



## RESEARCH ARTICLE

# Analyzing The Impact of Hope, Choice and Survey on The Level of Job Satisfaction of Employees at PT. Bank Indonesia Syariah (Persero) Banda Aceh Branch

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### Abstract

This study aimed to determine the influence of hope, optimism, and resilience on the job satisfaction of employees at PT. Bank Indonesia Syariah (Persero). Banda Aceh Branch. This study was conducted in the city of Banda Aceh, with a sample of 106 respondents, where the sampling used as respondents was carried out in the form of a census, that is, taking the entire population. PT Bank Syariah Indonesia (Persero) Banda Aceh Branch is the defendant. The data analyzed in this study are primary data, specifically in the form of popular questionnaires. The data were then processed by multivariate linear regression analysis using SPSS. The subjects of this study are hope, optimism and resilience as independent variables. Meanwhile, the dependent variable of this study is job satisfaction. The results of this study show that simultaneously the variables hope, optimism and resilience have a significant impact on the job satisfaction variable. In part, only the hope and resilience variables have a significant impact on the job satisfaction variable.

### Keywords

Hope, Optimism, Resilience and Job Satisfaction of BSI Employees

## 1 | INTRODUCTION

PT. Bank Syariah Indonesia (Persero). Banda Aceh Branch is a company operating in the service sector. Banking PT. Bank Syariah Indonesia (Persero). Banda Aceh Branch, one of the largest banks in Aceh Province, has a big goal, namely carrying out the best banking activities by prioritizing services to Micro, Small and Medium businesses to support the improvement of the community's economy. PT. Bank Syariah Indonesia (Persero). The Banda Aceh Branch now oversees 21 work units spread throughout Banda Aceh City and its surroundings with 106 employees. The greater the competition between existing banking companies, the higher the workload and company activities. Thus, support from the company is needed to provide a positive stimulus to increase employee job satisfaction. Specifically identify the optimism, resilience, and level of goal pursuit (components of overall hope) that are uniquely important for managing and adapting other resources to achieve desired outcomes. In other words, the positive psychological capacities of hope, optimism, and resilience may be important for outcomes that exceed what one might expect from them. A positive mood allows individuals to display abilities in various problems, improve performance, adapt, and become more resilient. The development of psychological resources such as hope, optimism, and resilience lead to improved job performance. These results support the long-standing notion that happy workers are productive workers, and that emotional awareness and stability are positively related to job satisfaction. (Rauf, 2010). Job satisfaction is basically an individual thing. Everyone has a different level of satisfaction according to the value system that applies to him. Job satisfaction can be increased or not, depending on whether the rewards are in line with employee expectations, needs and desires. Thus, satisfaction is an evaluation that describes a person's feelings. An evaluation that describes a person's feelings of being happy or unhappy, satisfied or dissatisfied at work. Considering that every individual in the company comes from a variety of different backgrounds, it is very important for the company to look at the needs and expectations of employees, what talents, and skills they have and what their plans are for the future. PT. Bank Syariah Indonesia (Persero). Banda Aceh Branch is trying to find ways to help employees navigate a challenging work environment, they are increasingly starting to recognize the importance of positive psychological capital and concentrate on employee strengths, develop positive stimuli, and try to improve employee weaknesses. This approach is more of a positive approach than a negative one and this approach describes positive psychology. The positive organizational behavior that emerges from the approach provides a positive perspective and serves as the basis for this research. Specifically, positive organizational behavior is the study and application of positive strength-oriented human resources and psychological capacities that can be measured, developed, and effectively managed for performance improvement. (Luthans, 2007).

## 2 | LITERATURE REVIEW

### Positive Psychological Capital

According to (Luthans, Avolio & Youssef, 2007) states that positive psychological capital is attitudinal and behavioural capital that plays a major role in determining success. Positive psychological capital is the core construct of Positive Organizational Behaviour, and this psychological capital has been defined as "positive individual psychology which is characterized by: Positive organizational behaviour (POB) was first defined as the study and application of positive oriented human resource strengths and psychological capacities that can be measured, developed and effective for improving performance in the workplace. Likewise for psychological strengths or capacities to be included in POB, the concept must be positive and relative to the field of organizational behaviour, but most importantly, it must meet the scientific criteria of being theoretical and research-based, measurable such as developing countries, and a relationship with job performance outcomes (Luthans, Avolio & Youssef, 2007) With POB we not only learn the value of an individual's positive psychological capabilities, but considerable attention has been devoted to the underlying conceptual framework, for example how the body of factors interacts with the positive psychological capital that people hope to have the body and pathways to achieve their goals will be more motivated to and able to overcome challenges and problems. In doing so, individuals will become more resilient, and apply their hope, optimism, and resilience to specific tasks in their lives. Resilience will provide the necessary adaptation mechanisms to be optimistic, realistic, and flexible. Positive psychological capital includes confidence (self-efficacy), optimism, hope, and resilience that can contribute to optimism even when it is controlled, which only demonstrates Positive outcomes can arise from the interaction of positive psychological capital. (Luthans, Youssef, Avolio, 2007)

### Hope

Hope is defined specifically as positive motivation that is based on interactively derived from the body's sense of success (goal directed energy) and pathway (planning to meet goals). Thus, hope can be seen as three different but complementary components, namely (Luthans & Youssef, 2007): According to Siagan (2008: 292) states that hope is the result of a result that a person wants to achieve and the estimate in question that his actions will lead to the desired result. Meanwhile, according to Snyder, in (Luthans & Youssef, 2007) he believes that hope is a positive motivational state that is based on a

sense of success obtained interactively: (1) Intermediary (work power that leads to goals) and (2) path (planning for fulfil the objectives). According to Snyder, in (Luthans & Youssef, 2007) shows that research that has one component by itself is not enough. To have hope as defined and operationalized, one must have the desire to succeed in each task, as well as the appropriate means to complete the task. In clinical psychology and positive psychology, hope is clearly linked to academic and athletic success, but more recently it has been analysed in the workplace. In original workplace research, hope has been shown to be related to the value of performance monitoring, unit financial performance, employee satisfaction and retention, and performance, employee satisfaction, happiness, and commitment (Luthans and Youssef, 2007). According to Robbins (2006: 238), this combination includes:

1. Effort-performance relationship. An individual's perceived ability to expend a certain amount of effort determines their performance.
2. The relationship between rewards and work performance. The degree to which an individual believes that achieving a certain level will achieve a desired outcome.
3. Relationship between rewards and personal goals. The degree to which an organization's rewards meet an individual's personal goals or needs as well as the potential attractiveness of those rewards to that individual.



1. Effort-performance relationship
2. Reward-performance relationship
3. Personal goal-reward relationship

Figure 1. Combined hope  
Source: Robbins, 2012

There are five hierarchies of human needs, including (Arep & Tanjung, 2004:25-27).

1. Psychological: including hunger, thirst, protection (clothing and housing).
2. Security: including safety and protection against loss.
3. Social: includes affection, a sense of belonging, being accepted and friendship.
4. Respect: includes self-respect factors such as self-esteem and autonomy.
5. Self-actualization: the urge to become someone/something according to one's ambitions

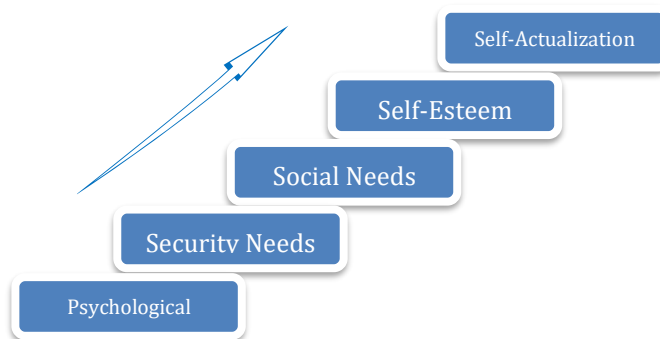


Figure 2. Model Maslow  
Source: Arep & Tanjung: 2012

## Optimism

Optimism is defined by Seligman, in (Luthans, 2007), as an attributional style of explaining positive events in terms of individual, permanent, and pervasive causes and negative events doing the opposite, thus discounting the favourable impact of success to exacerbate the potential for failure. destructive in nature. Especially relevant for positive organizational behaviour is realistic, flexible optimism, which can be learned and developed through recognized approaches such as allowance for the past, appreciation for the present, and seeking opportunities for the future. Finally, optimism can be measured validly and reliably and has an outcome impact recognized in work regulations. (Luthans &

Youssef, 2007). According to Siebert, in (Wijayani, 2008) he revealed that there is a relationship between our actions and expectations and the life conditions experienced by individuals. Optimism is when we see our future as bright. (Wijayani, 2008). According to Reivich & Shatte, in (Wijayani, 2008) the optimism possessed by an individual indicates that the individual believes that he can overcome misfortunes that may occur in the future. According to Garelli (2008:261), companies or individuals who are optimistic always try new things, even if they don't want to do it. They have a fighting spirit and want to progress, are motivated to always lead innovation in ideas, products, and processes, and are afraid of boredom. A company full of energy is a place where work gets done, there is always something interesting happening to talk about after a while. According to Kasali (2005:417), an optimistic individual is someone who always works with a vision. With this vision, he can see with "possibility", namely something that is not yet visible to the naked eye but appears clearly in his brain. Therefore, he always creates new dreams to stimulate new enthusiasm. According to Arep & Tanjung (2004: 158) say that if a plan has been carried out, then in carrying out the things that have been planned, a motivated person will feel optimism that what is being implemented will have a positive impact. Carver & Scheier, in (Vohra & Goel, 2009) suggest that optimism is more than personal control. It is argued that because of their optimistic disposition they will remain positive about their interactions with peers and superiors and expect fair recompense in return for their services to the organization. (Vohra & Goel, 2009).

### **Resilience**

The term resilience comes from the Latin word 'resile' which means to bounce back. When used as a psychological term, resilience is the human ability to quickly recover from change, illness, misfortune, or difficulty. A few experts who talk about resilience put forward various definitions of resilience. These definitions can be grouped into three main points of view, namely (Deswita, 2006).

### **Resilience as Adaptability**

Joseph, in (Deswita, 2006) said that resilience is an individual's ability to adjust and adapt to changes, demands and disappointments that arise in life. This is also supported by (Luthans, 2009) who says that resilience is the capacity to endure difficulties, conflicts, failures, or even positive events, increased will and responsibility to achieve job satisfaction. Meanwhile, Werner and Smith, in (Deswita, 2006) define resilience as the capacity to effectively face internal stress in the form of their weaknesses as well as external stress (for example illness, loss, or problems with the family). Likewise, Hetherington and Blechman, in (Deswita, 2006) said that resilient people show more adequate adaptation abilities when facing difficulties.

### **Resilience as the Ability to Bounce Back from Pressure**

The second point of view regarding resilience is in line with the root meaning of the word which states the concept of resilience as the ability to bounce back from pressure or problems. Dugall and Coles, in (Deswita, 2006) say that resilience is a person's capacity to bounce back or recover from disappointments, obstacles or challenges. Rutter, in (Deswita, 2006) sees resilient individuals as those who successfully face difficulties, overcome stress, or pressure, and recover from shortcomings. Resilience is defined as the process of continuing to fight when faced with difficulties, problems, or suffering. According to Gallagher and Ramey, in (Deswita, 2006), resilience is the ability to recover spontaneously from obstacles and compensate for existing deficiencies or weaknesses.

### **Resilience is seen in a situation where someone has a big risk of failure but doesn't (fail).**

Flexibility (resilience) is a relatively new term in psychology, especially developmental psychology. (Deswita, 2006). Wolff, in (Deswita, 2006), views resilience as a trait. According to him, this trait is a hidden capacity that appears to fight individual destruction and protect the individual from all obstacles in life. Lazarus, in (Deswita, 2006), analogizes resilience to the flexibility of metal. (Deswita, 2006), states that resilience is a process of interaction between individual factors and environmental factors. (Luthans, Youssef & Avolio, 2007). And empirical findings from recent studies show the important role of Pscap or positive psychological capital in producing positive outcomes; work performance, job satisfaction, and organizational commitment; organizational citizenship engagement and behaviour; those records of voluntary and involuntary absences; and lower deviance, and reduced stress symptoms, intention to quit, and job search behaviour (Avue, Luthans & Jense, 2009). Positive Organizational Psychology (POB) has not been widely used in the literature. However, this behaviour can be defined as positive psychology in the workplace, a positive workplace, or as a positive organization. (Luthans, Youssef & Avolio, 2007). Peterson, in (Luthans, 2009), further explained that positive psychology has three pillars. The first pillar, positive subjective experiences, includes happiness, well-being, flow, pleasure, hope, optimism, and positive emotions. The second pillar, positive traits, includes talents, interests, creativity, Positive organizational psychology focuses on situational characteristics that can be developed and improved through workplace interventions and proactive management techniques. (Luthans, Youssef & Avolio, 2007:18).

## Job satisfaction

Job satisfaction is basically something that is individual. Everyone has a different level of satisfaction according to the value system that applies to him. The higher the assessment of an activity that is felt to be in accordance with the individual's desires, the higher the satisfaction with that activity. Thus, satisfaction is an evaluation that describes a person's feelings of being happy or unhappy, satisfied or dissatisfied at work. (Rivai, 2006:475). Bearing in mind that every individual in the company comes from a variety of different backgrounds, it is very important for the company to see what the employee's needs and expectations are, what talents and skills they have and what the employee's plans are for the future. coming. If the company can know these things, it will be easier to place employees in the most appropriate positions, so that they will be more motivated. Of course, efforts to understand employee needs must be accompanied by the preparation of company policies and effective work procedures. (Rivai, 2006:456). According to Robbins, in (Suyanto, 2006:39) the things that determine job satisfaction include challenging work, appropriate rewards, supportive working conditions, and suitability between personality and job and genetic factors. According to Siagian (2008:295), if in his work a person has autonomy to act, there is variation, makes an important contribution to the success of the organization and employees receive feedback about the results of the work they do, the person concerned will feel satisfied. The appropriate form of introduction program which results in a person being accepted as a member of the work group and by the organization in a sincere and honourable manner also generally results in a high level of job satisfaction. Environmental situations also influence a person's level of job satisfaction.

## Job Satisfaction Indicators

Theoretically, there are many factors that can influence job satisfaction, such as leadership style, work productivity, behaviour, locus of control, fulfilment of salary expectations and work effectiveness. The factors usually used to measure an employee's job satisfaction are: (a) job content, actual performance of job tasks and control over work; (b) supervision; (c) organization and management; (d) opportunities for advancement; (e) salaries and benefits in the financial sector; (f) co-workers; and (g) working conditions. Apart from that, according to the Job Descriptive Index (JDI), the factors that cause job satisfaction are (1) working in the right place, (2) appropriate payment, (3) organization and management, (4) supervision on the right job, and (5) people who are in the right jobs. One way to determine whether workers are satisfied with their jobs is to compare their jobs with certain ideal jobs (gap theory). (Rivai, 2006: 458).

## Theories About Job Satisfaction

1. Discrepancy theory. This theory measures a person's job satisfaction by calculating the difference between what it should be and the perceived reality.
2. Equity theory. This theory suggests that people will feel satisfied or dissatisfied, depending on whether there is justice or not in a situation, especially work situations. According to this theory, the main components of justice theory are input, results, justice, and injustice.
3. Two factor theory. According to this theory, job satisfaction and job dissatisfaction are different things. Satisfaction and dissatisfaction with work are not continuous variables. (Rivai, 2006:456).

## Framework

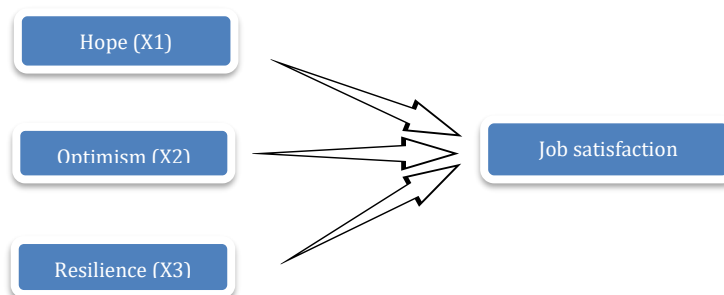


Figure 3. Research Thinking Framework

## Hypothesis

- H1: It is suspected that there is an influence between expectations and employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch
- H2: It is suspected that there is an influence between Optimism on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch
- H3: It is suspected that there is an influence between Resilience on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

### 3 | METHOD

#### Data Analysis Tools

To determine whether there is a relationship between the dependent variable and the independent variable, the statistical analysis method is used, namely the multiple regression analysis technique. The mathematical model of this regression is as follows:

$$Y = \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Information:

Y : Job satisfaction

X<sub>1</sub> : Hope

X<sub>2</sub> : Optimism

X<sub>3</sub> : Resilience

β<sub>1</sub>... β<sub>3</sub> : Regression Coefficients X<sub>1</sub>... X<sub>3</sub>

e : Error Term

#### F Test

Used to test the significance level of the independent variable (X) jointly or comprehensively against the related variable (Y). with test criteria:

- If  $F_{\text{count}} > F_{\text{table}}$ , then  $H_a$  is accepted.
- If  $F_{\text{count}} < F_{\text{table}}$ , then  $H_a$  is rejected.

$H_a$ : Hope, Optimism and Resilience influence employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_o$ : Hope, Optimism and Resilience have no effect on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

#### T Test

Used to test the level of significance of the independent variable (X) individually against the variable (Y). with test criteria:

- If  $t_{\text{count}} > t_{\text{table}}$ , then  $H_a$  is accepted.
- If  $t_{\text{count}} < t_{\text{table}}$ , then  $H_a$  is rejected.

$H_{a1}$ : Expectations influence employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_{o1}$ : Expectations have no effect on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_{a2}$ : Optimism influences employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_{o2}$ : Optimism has no effect on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_{a3}$ : Resilience influences employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

$H_{o3}$ : Resilience has no effect on employee job satisfaction at PT. Indonesian Sharia Bank (Persero). Banda Aceh Branch

### 4 | RESULT

#### Validity Testing

Table I. Validity Testing Results

| Variable   | Question Items | Calculated r value | r value Table | Information |
|------------|----------------|--------------------|---------------|-------------|
| Hope       | A1             | 0,671              | 0,195         | Valid       |
|            | A2             | 0,680              | 0,195         | Valid       |
|            | A3             | 0,527              | 0,195         | Valid       |
|            | A4             | 0,730              | 0,195         | Valid       |
| Optimism   | B1             | 0,607              | 0,195         | Valid       |
|            | B2             | 0,668              | 0,195         | Valid       |
|            | B3             | 0,699              | 0,195         | Valid       |
|            | B4             | 0,633              | 0,195         | Valid       |
| Resilience | C1             | 0,638              | 0,195         | Valid       |

|                  |    |       |       |       |
|------------------|----|-------|-------|-------|
| Job satisfaction | C2 | 0,631 | 0,195 | Valid |
|                  | C3 | 0,660 | 0,195 | Valid |
|                  | C4 | 0,606 | 0,195 | Valid |
|                  | C5 | 0,710 | 0,195 | Valid |
|                  | C6 | 0,674 | 0,195 | Valid |
|                  | C7 | 0,653 | 0,195 | Valid |
|                  | D1 | 0,809 | 0,195 | Valid |
|                  | D2 | 0,782 | 0,195 | Valid |
|                  | D3 | 0,688 | 0,195 | Valid |
|                  | D4 | 0,722 | 0,195 | Valid |
|                  | D5 | 0,552 | 0,195 | Valid |

Source: Primary Data 2023 (processed)

## Reliability Testing

Table 2. Reliability Testing Results

| Variable                     | Variable Items | Alpha Value | Reliability   |
|------------------------------|----------------|-------------|---------------|
| Job satisfaction (Y)         | 5              | 0.762       | Reliable      |
| Hope (X <sub>1</sub> )       | 4              | 0.537       | Less Reliable |
| Optimism (X <sub>2</sub> )   | 4              | 0.546       | Less Reliable |
| Resilience (X <sub>3</sub> ) | 7              | 0.776       | Reliable      |

Source: Primary Data 2023 (processed)

## Multicollinearity Testing

Table 3. Independent Variable VIF Value

| Variable   | Tolerance | VIF   | Information           |
|------------|-----------|-------|-----------------------|
| Hope       | 0,606     | 1,650 | Non-Multicollinearity |
| Optimism   | 0,639     | 1,564 | Non-Multicollinearity |
| Resilience | 0,766     | 1,305 | Non-Multicollinearity |

Source: Primary Data 2023 (processed)

## Discussion

Job satisfaction can be increased or not, influenced by whether the rewards are appropriate employee expectations, needs and desires. If the performance is better, it can improve rewards for employees are fair and balanced, then job satisfaction will increase. In other cases, employee satisfaction is feedback that influences self-image and motivation to improve performance. The influence of the independent variables is hope (X<sub>1</sub>), optimism (X<sub>2</sub>), and resilience (X<sub>3</sub>), on employee job satisfaction (Y) PT. Bank Syariah Indonesia (Persero). Banda Aceh Branch can be seen in detail in the following table.

Table 4. The Influence of Independent Variables on Job Satisfaction of Bank BSI Banda Aceh Branch Employees

| Variable Name | B     | Standard Error | t-count | t-table | Sig   |
|---------------|-------|----------------|---------|---------|-------|
| Constanta     | 1,599 | 0,442          | 3,126   | 1,9826  | 0,002 |
| Hope          | 0,244 | 0,111          | 2,208   | 1,9826  | 0,029 |
| Optimism      | 0,050 | 0,117          | 0,425   | 1,9826  | 0,672 |
| Resiliency    | 0,340 | 0,105          | 3,250   | 1,9826  | 0,002 |

Source: Primary Data 2023 (processed)

From the results of statistical calculations using the SPSS program as shown in the table above, the multiple linear regression equation is obtained as follows:

$$Y = 0.244 X_1 + 0.050 X_2 + 0.340 X_3 + e$$

From the regression equation above, the following research results can be seen:

## Regression Coefficient (B)

- The expected regression coefficient (X1) is 0.244, this figure can be interpreted as meaning that every change in one unit of the expected variable can affect the increase in job satisfaction of PT employees. Bank Syariah Indonesia (Persero). Banda Aceh Branch was 24.4% with the assumption that the variables of optimism (X2) and resilience (X3), were considered constant.
- The Optimism regression coefficient (X2) is 0.050. This figure can be interpreted as meaning that every change in one unit of the optimism variable can influence the increase in job satisfaction of PT employees. Bank Syariah Indonesia (Persero). Banda Aceh Branch is 05.0% with the assumption that the variables of hope (X1) and resilience (X3) are considered constant.
- The Resilience regression coefficient (X3) is 0.340. This figure can be interpreted as meaning that every change in one unit of the attitude variable can influence the increase in job satisfaction of BSI Bank Banda Aceh branch employees by 34.0% with the assumption that the variables of hope (X1) and optimism (X2) are considered constant.

## Correlation and Determination Test

To see the magnitude of the relationship and the magnitude of the influence of each variable can be explained in the following table:

Table 5. Model Summary Table

| R                  | R Square | Adjusted R <sup>2</sup> | Std. Error of the estimate | Durbin watson | Information                      |
|--------------------|----------|-------------------------|----------------------------|---------------|----------------------------------|
| 0,505 <sup>a</sup> | 0,255    | 0,234                   | 0,422                      | 1,962         | Have a fairly close relationship |

Source: Primary Data 2023 (processed)

## Correlation Coefficient (R)

Based on the computer output above, the correlation coefficient obtained in the research is 0.505, where with this value there is a relationship between the independent variable and the dependent variable of 50.5%. This means that hope (X1), optimism (X2), and resilience (X3), have a close relationship to the job satisfaction of BSI Bank employees at the Banda Aceh branch.

## Coefficient of Determination (R2)

Meanwhile, the coefficient of determination obtained was 0.255, meaning that 25.5% of the job satisfaction of BSI Bank Banda Aceh branch employees was influenced by the variables hope (X1), optimism (X2), and resilience (X3). Meanwhile, the remaining 74.5% is explained by other factors outside the three variables as explained above.

## Statistical Test Results

F test results (simultaneous) To see the magnitude of the overall influence on the variables under study, it will be tested based on the ANOVA test as explained in the following table:

Table 6. Analysis of Variance (ANOVA)

| Model     | Sum of Squares | Df  | Mean Squares | F-count | F-table | Sig.  |
|-----------|----------------|-----|--------------|---------|---------|-------|
| Regress   | 6,226          | 3   | 2,075        | 11,663  | 2,696   | 0,000 |
| Constanta | 18,151         | 102 | 0,178        |         |         |       |
| Total     | 24,377         | 105 |              |         |         |       |

Source: Primary Data 2023 (processed)

## 5 | CONCLUSIONS AND FUTURE WORK

- Based on the results of the analysis, of the three variables studied, the factor that has the greatest influence on employee job satisfaction at PT. Bank Syariah Indonesia (Persero). Banda Aceh Branch is a resilience variable with a regression coefficient value of 0.340 and the variable with the smallest influence is the optimism variable with a regression coefficient value of 0.050.
- Based on the results of the analysis, the correlation coefficient obtained in this study was 0.505, where with this value there was a relationship between the independent variable and the dependent variable of 50.5%. This means that hope (X1), optimism (X2), and resilience (X3) have a close relationship to job satisfaction of PT employees. Indonesian Sharia Bank (Persero). Banda Aceh Branch.
- Based on the test results from the ANOVA test or F-test (simultaneously), the research results show that



the variables hope (X1), optimism (X2), and resilience (X3), together have a significant effect on increasing job satisfaction of PT employees. Indonesian Sharia Bank (Persero). Banda Aceh Branch. This means that overall respondents who work at PT. Bank BRI Banda Aceh Branch stated that hope, optimism, and resilience influence the job satisfaction of PT employees. Indonesian Sharia Bank (Persero). Banda Aceh Branch

- d. Based on the test results from the t-test (partial) it is known that the variables of hope and resilience have a significant (real) influence on the job satisfaction of PT employees. Bank Syariah Indonesia (Persero). Banda Aceh Branch, while the optimism variable has no significant effect.

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