

Factors Affecting Employees' Job Dissatisfaction Level Based on Herzbergs' Two-Factor Theory

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ABSTRACT

This study aims at identifying the causing factors of BMT employees' job dissatisfaction. The importance of this study was due to the effects of employees' job dissatisfaction which significantly affected the stability of the company. Thus, it was necessary to conduct a research on job dissatisfaction at BMT BIF. This study applied descriptive analysis approach with 8 respondents. The data were obtained from interview. The results were then described based on two-factor theory. After that, the researcher drew a conclusion. The findings of the study showed that there was one potential causing factor of employees' job dissatisfaction, i.e. hygiene factor. Hygiene factor was highly related to extrinsic factors such as salary, company policies, personal relationships, and working conditions. In reality, those factors caused dissatisfaction on employees.

Keywords: *dissatisfaction, two-factor theory, hygiene factor*