

Analysis of Levels of Job Satisfaction Based on Biographical Characteristics: A Study on Service Sector Workers in Province of Lampung



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ABSTRACT: Job satisfaction is a form of welfare that must be obtained by an individual in his work. There are many variables that affect the level of job satisfaction. The purpose of this study was to determine differences in levels of job satisfaction based on biographical characteristics of service sector workers in Province of Lampung. The research sample was 196 people who were taken purposively by using a questionnaire in data collection. Data collection was carried out using the Google form application which was distributed to respondents through social media and other communication media. Data analysis was carried out quantitatively using descriptive statistics and Pearson's correlation. The results showed that biographical characteristics represented by age, length of work, gender, and marital status had a relationship with job satisfaction in service sector workers in Province of Lampung. Statistically, age has a negative, very weak and significant relationship with job satisfaction. Meanwhile, length of work has a negative, very weak, and insignificant relationship with job satisfaction. On average, the satisfaction level of male workers is higher than that of female workers. The average level of job satisfaction of workers with married status is higher than workers who are not married.

KEYWORDS: Job Satisfaction, Biographical Characteristics, Age, Gender, Length of Work, Marital Status

BACKGROUND TO THE STUDY

Lampung is one of the provinces with high economic growth in Indonesia. Semester one of 2022 Lampung's economy experienced growth of 4.07 percent compared to the same semester the previous year. This economic growth was supported by 351 units of large and medium companies and 88,526 units of micro and small businesses ([https://lampung.bps.go. en/](https://lampung.bps.go.en/)). This positive economic growth also has an impact on the ability of the business world and industry to absorb labor.

Employees are an important part of a company. The existence of workers is not only a factor of production but more than that workers are internal company stakeholders whose welfare must be considered by management. Workers' welfare is not only in the form of decent salaries and wages but also mental well-being such as satisfaction at work. Although many cases show that workers who receive low wages tend to take strikes and other dysfunctional actions, job satisfaction is not only related to salary and wages. There are many aspects that can increase satisfaction and dissatisfaction at work. Aspects that cause job satisfaction and dissatisfaction by Herzberg's are called motivational-hygiene factors. (Chakraborty, 2023).

Job satisfaction is a general attitude toward work (Gibson et al, 1994; Hellriegel, et al, 2001; Robbins, 2001). A worker who perceives his job and work environment as something fun will feel more satisfied than those who are stressed at work. This psychological condition will lead workers to feelings of likes and dislikes or pleasure or displeasure with their work. In this context, job satisfaction can be measured by the statement "I am very satisfied with this job" (Semykina & Linz, 2013).

The phenomenon of job satisfaction is always interesting to study. According to Robbins (2006), although most studies show an increase in employee job satisfaction, the facts also show that there are still companies that are unable to provide that feeling of satisfaction. In addition, there are other trends that indicate a decrease in job satisfaction among employees. The implications of dissatisfaction that are very easy to observe include the occurrence of work strikes, high absenteeism rates, high turnover rates and so on.

Job satisfaction is determined by many factors, including challenging job factors, appropriate rewards, supportive working conditions, supportive co-workers, and personality suitability for work (Robbins, 2001). Robbins (1996) also said that biographical characteristics influence job satisfaction. Observable biographical characteristics include age, gender, marital status, number of

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family members (residents) and tenure” (Robbins, 1996). Shemon's research (2018) shows that there is an influence of biographical variables such as age, gender, and educational background on employee job satisfaction in the banking sector.

Variables that affect job satisfaction cannot always be quantified so it is easy to measure. Personality and co-worker variables are examples of satisfaction factors that contain high levels of subjectivity. However, it does not mean that the job satisfaction factor cannot be quantified. Some researchers are even used to measuring satisfaction and the factors that influence it through a quantitative approach using statistical methods (Fatima, et al, 2015; Oliveira, 2011 Waqas, 2014), so that job satisfaction, which was originally loaded with elements of subjectivity, can now be measured. and its size and degree are known. An example is research conducted on employees of PT Pupuk Kujang, Indonesia which shows that the highest employee satisfaction is when there is a match between the worker's personality and his job (Efendi, 2004).

Based on the background described above, the purpose of this study was to determine job satisfaction based on the biographical characteristics of service sector workers in Province of Lampung. This research has an urgency in developing the science of organizational behavior and human resource management in general because it has differences from previous research which only examined the effect of biographical characteristics on job satisfaction with indicators of age, gender, and years of service. While this study wants to see the difference in the level of satisfaction based on these indicators.

II. LITERATURE REVIEW

Job satisfaction is an attitude that individuals have about their job – it results from their perception of their job, based on factors of the work environment, such as the supervisory style, policies and procedures, work group affiliation, working conditions and fringe benefits (Gibson , 1994). This is an attitude an internal connective state (Luthan, 1989). Previously, Wexley and Yulk (1984) had said that job satisfaction is the way an employee feels about his other job. Thus, job satisfaction is a general attitude towards work based on evaluation of different aspects of work. A person's behavior towards work reflects pleasant or unpleasant experiences at work and expectations about future experiences (Wexley and Yulk, 1984)

There are many factors that cause a person to be satisfied or dissatisfied at work, including (1) Mentally challenging work, (2) Equitable rewards, (3) Supportive working conditions, (4) Supportive colleagues, and (5) The personality – job fit (Robbins, 1996). Robbins explains that employees tend to like jobs that are mentally challenging for them. Challenging work is work that provides opportunities to use skills and abilities and offers a variety of assignments, freedom and feedback on how well they are doing. In moderate challenge conditions, most employees experience pleasure and satisfaction. In addition, employees want a wage system and promotion policy that they consider fair, not ambiguous, and in line with their expectations. Satisfaction will be felt when wages are judged fair based on job demands, individual skill levels and community wage standards. Promotional policies and practices provide opportunities for employees to develop, be more responsible and increase social status.

Job satisfaction is not only created through work and rewards, but must be supported by conducive working conditions and friendly co-workers. Employees want a pleasant work environment and can encourage good work performance. They don't want a dangerous or unpleasant work environment. Temperatures that are too hot or humid, lighting that is not bright, and loud noises are examples of unpleasant working conditions. In addition, most employees prefer to work close to home and facilities that are clean and relatively modern and with adequate equipment.

The work environment besides functioning as a workplace also serves as a place to fill the need for social interaction. Therefore it is not surprising that friendly and supportive co-workers will lead to increased job satisfaction. Job satisfaction will also increase when immediate supervisors are friendly and understanding, offering and showing a personal interest in them.

Personality compatibility with work means that there is a match between personality and work so that the individual concerned is more satisfied. People whose personality types are congruent with the job they choose should find that they have the talents and abilities to meet the demands of their job; thus more likely to succeed in these jobs and with this success provide greater opportunities to achieve high satisfaction from their jobs.

There are many factors that cause job satisfaction and job dissatisfaction. Factors that cause job satisfaction by Herzberg are called motivator factors and factors that cause job dissatisfaction are called hygiene factors (Chakraborty, 2023). Motivator factors include recognition and appreciation, challenging work and opportunities for growth, achievement and sense of accomplishment, responsibility and autonomy, advancement opportunities, meaningful work and a sense of purpose, personal and professional development. Hygiene factors include salary and benefits, job security, working conditions, organizational policies, interpersonal relationships, supervision company policies, status and job title (Chakraborty, 2023).

Caplan (1975), Cooper and Melhuish (1980) stated that in stress research studies the Job Satisfaction Scale was used to measure job satisfaction (Davidson and Cooper, 1983). In this case the respondents were asked to indicate their feelings about their current job through the following two statements:

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1. I feel fairly well satisfied with my present job.
2. I find real enjoyment in my work.

In addition to the five factors mentioned by Robbins above, job satisfaction is also influenced by the biographical characteristics of workers. Robbins (1996) says that "the biographical characteristics that appear and can be observed on: age, gender, marital status, number of family members (residents) and tenure". Robbins & Judge (2013) stated that biographical characteristics consisting of age, gender, and years of service will affect job satisfaction. This is also reinforced by the research of Widanarni (2015) and Daryanto et al (2015) which shows the influence of individual characteristics, job characteristics and organizational characteristics on employee job satisfaction. For professional employees, satisfaction will continue to increase with age, whereas for non-professional employees, the level of satisfaction will decrease in middle age and then rise again in subsequent years (Robbins & Judge, 2013). Furthermore Romel (2013) says that "individual differences in terms of abilities, values, attitudes and interests which are attitudes that make people happy about certain situations or ideas will increase the individual's satisfaction in Work. The diversity of each individual both in terms of abilities, values obtained from work, high attitudes and interests can encourage a sense of satisfaction from each individual towards his work.

III. RESEARCH METHODS

This research is descriptive explanative which gives an overview of differences in the level of job satisfaction based on biographical characteristics of service sector workers in Province of Lampung. To answer the research objectives, the approach used is a deductive approach with quantitative methods. The variables in this study are job satisfaction and biographical characteristics consisting of age, gender, marital status, and length of service. Measurement of job satisfaction was carried out by asking respondents to indicate their feelings about their current job through two statements 1) I feel fairly well satisfied with my present job, and 2) I find real enjoyment in my work. While biographical characteristics are obtained through questions related to the identity of the respondent.

The population in this study were workers in the service sector in Province of Lampung with a sample of 196 workers. Data analysis techniques using descriptive statistics and Pearson correlation. The descriptive statistics used are proportion, mean and mode, while Pearson's correlation is used to see the relationship between age and length of service biographical characteristics and job satisfaction.

IV. RESULTS AND DISCUSSION

A. Description of Respondent Satisfaction

The level of job satisfaction is divided into 5 (five) categories based on the respondents' answers, namely very satisfied, satisfied, less satisfied, Dissatisfied, and very dissatisfied. Based on the results of the study it is known that the average respondent's job satisfaction is 4.04 or in the high category. The distribution of respondents' job satisfaction levels is shown in table 4.1 below.

Table 4.1. Distribution of respondents' satisfaction levels

Respondents satisfaction levels	Categories	Sum	%
1,00 – 1,79	very dissatisfied	0	0
1,80 – 2,59	dissatisfied	8	4.08
2,60 – 3,39	less satisfied	27	13.78
3,40 – 4,19	satisfied	79	40.31
4,20 – 4,99	very satisfied	82	41.84

Source: Research Data, 2023

Based on Table 4.1 it can be seen that most of the respondents were very satisfied (41.84%) and satisfied (40.31%) with their current working conditions. This perception of job satisfaction is thought to correlate with many variables including biographical factors such as age, gender, length of service and marital status of the respondents. When viewed from the satisfaction indicators at work, it can be seen that the majority of respondents feel satisfied and comfortable at work with the respective proportions of 40.82% and 41.33%. In fact, there were 33.67% and 34.18% of respondents who were very satisfied and comfortable with their working conditions. However, there were still 4.59% and 5.10% of respondents who expressed dissatisfaction and discomfort with their working conditions. The proportion of respondents' satisfaction and comfort at work can be seen in Figure 4.1 below.

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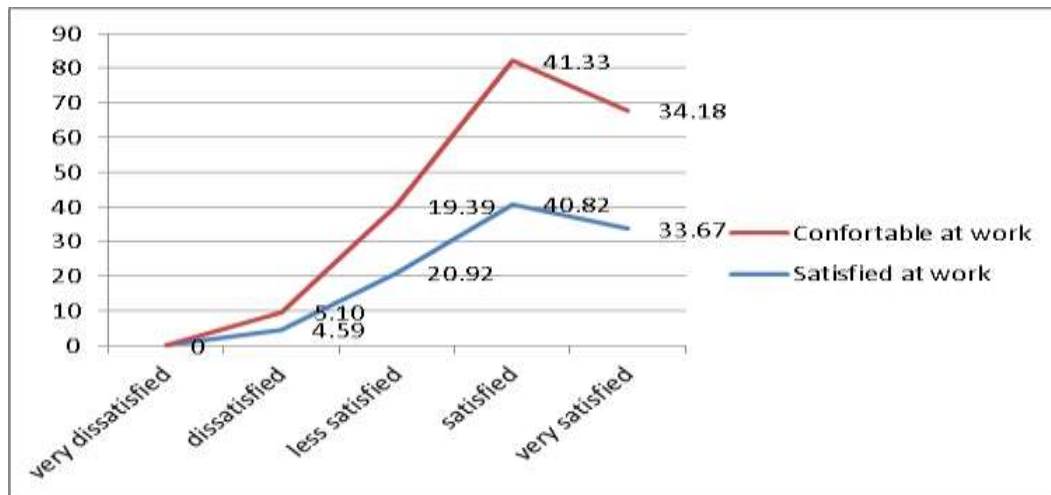
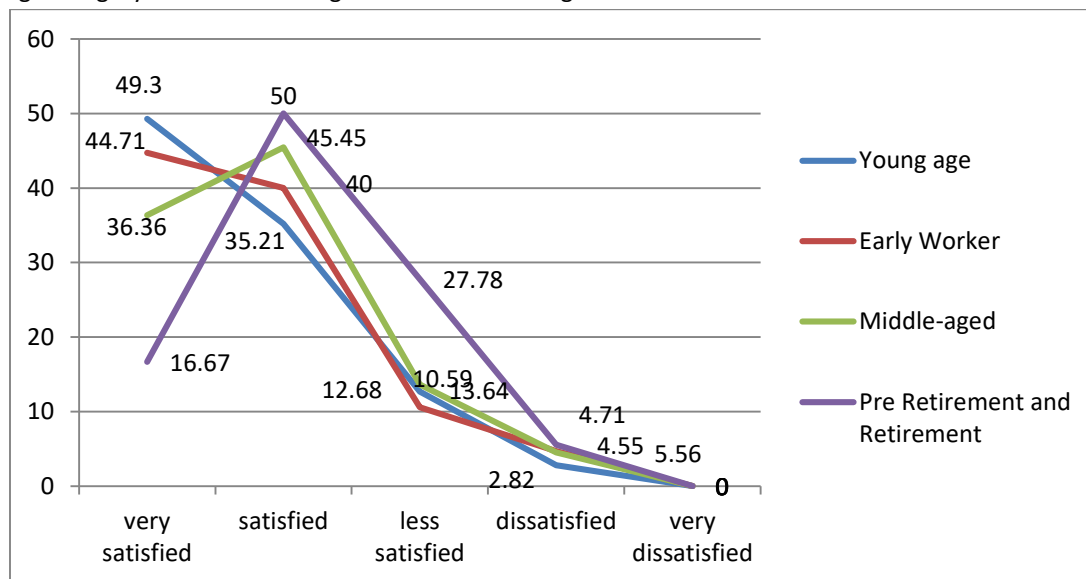


Figure 4.1. The proportion of respondents' satisfaction and comfort at work

B. Relationship of Biographical Factors with Job Satisfaction

1. The Relationship between Age and Job Satisfaction

Based on the research results it is known that the lowest age of the respondents is 18 years and the highest is 61 years. Most of the respondents (85.04%) fall into the categories of young people (15-24), early workers (25-34), and middle-aged (35-44). While the rest (14.96%) fall into the category of pre-retirement and retirement age. The distribution of respondents' satisfaction levels based on this age category can be seen in Figure 4.2. the following.



Figur 4.2. The distribution of respondents' satisfaction levels based on age category

Figure 4.2 shows that there is a tendency for young respondents to have a higher level of job satisfaction than respondents in other age categories. This can be seen from the percentage of respondents who were very satisfied reaching 49.30% and 35.21% of respondents who were satisfied. The same trend also occurred for respondents at the age of the beginning of employment which showed that the majority of respondents (44.71%) were very satisfied and another 40% said they were satisfied with their jobs. Meanwhile, respondents in the middle age category showed a lower percentage of very satisfied, namely 36.36%. The percentage of respondents who indicated a sense of satisfaction was even higher, namely 45.45%. This trend was also seen in respondents in the pre-retirement and retirement categories, where 50% of respondents said they were satisfied and only 16.67% of respondents said they were very satisfied with their jobs. Based on this data, it can be seen that there is a tendency that the older the respondents are, the more difficult it is for them to achieve job satisfaction. The results of this study are consistent with the findings of Nurjayadi (2015) which shows that employees aged 20-29 years show a high level of job satisfaction, while employees with an advanced age (50 years and over) show the lowest level of job satisfaction. The results of Tapino's research, et

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al (2021) show the same thing that there is a positive relationship between younger workers and persistence and job satisfaction, this relationship weakens for subjects of average age and becomes insignificant for older workers.

Table 4.2. Correlation of age and job satisfaction

Correlations		Usia	KepuasanKerja
Usia	Pearson Correlation	1	-.144*
	Sig. (2-tailed)		.045
	N	196	196
KepuasanKerja	Pearson Correlation	-.144*	1
	Sig. (2-tailed)	.045	
	N	196	196

*. Correlation is significant at the 0.05 level (2-tailed).

Source: Research Data, 2023

The statistical test results show that with N = 196, the r value is -0.144 and is significant at the 0.05 level. This means that there is a negative and significant relationship between age and job satisfaction. The results of this test are also relevant to research by Anser et al (2020) which shows that there is a negative relationship between age and job satisfaction. Thus, there is a tendency for a relationship as stated by Nurjayadi (2018) and Tapino, et al (2021) which has been tested statistically. This finding is different from the results of previous studies which showed a positive relationship between age and job satisfaction (O'Brien and Dowling, 1981; Lashwaty & Sholihah, 2018). The results of Ariyanti and Elysa's research (2022) even state that there is no significant relationship between age and job satisfaction.

The division of labor categories based on age was also carried out by Rosariana (2021). Rosariana divides the work force into Generation Z, Gen Z, Millennials, Gen X, Baby Boomers and Pre Boomers. The Post Gen Z generation is the generation born in 2013 and beyond. Meanwhile, Gen Z is the generation born in 1997-2012. The Millennial Generation is the generation born in 1981-1996. Gen X is the generation born in 1965-1980. Baby Boomers are the generation born from 1946-1964. And Pre-Boomers are the generation born before 1945. In relation to this research, there are 46.43% of respondents who fall into the Gen Z category, 43.88% fall into the millennial category, 9.18% fall into the Gen X category, and 0.51% fall into the Baby Boomer category.

The results of this study indicate that the level of job satisfaction varies in each generation. Even though the proportion of Gen Z is greater than other generations, the level of job satisfaction of Gen Z tends to be in the very satisfied (42.86%) and satisfied (40.68%) categories. However, the percentage of respondents who were dissatisfied and dissatisfied was also quite high, namely 13.19% and 3.30%. This is different from what happens to the millennial generation, which has a higher level of job satisfaction. The results showed that the proportions of the millennial generation who were very satisfied and satisfied with their jobs were 45.35% and 44.19%. This means that the proportion of millennial workers who are very satisfied and satisfied with their work is 89.54%. This proportion is higher than that of Gen Z, only 83.52%. The percentage of millennial workers who are dissatisfied and dissatisfied is also lower than Gen Z, namely 6.98% and 3.49%. The results also show that Gen X's satisfaction level at work is no better than Gen Z and Millennials. There are 16.67% and 55.56% of respondents who feel very satisfied and satisfied in their jobs. And the percentage of Gen X workers who are dissatisfied and dissatisfied is also higher, namely 22.22% and 5.56%. Meanwhile, the level of job satisfaction for the baby boomer generation shows that 100% of respondents are not satisfied with their jobs. Comparison of the proportion of satisfaction levels between these generations is presented in Figure 4.3 below.

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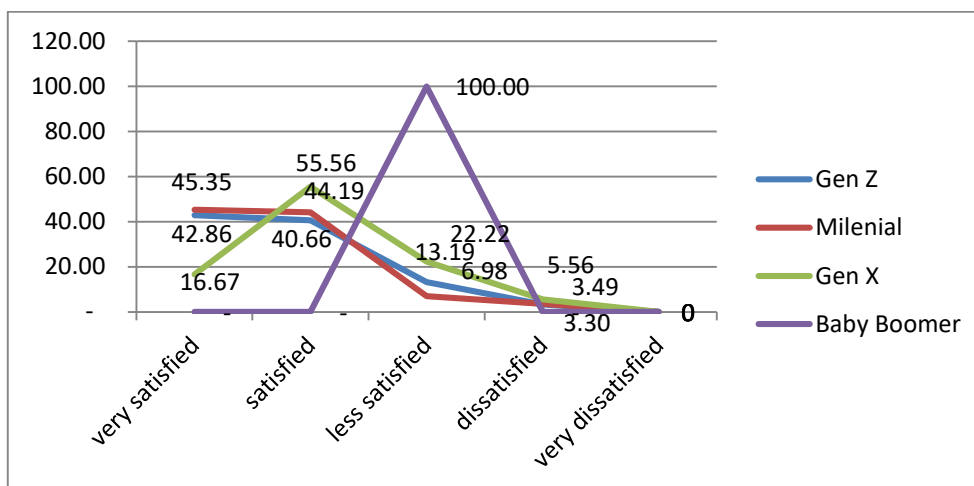


Figure 4.3. Comparison of the proportion of satisfaction levels between these generations

Based on this research, there is a tendency that the millennial generation is easier to feel satisfied at work compared to Gen Z and Gen X. The characteristics of the Millennial Generation are described as a generation that views work not just as receiving a salary but has the goal of pursuing what it aspires to, not just pursuing job satisfaction but more pursuit of self-development. Likewise their attitude towards superiors who do not like seeing superiors just giving work orders and wanting something that is on going conservation (Adiawaty, 2019). The results of this study are also consistent with the research of Winyanti & Fariana (2023) which states that the job satisfaction of millennial workers in DKI Jakarta is at 4.35 out of a scale of 5.

2. The Relationship between Length of Work and Job Satisfaction

The results of this study indicate that most of the respondents have worked for 1 and 2 years (24.49% and 28.06%). This data is consistent with the age of the respondents, most of whom are Gen Z, who are currently 13-26 years old. Description of job satisfaction based on length of service is shown in table 4.3. as follows:

Table 4.3. Distribution of satisfaction levels of respondents based on length of work

Job Satisfaction levels	Length of Work (year)									
	1	2	3	4	5	6 - 7	8 - 10	11 - 20	21 - 30	
very satisfied	33.33	45.45	36.84	35.71	47.06	50.00	41.67	44.44	33.33	
satisfied	45.83	47.27	26.32	50.00	29.41	43.75	50.00	33.33	16.67	
less satisfied	12.50	3.64	26.32	14.29	23.53	6.25	8.33	22.22	50.00	
dissatisfied	8.33	3.64	10.53	-	-	-	-	-	-	
very dissatisfied	-	-	-	-	-	-	-	-	-	

Source: Research Data, 2023

Table 4.3. Shows high job satisfaction experienced by groups of workers with 6-7 years of service with the proportion of very satisfied and satisfied is 93.75%. High job satisfaction was also experienced by the group with working duration of 2 years and 8-10 years with the proportion of workers who were very satisfied and satisfied were 92.72% and 91.67%. Statistically, testing the relationship between length of work and job satisfaction with N = 196 and a significance level of 0.05 shows a negative but not significant relationship of -0.014 (Table 4.4). This means that although there is a tendency that the higher the length of work the lower the level of job satisfaction, this relationship is very weak and unacceptable at a significance level of 0.05. Thus, There is not enough data to state that there is a negative and significant relationship between length of work and the level of employee job satisfaction.

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Table 4.4. Correlation of length of work and job satisfaction

Correlations

		Usia	KepuasanKerja
Usia	Pearson Correlation	1	-.144*
	Sig. (2-tailed)		.045
	N	196	196
KepuasanKerja	Pearson Correlation	-.144*	1
	Sig. (2-tailed)	.045	
	N	196	196

*. Correlation is significant at the 0.05 level (2-tailed).

Source: Research Data, 2023

3. The Relationship between Gender and Job Satisfaction

Based on gender, the respondents of this study consisted of 50.51% male and 49.49% female. There is a tendency that male workers have a higher level of job satisfaction than female workers. This can be seen from the proportion of male workers who stated that they were very satisfied and satisfied, respectively, 42.42% and 43.43%. Meanwhile, the proportion of female workers who stated that they were very satisfied and satisfied with their work were 40.21% and 39.18%, respectively. On the other hand, the proportion of dissatisfied and dissatisfied female workers is higher than that of male workers. The results showed that the proportion of women workers who were dissatisfied and dissatisfied with their jobs reached 18.56% and 2.06%, respectively. Meanwhile, the proportions of male workers who were dissatisfied and dissatisfied with their working conditions were 8.08% and 6.06%. Based on this research, it can be said that men get better working conditions compared to female workers. The results of this study also show that there are still many expectations of women workers that cannot be met by their current working conditions. Comparison of the levels of job satisfaction of male and female workers can be seen in Figure 4.4 below:

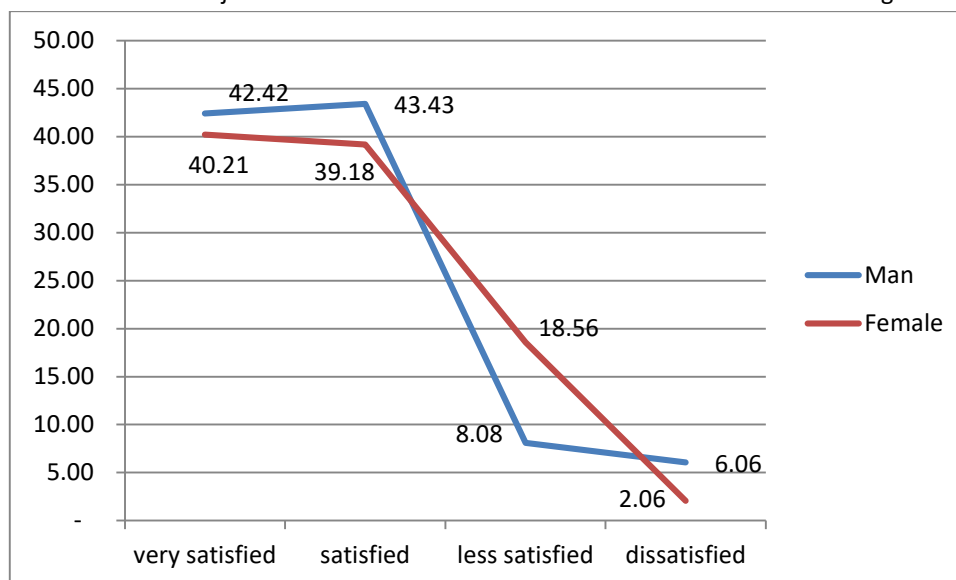


Figure 4.4. Comparison of the levels of job satisfaction of male and female workers

Although the tendency for a relationship between gender and job satisfaction has only been carried out descriptively and has not used inferential statistical tools, the results of this study indicate that the average male satisfaction level is 4.08, higher than the average female worker satisfaction level. of 4.01. This means that there are differences in the level of job satisfaction on the basis of gender in service sector workers in Lampung Province. This research is consistent with the results of Miqyal's research (2019) which concluded that there are significant differences in job satisfaction based on gender. The results of this study, which are different from Miqyal's, also show that the average level of satisfaction for male workers is lower than the average level of job satisfaction for female workers.

4. The Relationship between Marital Status and Job Satisfaction

Based on marital status, the respondents of this study consisted of 39.80% of workers with married status and 60.20% of workers with unmarried status. The average level of job satisfaction of workers who are married is higher than workers who are not married, namely 4.10 and 4.00. The distribution of job satisfaction levels based on marital status can be seen in the Figure 4.5.

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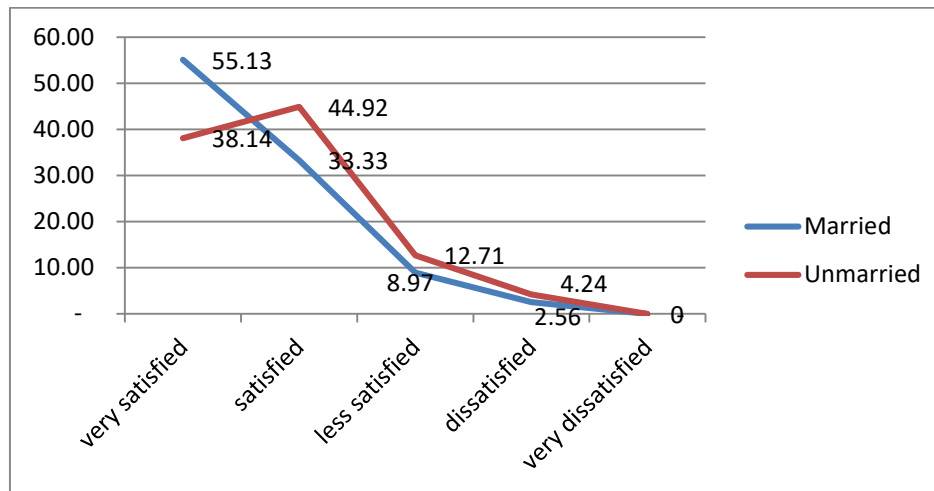


Figure 4.5. The distribution of job satisfaction levels based on marital status

Figure 4.5 shows that the proportion of married workers who are very satisfied with their jobs is 46.15%, higher than the proportion of unmarried workers which is 38.98%. Overall, the proportion of workers with married status who stated that they were very satisfied and satisfied with their work was 88.46%, while the proportion of workers who were not married was 83.05%.

V. CONCLUSIONS AND SUGGESTIONS

The results of this study conclude that biographical characteristics have a relationship with job satisfaction in service sector workers in Lampung Province. The relationship of biographical characteristics represented by age, length of service, gender and marital status with job satisfaction is explained as follows:

1. There is a relationship between age and job satisfaction of workers in the service sector in Province of Lampung. Young employees have a higher level of job satisfaction compared to respondents in other age categories. Although the relationship is still weak, statistically there is a negative and significant relationship between age and job satisfaction.
2. The proportion of workers with a length of work of 6-7 years who are very satisfied and satisfied is 93.75%, followed by workers with a length of work of 2 years and 8-10 years with a proportion of 92.72% and 91.67% respectively. Statistically, the relationship between length of work and job satisfaction shows a negative but not significant relationship.
3. There are differences in job satisfaction on the basis of gender in service sector workers in Province of Lampung. On average, the satisfaction level of men is 4.08, higher than the average satisfaction level of female workers, which is 4.01.
4. There are differences in job satisfaction between workers with married and unmarried status. The average level of job satisfaction of workers who are married is higher than workers who are not married, namely 4.10 and 4.00.

VI. SUGGESTION

1. Methodologically, this research needs to be expanded with a larger number of samples in order to provide a clearer picture of differences in job satisfaction on various employee biographical characteristics.
2. A more in-depth statistical test is needed to see differences in job satisfaction values based on each of the biographical characteristics of service sector workers in Lampung Province.

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