

**THE INFLUENCE OF REWARDS AND RECOGNITION,  
SATISFACTION WITH SUPERVISION, AND THE WORK  
ITSELF ON JOB SATISFACTION IN PT. BEDAHULU  
BALI WISATA TOUR AND TRAVEL**

**Thesis**



**Compiled By:**

**Umi Habibah**

**181224418**

**INTERNATIONAL BUSINESS MANAGEMENT PROGRAM**

**FACULTY OF BUSINESS AND ECONOMICS**

**UNIVERSITY ATMA JAYA YOGYAKARTA**

**2022**

**THE INFLUENCE OF REWARDS AND RECOGNITION,  
SATISFACTION WITH SUPERVISION, AND THE WORK  
ITSELF ON JOB SATISFACTION IN PT. BEDAHULU  
BALI WISATA TOUR AND TRAVEL**



**Compiled By:**

**Umi Habibah**

**181224418**

**Thesis Advisor**

A handwritten signature in black ink, appearing to read "Daniel Yudistya Wardhana". The signature is stylized and cursive.

Daniel Yudistya Wardhana, S.E., MEI.

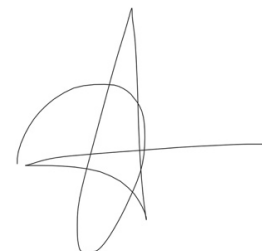
## **AUTHENTICITY ACKNOWLEDGEMENT**

I, Umi Habibah, hereby declare that I compiled the thesis with the following title:

**THE INFLUENCE OF REWARDS AND RECOGNITION,  
SATISFACTION WITH SUPERVISION, AND THE WORK  
ITSELF ON JOB SATISFACTION IN PT. BEDAHULU  
BALI WISATA TOUR AND TRAVEL**

Is fully created by the author. All the references such as idea, theory, citation both direct and indirect that are sourced from various journals are stated in this thesis in the form of bibliography. If it's a proven that the author practices any kind of plagiarism in this thesis, the author would be responsible for it and prepared for the consequences. Therefore, the degree that the author received from Atma Jaya Yogyakarta University would be suspended and the author will give it back to the university.

Yogyakarta, 14 November 2022

A handwritten signature in black ink, consisting of several overlapping loops and a horizontal line extending to the right.

Umi Habibah

## **ACKNOWLEDGEMENT**

It is with great and genuine pleasure to express my deep sense of thanks and gratitude to everyone involved in helping me fulfill this thesis as one of the academic requirements in order to complete and obtain my bachelor's degree in the International Business Management Program of Universitas Atma Jaya Yogyakarta. The title proposed for this thesis is:

**THE INFLUENCE OF REWARDS AND RECOGNITION,  
SATISFACTION WITH SUPERVISION, AND THE WORK  
ITSELF ON JOB SATISFACTION IN PT. BEDAHULU  
BALI WISATA TOUR AND TRAVEL**

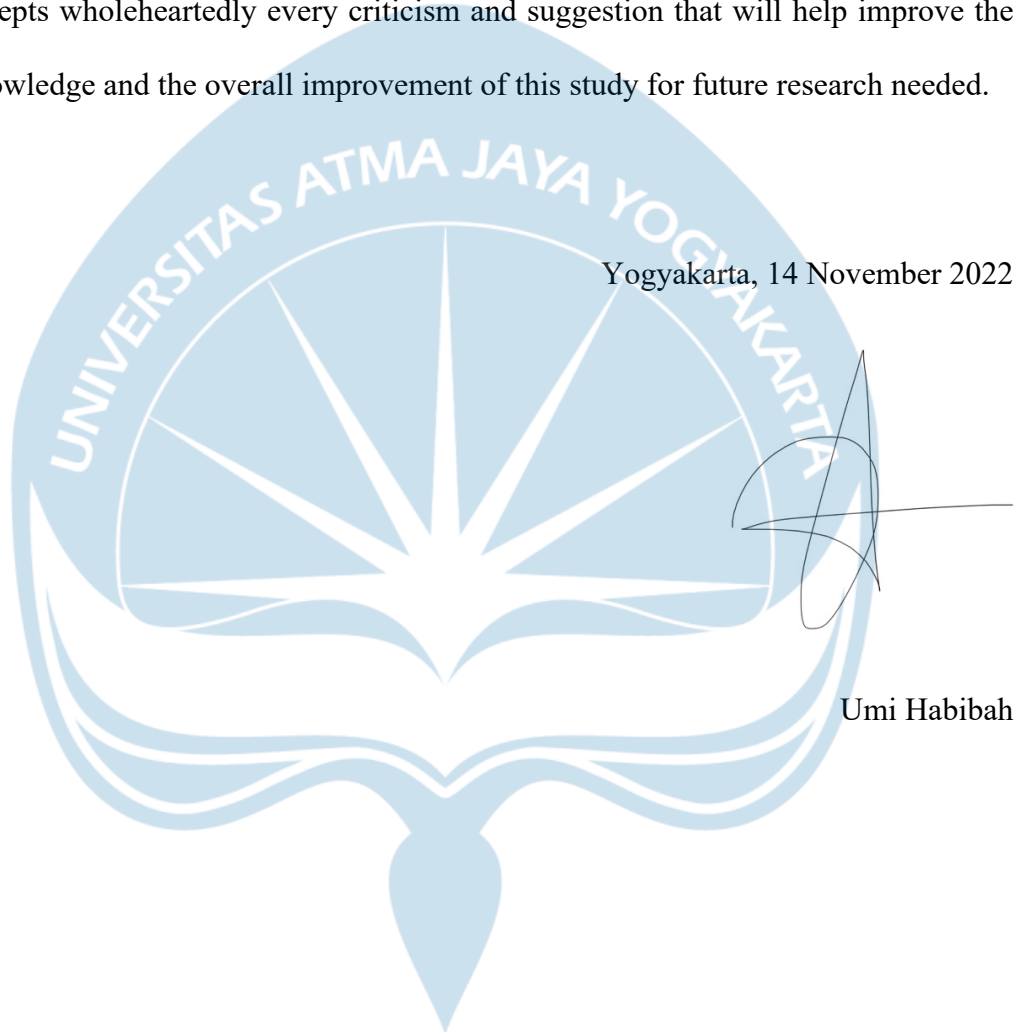
The completion of this study was made possible through some people who have given their time, support, and assistance to this study. I would like to express my deep sense of thanks to:

1. My thesis advisor, Mr. Daniel Yudistya Wardhana, S.E., MEI. for believing in me and guiding me with patience throughout my thesis writing process.
2. My family, my father, mother, brother, and sister. Despite all of us living in a different city, I never stopped feeling the love and encouragement through every single struggle and achievement. I appreciate every single of you.
3. My friends from the International Business Management Program, Sherly, Evelyn, Sandra, Michael, Ryan, Fernando, Bagus, Ian, Vania, Alvin, Bagus, Lovina, Shelina, Chen, Natasya, William, and Tegar for accompanying me

and motivating me to complete my thesis as well as making my 4 years of university memorable.

Finally, the writer of this thesis realizes it is still not perfect and the writer accepts wholeheartedly every criticism and suggestion that will help improve the knowledge and the overall improvement of this study for future research needed.

Yogyakarta, 14 November 2022



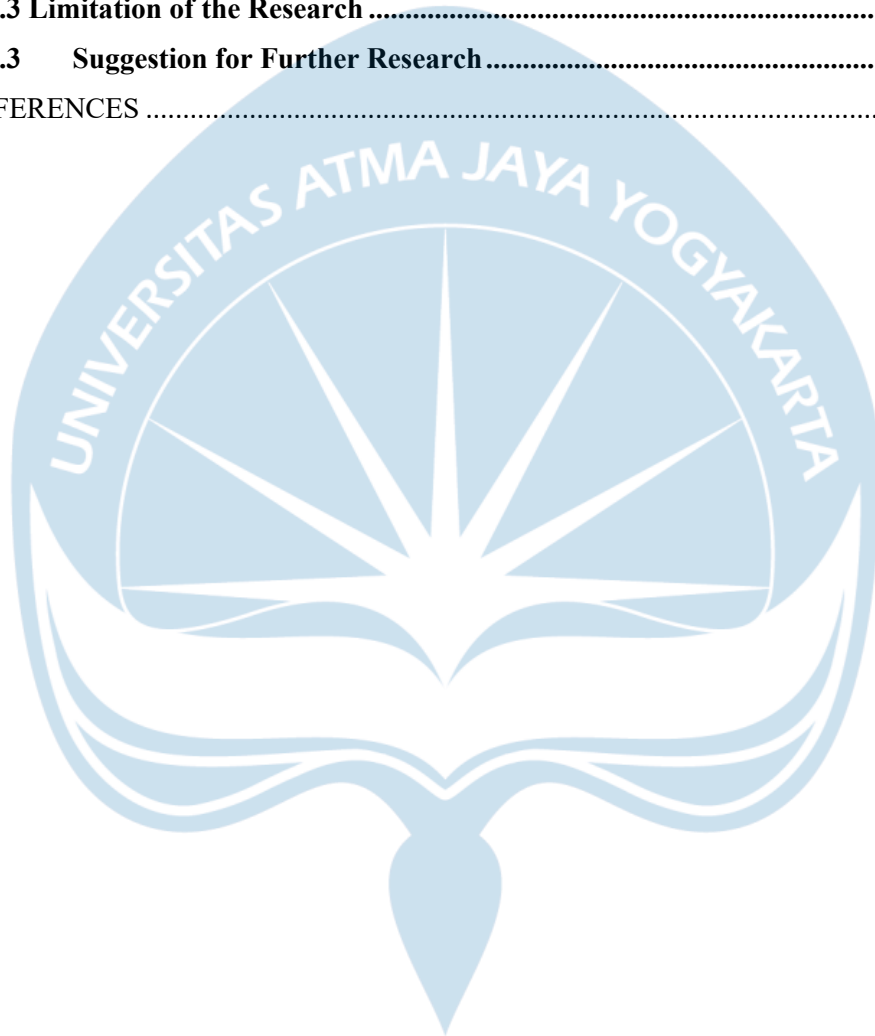
Umi Habibah

## TABLE OF CONTENTS

TABLE OF CONTENTS.....	vi
LIST OF TABLES.....	ix
ABSTRACT .....	x
CHAPTER I.....	1
<b>1.1 Background of the Study</b> .....	<b>1</b>
1.2 The Statement of the Problem.....	3
<b>1.3 Research Purpose</b> .....	<b>3</b>
<b>1.4 Problem Limitation</b> .....	<b>4</b>
<b>1.5 Benefits of Research</b> .....	<b>4</b>
<b>1.6 Systematics of Writing</b> .....	<b>5</b>
CHAPTER II.....	6
<b>2.1 Job Satisfaction</b> .....	<b>6</b>
2.1.1 Definition of Job Satisfaction.....	6
2.1.2 Factors Affecting Job Satisfaction: .....	7
2.1.3 Job Satisfaction Indicator .....	9
<b>2.2 Rewards and Recognition</b> .....	<b>10</b>
2.2.1 Definition of Rewards and Recognition .....	10
2.2.2 Rewards and Recognition Indicator .....	11
2.2.3 Satisfaction With Supervision Indicator.....	13
<b>2.3 Work Itself</b> .....	<b>14</b>
2.3.1 Definition of Work Itself.....	14
2.3.2 Work Itself Indicator .....	14
<b>2.4 Previous Studies</b> .....	<b>15</b>
<b>2.5 Research Hypothesis</b> .....	<b>18</b>
2.5.1 The effect of rewards and recognition on job satisfaction.....	18
2.5.2 The impact of satisfaction with supervision on job satisfaction .....	19
2.5.3 The impact of the work itself on job satisfaction .....	19
<b>2.6 Conceptual Frame</b> .....	<b>19</b>
CHAPTER III.....	20
<b>3.1 Research Design</b> .....	<b>20</b>
3.1.1 Types of Research.....	20

3.1.2	Research Object .....	20
<b>3.2</b>	<b>Population and Sample .....</b>	<b>21</b>
<b>3.3</b>	<b>Sampling Method .....</b>	<b>21</b>
<b>3.4</b>	<b>Data Collection Method .....</b>	<b>22</b>
<b>3.5</b>	<b>Operational Variable .....</b>	<b>23</b>
<b>3.6</b>	<b>Instrument Testing Method.....</b>	<b>27</b>
3.6.1	Data Validity .....	27
3.6.2	Data Reliability .....	28
<b>3.7</b>	<b>Data Analysis .....</b>	<b>28</b>
3.7.1	Descriptive Statistic Analysis.....	28
3.7.2	Multiple Regression Analysis .....	29
3.7.3	F-test .....	29
3.7.4	t-Test .....	<b>Error! Bookmark not defined.</b>
3.7.5	Coefficient of Determination Test.....	30
CHAPTER IV .....		31
<b>4.1</b>	<b>Research Result .....</b>	<b>31</b>
<b>4.2</b>	<b>Data Validity.....</b>	<b>31</b>
<b>4.3</b>	<b>Data Reliability.....</b>	<b>34</b>
<b>4.4</b>	<b>Descriptive Respondent Analysis.....</b>	<b>35</b>
4.4.1	Descriptive Statistics of Respondents by Age.....	35
4.4.2	Descriptive Statistics of Respondents by Length of work.....	36
4.4.3	Descriptive Statistics of Respondents by Gender.....	36
4.4.4	Descriptive Statistics of Respondents by Education .....	37
4.4.5	Descriptive Statistics of Respondents by Employment Status .....	37
<b>4.5</b>	<b>Descriptive Analysis .....</b>	<b>38</b>
<b>4.6</b>	<b>Multiple Analysis Regression .....</b>	<b>44</b>
<b>4.7</b>	<b>F-test .....</b>	<b>45</b>
<b>4.8</b>	<b>t-test .....</b>	<b>Error! Bookmark not defined.</b>
<b>4.9</b>	<b>Coefficient of Determination Test.....</b>	<b>47</b>
<b>4.10</b>	<b>Discussion.....</b>	<b>47</b>
4.10.1	The effect of rewards and recognition on job satisfaction at PT Bedahulu Bali Wisata Tour and Travel .....	47
4.10.2	The effect of satisfaction with supervision on job satisfaction at PT Bedahulu Bali Wisata Tour and Travel.....	49

4.10.3	The effect of the work itself on job satisfaction at PT Bedahulu Bali Wisata Tour and Travel.....	49
CHAPTER V	.....	49
5.1	<b>Conclusion</b> .....	51
5.2	<b>Managerial implication</b> .....	51
5.3	<b>Limitation of the Research</b> .....	54
5.3	<b>Suggestion for Further Research</b> .....	54
REFERENCES	.....	55





## LIST OF TABLES

<b>Table 1. 1 Turnover Intention at PT Bedahulu Bali Wisata Tour and Travel.....</b>	<b>2</b>
<b>Table 2. 1 Previous Studies.....</b>	<b>15</b>
<b>Table 3. 1 Definition of Operational Variable .....</b>	<b>23</b>
<b>Table 3. 2 Categories Of Descriptive Responden.....</b>	<b>28</b>
<b>Table 4. 1 Result of Validity Test.....</b>	<b>32</b>
<b>Table 4. 2 Result of Reliability Test.....</b>	<b>34</b>
<b>Table 4. 3 Characteristic by Age .....</b>	<b>35</b>
<b>Table 4. 4 Characteristic by Length of work.....</b>	<b>36</b>
<b>Table 4. 5 Characteristic by Gender.....</b>	<b>36</b>
<b>Table 4. 6 Characteristic by Education .....</b>	<b>37</b>
<b>Table 4. 7 Characteristic by Employment Status .....</b>	<b>37</b>
<b>Table 4. 8 Respondent Descriptive of Job Satisfaction .....</b>	<b>38</b>
<b>Table 4. 9 Respondent Descriptive Rewards and Recognition .....</b>	<b>39</b>
<b>Table 4. 10 Respondent Descriptive Satisfaction with Supervision .....</b>	<b>41</b>
<b>Table 4. 11 Respondent Descriptive Work It Self.....</b>	<b>43</b>
<b>Table 4. 12 Results of Multiple Linear Regression Test .....</b>	<b>45</b>

## ABSTRACT

The achievement of organizational goals is inseparable from the contribution of human resources. The employee is an essential element in the process of implementing the enterprise's mission and vision. A satisfied employee devotes better performances that affect the results of the company. The aim of the paper was to analyze rewards and recognition, satisfaction with supervision, and the work itself on job satisfaction at PT Bedahulu Bali Wisata Tour and Travel. Questionnaire was distributed to collect primary data with a total valid sample of 40 respondents.

This research will equip a descriptive statistical analysis by using SPSS. This study tested three hypotheses with the results showing that all the hypotheses were accepted. The results of the study show the acceptance of the first hypothesis that reward and recognition has a positive and significant effect on job satisfaction. The finding supported the effect of satisfaction with supervision on job satisfaction. Moreover, the work itself was shown to have significant and positive effect on job satisfaction. This study provides insights for businesses to innovate on creating a creative environment for the employees.

**Keywords:** *Job satisfaction, Reward and recognition, Work itself, Satisfaction with supervision.*