KLEWER BOYOLALI)

HUBUNGAN ANTARA KEPUASAN KERJA DENGAN APLIKASI MANDIRI KARYAWAN PADA SISTEM INFORMASI KEPEGAWAIAN DI TOKO RITEL (STUDI KASUS DI ALFAMART KLEWER BOYOLALI)

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ABSTRACT

This study aims to determine the relationship between the personnel information system and employee self – service applications at the Alfamart Klewer retail store in Boyolali Regency. This study uses a quantitative method approach, which is a research problem formulation that asks about the relationship between two or more variables. The sample of this study was 70 respondents from Alfamart Klewer employees in Boyolali Regency. The method used in determining the sample was Non Probability Sampling with a purpose sampling technique. The data collection technique in this study is a questionnaire. The data analysis techniques in this study used validity tests, reliability tests, multiple linear regression tests, classical assumption tests, t-tests and f-tests (simultaneous), and coefficient of determination (R^2) test using SPSS V 25. The results showed that all independent variables (relationship between, employee self – service applications and employee information) had a positive and significant relationship with the dependent variable (job satisfaction). Collectively, the independent variables, namely the personnel information system and employee self service application, provide an overall relationship with the dependent variable, namely job satisfaction.

Keyword: Job Satisfaction, Employee Self – Service Application, personnel information system

ABSTRAK

Penelitian ini bertujuan untuk mengetahui hubungan antara sistem informasi kepegawaian dan aplikasi mandiri karyawan pada toko ritel Alfamart Klewer di Kabupaten Boyolali. Penelitian ini menggunakan pendekatan metode kuantitatif, yaitu perumusan masalah penelitian yang menanyakan tentang hubungan antara dua variabel atau lebih. Sampel dalam penelitian ini berjumlah 70 responden yang merupakan karyawan Alfamart Klewer di Kabupaten Boyolali. Metode yang digunakan dalam penentuan sampel adalah Non Probability Sampling dengan teknik Purposive Sampling. Teknik pengumpulan data dalam penelitian ini adalah dengan menggunakan kuesioner. Teknik analisis data dalam penelitian ini menggunakan uji validitas, uji reliabilitas, uji regresi linier berganda, uji asumsi klasik, uji t dan uji f (simultan), serta uji koefisien determinasi (R^2) dengan bantuan program SPSS V 25. Hasil penelitian menunjukkan bahwa semua variabel independen (hubungan antara aplikasi mandiri karyawan dan informasi kepegawaian) memiliki hubungan positif dan signifikan terhadap variabel dependen (kepuasan kerja). Secara keseluruhan, variabel independen yaitu sistem informasi kepegawaian dan aplikasi mandiri karyawan memberikan hubungan yang positif terhadap variabel dependen yaitu kepuasan kerja.

Kata kunci: Kepuasan Kerja, Aplikasi Mandiri Karyawan, Sistem Informasi Kepegawaian

1. INTRODUCTION

The Industrial Era has encouraged companies to develop digital technology in various aspects of HR management. The personnel information system allows for the automation of various processes such as payroll, attendance, performance evaluation, and benefits management. The personnel information system is designed to help manage all aspects of personnel administration, starting from recording employee personal data and job history.

Previously, personnel data management was often done manually, resulting in delays in data updates. Digital based personnel information systems have been implemented by various large companies in Indonesia to improve work efficiency (Kunio, 2024).

The personnel information system is a system for the process of collecting, processing, analyzing, and presenting data and information needed to support administration management related to employees (Rahmawati, 2020). The difficulty in the process of managing employee data manually is due to the large amount of data that must be processed, while a company is required to be able to manage employee information quickly. With the existence of manual employee data management is felt to be less effective and efficient, therefore the employee information system is present as one of the solutions overcome this (Hudek, 2021)

One of the main challenges is employee resistance to technological change that often occurs due to a lack of understanding of new digital systems in some locations and data security risks are obstacles that need to be overcome (Permana, 2024). Several studies have examined the relationship between employee information systems and job satisfaction (Helpina, 2023) highlighting how employee information systems improve work efficiency.

Along with the growing need for faster employee services, additional features have also been developed in the form of self – service applications (Wijaya, 2023). Self – service applications allow employees to independently access, update, and submit changes to their personal data without having to go through lengthy administrative procedures. According to (Purnomo et al., 2020). Self – service technology applications and service quality have a positive effect on employee satisfaction. Job satisfaction is one of the individual mechanisms that directly influences work performance and company commitment. Therefore, job satisfaction is crucial for a company's success because satisfied employees will be better at fulfilling their duties. The positive feelings that grow from employee job satisfaction also increase creativity, improve skills, and improve decision making (Dodi, 2024).

2. LITERATURE REVIEW

Job Satisfaction is a pleasant state felt by workers in a work environment and job satisfaction is measured by the positive and negative a person feels about their work because their needs are met adequately (Samauna, 2022). According to (Aisyah, 2020), job satisfaction is defined as a positive feeling or evaluation of the work done by an individual, in general job satisfaction is a pleasant emotional condition where employees feel happy and psychological which refers to the level of satisfaction with their work and work environment that meets expectations then employees will feel satisfied. Someone who feels job satisfaction will produce positive performance results, on the other hand if someone does not feel satisfaction will show a negative attitude in carrying out their work so that workers who are satisfied with their work are happy (Rias, 2020).

A Personnel information system is an information system used to support the management of personnel data administration. This system provides the data necessary for analysis by management in the decision-making process. The use of a system aims to support effective (Samauna, 2022). A collection of components that collect, process, store, and provide output from all information needed in business processes and applications used through software, database, and even related manual processes (Handayani, 2022). According to (Putra, 2023), the main benefit is the provision of accurate and up-to-date data for managing and storing personnel data such as personal and salary data accurately and ensuring that the data is always up to date.

Self – Service Applications are a business development service sought by companies by providing innovative, self service solutions based on service needs, thus becoming one of the reasons for company business growth. Self – Service Applications are easy to use and can provide enjoyment for users (Gunadi, 2022). Business development is the responsibility of

every entrepreneur. There is great hope for starting a business (Arsih et al., 2022). According to (Jove, 2023), self – service applications are technologies that allow someone to obtain service or information, similar to service provided directly by employees.

3. METHODS

This study uses a quantitative approach with a correlational approach to examine the relationship between the variables studies: Job satisfaction, employee self – service applications, and the personnel information system. A correlational approach is used to measure the strength and direction of the relationship between variables, and statistical analysis, such as correlations and regression, is used to test the hypotheses. The purpose of quantitative research is to develop mathematical models, theories, and hypotheses related to the phenomena being studied (Muftiyanto, 2024).

This sampling technique in this study was non probability sampling (purposive sampling), where the sample was selected from the population according to the researcher wishes. This non probability sampling method utilizes random sampling without subjectivity. The probability sampling technique chosen was saturated sampling, a sampling technique in which all members of the populations are used as research samples (Pujianti, 2025). The data used in this study of primary data is obtained directly from respondents or research subjects. This data was collected directly by the researcher through a questionnaire distributed to Alfamart employees in Boyolali Regency. The analysis method used will be Multiple Linear Regression Analysis using SPSS (Statistical Program for Social Science) version 25 applications.

4. RESULT AND DISCUSSION

Based on the gender characteristics the majority of respondents in this study were female out of the 70 respondents, 43 were female and 27 were male. The results show that the largest age group was 24 -26 years old 32 respondents, the 20 – 23 years old 20 respondents, and 27 – 29 years old 18 respondents. Overall these data indicate the majority of respondents are of productive age or relatively young. The data on the characteristics of length of service shows that respondents are spread across various job positions. The respondents with the highest number of lengths of service were cashiers with 45 people, area managers with 15 people, and store managers with 5 people each. Analysis of length of service showed that 49 respondents for less than five years and only 21 respondents for more than five years.

4.1. Result of Instrument Validity and Reliability Tests

Tabel 1
Validity Test Results

Variable	Items	R Count	R Tabel	Conclusion
Job Satisfactions (X1)	X1.1	0.796	0.2352	VALID
	X1.2	0.842	0.2352	VALID
	X1.3	0.705	0.2352	VALID
	X1.4	0.759	0.2352	VALID
	X1.5	0.788	0.2352	VALID
Employee Self - Service Applications (X2)	X2.1	0.810	0.2352	VALID
	X2.2	0.846	0.2352	VALID
	X2.3	0.817	0.2352	VALID
	X2.4	0.858	0.2352	VALID
	X2.5	0.821	0.2352	VALID

Variable	Items	R Count	R Tabel	Conclusion
Personnel Information System (Y)	Y.1	0.817	0.2352	VALID
	Y.2	0.828	0.2352	VALID
	Y.3	0.812	0.2352	VALID
	Y.4	0.737	0.2352	VALID
	Y.5	0.818	0.2352	VALID

Source: Processed primary data, 2025

The results of the validity test above show that the calculated r for each variable indicator is $> r$ table. It is known that the formula for r table $df = n - 2$, where the number of respondents. Therefore it can be seen that $df = 70 - 2 = 68$ with a significance level of 5% or 0.05, so the r table is 0.2352.

Table 2
Reliability Test Result

Variable	Cronbach Alpha	Cronbach Alpha	Conclusion
Job Satisfactions (X1)	0.834	0.60	RELIABEL
Employee Self - Service Applications (X2)	0.888	0.60	RELIABEL
Personnel Information System (Y)	0.870	0.60	RELIABEL

Source: Processed primary data, 2025

The results of the reliability test show that the independent variables of the Job Satisfaction (X1), Employee Self – Service Application (X2), and Personnel Information System (Y), have a Cronbach's Alpha > 0.60 , which means each variable is considered reliable. This indicates that the items in each variable are suitable for further analysis.

Table 3 Normality Test Result

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
		70
Normal Parameters ^{a, b}	Mean	.0000000
	Std. Deviation	2.18805906
Most Extreme Differences	Absolute	.062
	Positive	.062
	Negative	-.049
Test Statistic		.062
Asymp. Sig. (2-tailed)		.200 ^{c, d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source: Processed primary data, 2025

The results of the non parametric Kolmogorov – Smirnov statistical test Asymp.Sig. $0.200 > 0.05$ so it can be concluded that the residual values in this study are normally distributed.

Table 4
Multicollinearity Test Result

Coefficients			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Job Satisfactions (X1)	0.213	4.689
	Employee Self - Service Applications (X2)	0.213	4.689
a. Dependent Variable: Personnel Information System (Y)			

Source: Processed primary data, 2025

The results can be seen from each variable that has a tolerance value > 0.10 and a VIF value < 0.10 . Thus it can be concluded that in this study there is no multicollinearity between the independent variables in this regression model because the tolerance value of this study is $0.213 > 0.10$ and the VIF value is $4.689 > 10$.

Table 5
Heteroscedasticity Test Result
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.937	.451		6.507	.000
	TOTAL X1	-.077	.071	-.262	-1.077	.285
	TOTAL X2	-.024	.064	-.089	-.368	.714

a. Dependent Variable: ABS_RES

Source: Processed primary data, 2025

From the above data it can be seen that the sig value of the Job Satisfactions (X1) variable is $0.285 > 0.05$ and the Self – Service Application is $0.714 > 0.05$. Both variables are stated to have a sig value > 0.05 , which means there are no symptoms of heteroskedasticity in this regression model.

Table 6
Multiple Linear Regression Test

		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
Model		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4.333	.736		5.888	<.001		
	TOTAL X1	.447	.116	.506	3.848	<.001	.213	4.689
	TOTAL X2	.301	.105	.379	2.883	.005	.213	4.689

a. Dependent Variable: TOTAL Y

Source: Processed primary data, 2025

In the results of multiple linear regression the constant value is known to be 4.333, while for the Job Satisfaction (value B) is 0.447, the Employee Self – Service Application (value B) is 0.301.

- a = positive constant value of 4.333 indicates that if variable X (Job Satisfaction and Employee Self – Service Application) is considered constant, then the Personnel Information System will increase by 4.333.
- b1 = Regression coefficient value of the Job satisfaction (X1) of 0.506 with a positive sign indicating that if the level of the Job satisfaction increases by one unit, the Personnel Information System increases by 0.506 assuming the Employee Self – Service Application variable is constant or 0.
- b2 = Regression coefficient value of the employee self – service Application variable (X2) of 0.379 with a positive sign indicating that if the level of the employee self – service Applications increases by one unit, Personnel Information System achievement increases by 0.379 assuming the Job satisfaction variable is constant or zero.

Table 7
Hypothesis Test

		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	4.333	.736		5.888	.000
	TOTAL X1	.447	.116	.506	3.848	.000
	TOTAL X2	.301	.105	.379	2.883	.005

a. Dependent Variable: TOTAL Y

Source: Processed primary data, 2025

The results of data analysis for the Job satisfaction variable (X1) of $3.848 > t$ table 1.996 with a sig level t $0.000 < 0.05$. So that H1 in this study and the employee information system variable (X1) partially have a positive and significant effect on the Personnel Information System. The t-test results in this study can be summarized as follows:

- The effect of the Job Satisfaction on Personnel Information System
- The effect of the Employee Self – Service Application on Personnel Information System

Table 8
Anova Test
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	988.279	2	494.139	100.345	.000 ^b
	Residual	344.707	70	4.924		
	Total	1332.986	72			

a. Dependent Variable: TOTAL Y

b. Predictors: (Constant), TOTAL X2, TOTAL X1

Source: Processed primary data, 2025

The results of the f-test (simultaneous) table above obtained the formula for the f table value with a confidence level of 95% and error rate of 5% 0,05, and degrees of freedom (df 1) = $k - 1 = 2$, (df 2) = $n - k = 70 - 3 = 67$, so that the f table value was obtained at 3.134. It is known that the sig value in the table above is $0.000 < 0.05$ with a calculated f value of $100.345 > 3.134$. This can be interpreted that the variables of the Job satisfaction (X1) and Employee self – service application (X2) simultaneously have a positive effect on the Personnel Information System at Alfamart Klewer, Sawit, Boyolali Regency.

Table 9
Coefficient of Determination Test (R – Squared)

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.861 ^a	.741	.734	2.219

a. Predictors: (Constant), TOTAL X2, TOTAL X1

b. Dependent Variable: TOTAL Y

Source: Processed primary data, 2025

The results of the Determination Coefficient Test (R²) obtained a value (adjusted R Square) of 0.734, which means that 73,4% of Personnel Information System is influenced by the Job satisfaction and employee self – service application, while 26,6% of Personnel Information System is influenced by other variables not examined in this study.

DISCUSSION

The Relationship Between Job Satisfaction and the Personnel Information System

The results of this study indicate that Job Satisfaction (X1) has a significant relationship with the Personnel Information System (Y). This is evidenced by the t-test significance value of 0.000, which is less than 0.05. This finding supports previous research by Silaban (2020). In the context of Alfamart Klewer, job satisfaction related to the ease of providing and accessing personal data has made employees feel more valued and has facilitated their work processes.

The Relationship Between Employee Self-Service Applications and the Personnel Information System

The results also show that the Employee Self-Service Application (X2) has a significant influence on the Personnel Information System (Y). This is demonstrated by the t-test significance value of 0.005, which is also below 0.05. The application provides employees with direct access to independently manage various administrative needs, such as requesting leave, checking attendance records, viewing payslips, and updating personal data. Employees are no longer entirely dependent on the HR department for these basic tasks. This increased autonomy fosters a sense of appreciation and trust within the organization. These results reinforce the findings of Anggreani (2023), who emphasized that the implementation of self-service technology in human resource management promotes efficiency, flexibility, and improvement of the personnel information system by reducing internal bureaucracy.

Simultaneous Relationship Between Job Satisfaction and the Employee Self-Service Application on the Personnel Information System (Case Study at Alfamart Klewer, Boyolali Regency)

Based on the F-test (simultaneous) results in the multiple linear regression analysis, a significance value of 0.000 was obtained, which is below the 0.05 threshold. This indicates that Job Satisfaction (X1) and the Employee Self-Service Application (X2) simultaneously have a significant effect on the Personnel Information System (Y). In other words, these two independent variables complement each other in explaining changes in the personnel information system at Alfamart Klewer, Boyolali Regency.

5. CONCLUSION

Based on the research results and previous discussions, several conclusions can be drawn. First, there is a positive and significant relationship between job satisfaction (X1) and the personnel information system (Y). This indicates that the higher the level of job satisfaction, the better the implementation and functionality of the personnel information system. Second, the use of the employee self-service application (X2) also has a positive and significant effect on the personnel information system. This shows that the ease of use and efficiency of the application increases employee comfort and satisfaction, particularly in managing administrative tasks independently. Finally, the simultaneous data analysis confirms that both job satisfaction and the employee self-service application significantly influence the personnel information system. This means that the integration of both elements plays a crucial role in creating a work environment that is more comfortable, efficient, and satisfying for employees.

Based on these conclusions, several recommendations are offered. For Alfamart management, it is suggested to continue improving the quality of the personnel information system and enhancing the features within the employee self-service application. These improvements should aim to make the system easier to use, more responsive, and capable of fully supporting the administrative needs of employees. For the employees, it is recommended to be more proactive in using the available facilities, such as the self-service application and personnel information system, to support daily work activities. Maximizing the use of these tools not only facilitates access to work-related information but also enhances independence in managing personal data, as well as encourages feedback to management when issues arise. For future researchers, it is advisable to include additional variables that may influence job satisfaction, such as the work environment, leadership style, or workload. This will make future research more comprehensive and valuable for broader policy development and organizational decision-making, thus deepening the understanding of factors that affect job satisfaction.

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