

# **The Satisfaction of Civil Servants Civil Service Agency and Human Resources Development (BKPSDM) Bone Bolango Regency Through the Employee Welfare Program**

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## **ABSTRAK**

The current study aims 1) To identify and analyze the welfare program made by the government, especially the regional Government of Bone Bolango Regency at the Agency for Personnel and Human Resources Development of Bone Bolango Regency. 2) It also aims to find out and analyze the Satisfaction of the State Civil Apparatus Agency for Human Resources and Development of Bone Bolango Regency through the Employee Welfare Program.

The method in this study uses descriptive qualitative methods with interview and documentation data collection techniques.

The study results show that 1) welfare programs in the Staffing and Resource Development Agency of Bone Bolango Regency are in the form of Job Allowances, Employment BPJS Benefits, and Additional Employee Income Benefits (TPP). It also provides leave facilities work facilities that are adjusted to the class or position of each employee. 2) The Satisfaction of Civil Servants at the Personnel and Human Resources Development Agency of Bone Bolango Regency are already satisfied with the provision of a welfare program in the form of a salary adjusted to the class or position given by the Government every month in the form of a basic salary that does not experience deductions. It also provides allowances given according to the regulations set by the Government. In addition, employees will be given an award and work facilities to motivate employees to improve performance further.

**Keywords:** Civil Servant Satisfaction, Employee Welfare Program

## **PRELIMINARY**

Civil Servant (PNS) is a driving profession who works in government both at the government and regional levels. The position of civil servant is a state position appointed by the Regent. PNS also means State Assets as the only main pawn in the Government. Of course civil servants will not be separated from the so-called rules

and a number of local government governance mechanisms, and therefore will not work according to common expectations. Civil servants are not only driving the wheels of government, civil servants are required to be an example and is a role model for the community, therefore in order to create civil servants with dignity the government has carried

out many reforms for civil servants. one of them is the governance of the appointment of PNS (Prospective Civil Servant) which is regulated by the State Civil Service Agency.

The rights of civil servants are to receive salary, benefits, facilities, leave, pension security and old age security by obtaining protection and competence development. Apart from that, allowances will also be given to civil servants according to their position or position. In addition to M salaries, civil servantsncil. Regional People (DPRD).

Based on the results, it was found that in the Personnel and Human Resources Development Agency of Bone Bolango Regency, employee welfare was provided in the form of TPP allowances as seen from the absence of the presence of each civil servant. If the employee is always present, the TPP is received in full, but if he is often late and skips work, a penalty will be given in the form of deducting the TPP. TPP payments are paid according to the level of education. Provision of welfare in the Personnel and Human Resources Development Agency of Bone Bolango Regency is adjusted to the accumulation of the employees themselves and seen from the form of employee discipline and attendance. Civil servant violations such as late entry to work and completion of assigned tasks are caused by inadequate facilities and infrastructure because at the Personnel and Human Resources Development Agency of Bone Bolango Regency the facilities and infrastructure are still lacking, and there is no suggestion and complaint box which should be based online in the form of Hotline number. So that you can see employee complaints about satisfaction. Therefore the researchers raised the title Civil Servant

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Management is the art and science of planning, organizing, motivating and controlling people and working mechanisms to achieve goals.

Management is a series of processes of planning, organizing, motivating, controlling, and developing all efforts in setting organizational goals [7].

Management is a process of coordinating and coordinating work human activities so that they can be completed efficiently and effectively through other people [1]. Management development is a series of processes that come from planning, you are present motivating, controlling, and organizing, and developing all efforts in you will set organizational goals [6].

Human resource management is the withdrawal, selection, establishment, maintenance and development of human resources to achieve goals, both individual goals and organizational goals [3]. Human resource management is the science and art of managing the process of utilizing human resources and other resources effectively and efficiently to achieve a certain goal [2].

Human resource management is as a planning, organizing of staffing, directing and supervising, of procurement, development, provision, compensation, integration of maintenance, and separation of labor to achieve organizational goals [10].

Based on the definition above, it can be concluded that human resource management is management that regulates people with various problems with the aim of being able to carry out tasks in an

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effective and efficient manner and be able to make a contribution to agencies.

Job satisfaction is something that is individual that has different levels of satisfaction according to the value system he adheres to. The higher the assessment of activities that are felt in accordance with individual wishes, the higher the satisfaction with these activities [9].

Job satisfaction is a set of employees' feelings about whether their job is enjoyable or not. Job satisfaction is a set of one's response to the various work environments one faces. A person's response includes responses to organizational communication, supervisors, compensation, promotions, co-workers, organizational policies and interpersonal relations within the organization [5].

Based on some of the definitions mentioned above, it can be concluded that satisfaction is an attitude that a person feels happy about the work he has done while at the agency.

Welfare is one of the goals in life in an effort to increase enthusiasm for life and work. According to Law no. 5 of 2014 concerning Civil Servants The aim is to maintain and improve the physical and mental conditions of employees so that work performance increases [8].

Welfare programs aim to provide an additional economic security over principal payments and ongoing payments and other interest-related gifts [4].

Based on the definition above, employee welfare is a complement related to material and non-material provided based on regulations provided by the government that is capable of aiming at the needs or needs of employees related to work for daily life.

## RESEARCH METHOD

The method in this study uses a descriptive qualitative approach by covering the phenomenon in Satisfaction of Civil Servants of the Civil Service Agency and Human Resource Development in Bone Bolango Regency through the Employee Welfare Program.

## RESEARCH RESULTS

In determining job satisfaction consists of 5 indicators, namely salary, awards, additional benefits, communication and facilities. As for determining the Welfare Program consists of job satisfaction, work accidents, uncertainty, discrimination and work intensity.

### Job Satisfaction

#### 1. Salary

The results of interviews conducted by researchers who were conducted with informants are as follows related to Satisfaction of Civil Servants The Agency for Personnel and Human Resource Development of Bone Bolango Regency states that:

Mrs. Friske A. Usman, S.Kom, MM:

*"The salary that is given is not only the basic salary but there are also monthly allowances and additional income allowances that are adjusted according to class/position. TPP allowances are deducted based on sanctions and regulations given by the Regent. (Interview Monday 03 October 2022).*

Mrs. Kartini Mabi, SE., MM:

*"It is adjusted to daily needs because of that each region has a different standard of living so that it has a salary step by step and is adjusted to the workplace and deductions that has been determined". (Interview Monday 03 October 2022).*

Mr. Yusni Mohamad, S., IP:

*"The salary received is adjusted to the performance or compensation made. The salary received is in the form of basic salary and allowances. (Interview Tuesday 04 October 2022 ).*

Mrs. Kasmawati, SE:

*"Salaries for employees consist of basic salary and allowances. If the basic salary is disbursed every month, the amount is adjusted with rank and class. While allowances are paid in accordance with Government regulations and deducted in accordance with the sanctions imposed. The amount of salary and allowances has been regulated in the regulation of the Minister of Finance, namely with the rank t and class". (Interview Tuesday 04 October 2022).*

Mr. Rizal Hasan, S, Sos:

*"My goal is to work to make ends meet. However, the salary or allowance that I receive is still not sufficient. Because there are still cuts to the regulations in force." (Interview Tuesday 04 October 2022).*

Mr. Rahmat Jahja, S.Kom:

*"What has been given has been fulfilled with daily needs because like it or not we as employees have to accept the salary given". (Interview Tuesday 04 October 2022).*

Mr. Ramlan, SE:

*"If the worker with the highest salary then changes life. Which is sufficient. Welfare of life will be easy to obtain for the future. However, the salary received every month is still not sufficient for daily needs. Because the increase in basic commodities is increasing day by day." (Interview Tuesday 04 October 2022).*

Mrs. Lily Tristiana Dalu, S.Pd:

*"Where the salary received is not in accordance with what is expected. Salaries that are often late make me complain and be disappointed." (Interview Tuesday 04 October 2022).*

Mrs. Selvi Ali, S, Ip:

*"Salary received is based on workload with the aim of increasing work motivation and fulfilling life". (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsih Gani, SE:

*"At the Personnel and Human Resources Development Agency of Bone Bolango Regency, the salary given to employees is adjusted according to class/or position in order to provide maximum performance in the office. However, the salary given does not meet the needs for clothing, food and other needs. (Interview Tuesday 04 October 2022).*

From the results of the interview above, it can be concluded that the salary earned is in the form of basic salary and allowances. The salary given has been met with the needs even though there are still deductions.

## 2. Awards

Mrs. Friske A. Usman, S.Kom, MM:

*"The award received is in the form of Satyalancana Karya Satya as a sign of respect for employees for dedication to carrying out tasks that have shown loyalty in work, trust, skills between employees, honesty and discipline and have worked continuously - continuously for at least 10 years so that I am satisfied with the awards received. (Interview Monday 03 October 2022).*

mrs. Kartini Mabi, SE., MM:

*"The award I received was in the form of 10 years of service by getting a bronze set by the president. Judging from is present in achieving the target. (Interview Monday 03 October 2022).*

Mr. Yusni Mohamad, S., IP. :

*"If you perform well and do not behave badly, you will be awarded the Satyalancana Karya Satya". (Interview Tuesday 04 October 2022).*

Mrs. Kasmawati, SE:

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*"One of the awards given was Satya Lenca Karya Satya. Usually gives an Award for the OPD or the head of staffing for the best in service." (Interview Tuesday 04 October 2022).*

Mr. Rizal Hasan, S.Sos:

*"The work given makes me satisfied with the aim of giving a promotion award. Having this responsibility makes me more motivated." (Interview Tuesday 04 October 2022).*

Mr. Rahmat Jahja, S.Kom:

*"The award given is a token of appreciation from the office to increase employee motivation. The award given is in the form of a promotion award. (Interview Tuesday 04 October 2022).*

Mr. Ramlan, SE who:

*"The awards given to employees vary depending on achievements in an institution so that they support the success of the office. The award I received was in the form of compensation." (Interview Tuesday 04 October 2022).*

Mrs. Lily Tristiana Dalu, S.Pd:

*"Available awards One of the awards I received was in the form of 15 years of service that had been set by the President so I got a bronze". (Interview Tuesday 04 October 2022).*

Mrs. Selvi Ali's mother. S.Ip:

*"The award given when working is an appreciation award by giving thanks." (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsih Gani, SE:

*"The awards given make employees happy, they even get self-motivated at work so that it has a positive impact on performance. The award is given only in the form of sincere praise. (Interview Tuesday 04 October 2022).*

From the results of the interviews above, it can be concluded that the awards obtained by employees are

satisfied because they can encourage employees to further improve their performance.

### 3. Additional Allowances

Mrs. Friske A. Usman, S.Kom, MM:

*"Allowances are in addition to the basic salary given by the office to employees. Satisfied and dissatisfied, every employee has the right to get additional employee income allowances (TPP). This allowance is given to increase morale and carry out duties and responsibilities. Attendance is often late and not disciplined, so it is postponed for awards in the form of promotion. (Interview Monday 03 October 2022).*

Mrs. Kartini Mabi, SE., MM:

*"Satisfied and dissatisfied. I already feel satisfied. For additional allowances provided in the form of employee income allowances (TPP) based on workload and achievement working and getting 1 type of TPP based on working conditions, scarcity of profession, or other objective considerations with the highest value, is excluded for compensation for meal allowances. (Interview Monday 03 October 2022).*

Mr. Yusni Mohamad, S., IP. :

*"I am satisfied with Employee Income Benefits. Because of Employee Income Allowance (TPP). What is given is to adjust the accumulative attendance of the employees themselves." (Interview Tuesday 04 October 2022).*

Mrs. Kasmawati, SE:

*"The additional allowance that I receive is additional employee income which is given according to class/rank and is regulated directly by the utilization of the state civil apparatus so that it is directly strengthened by the Regent's regulations." (Interview Tuesday 04 October 2022).*

Mr. Rizal Hasan, S, Sos:

*"I am not satisfied with the employee income allowance (TPP) provided. Because there are still deductions for violations. (Interview Tuesday 04 October 2022).*

Mr. Rahmat Jahja, S.Kom:

*"The government is making efforts to improve employee welfare and performance by providing benefits in the form of Additional Employee Income (TPP). However, the additional employee income (TPP) provided does not guarantee that I will be satisfied." (Interview Tuesday 04 October 2022).*

Mr. Ramlan, SE:

*"Additional allowances are given in the form of additional employee income (TPP) which are adjusted to the contributions and achievements made. The additional allowance given makes me satisfied because it is adjusted to my work performance and if I do not come to work without explanation I will be given a sanction in the form of a deduction." (Interview Tuesday, 04 October 2022).*

Mrs. Lily Tristiana Dalu, S.Pd:

*"For employees at the Personnel and Human Resources Development Agency of Bone Bolango Regency, they provide Additional Income Allowances (TPP). The allowance is paid every month according to the position." (Interview Tuesday 04 October 2022).*

Selvi Ali's mother. S.Ip:

*"If the additional benefits are measured by the performance we produce, only given 1 job then there are workers 2 and 3, then I am not satisfied with the employee income allowances given." (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsih Gani, SE:

*"The additional allowance that makes me satisfied is because the additional allowance is given in the form of additional employee income*

*(TPP) which is adjusted to the contribution and achievements made." (Interview Tuesday 04 October 2022).*

From the results of the interview above it can be concluded that the additional employee benefits provided are adjusted to the contributions and achievements made. If the work performance provided is good, additional income allowances (TPP) will be received. If you commit a violation, you will be deducted.

#### **4. Communication**

Mrs. Friske A. Usman, S.Kom,  
MM :

*"Communication in understanding and listen to opinions between superiors and employees understand each other other. In addition, with communication, it will be very easy for superiors and employees to evaluate the work being done. (Interview Monday 03 October 2022).*

Mrs. Kartini Mabi, SE., MM:

*"To improve advanced institutions, always prioritize communication in understanding and listening to opinions between superiors and employees. As well as maintaining a strong working relationship for the entire organization". (Interview Monday 03 October).*

Mr. Yusni Mohamad, S., IP :

*"Communication is not only based on what is conveyed. However, you have to listen to the opinions of the foundation and fellow employees. Communication always prioritizes communication and listening to other people's opinions about work. (Interview Tuesday 04 October 2022).*

Mrs. Kasmawati, SE:

*"always prioritize communication and listen to other people's opinions about work. If there are employees who do not achieve maximum results with their work, they*

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*will evaluate the work results and will look for the best solution so that the next work results will be maximized. (Interview Tuesday 04 October 2022).*

Mr. Rizal Hasan, S, Sos:

*"Communication between employees and superiors prioritizes each other to be useful in dealing with various things that may occur in the office. So as to build good relations between old and new employees. (Interview Tuesday 04 October 2022).*

Mr. Rahmat Jahja, S.Kom:

*"The Personnel and Human Resources Development Agency for Bone Bolango Regency always prioritizes communication and listens to the opinions of superiors and employees to improve better work." (Interview Tuesday 04 October 2022).*

Mr. Ramlan, SE:

*"For superiors and employees, always prioritize communication and listen to the opinions of superiors and employees so that if given a job it can improve work performance." (Interview Tuesday 04 October 2022).*

Mrs. Lily Tristiana Dalu, S.Pd:

*"Communication is very important in work. Likewise, the Personnel and Human Resources Development Agency of Bone Bolango Regency always communicates and listens to the opinions of superiors and employees. (Interview Tuesday 04 October 2022).*

Mrs. Selvi Ali', S.Ip:

*"For communication and listening to the opinions of superiors and employees, they are good at doing their jobs. Because they have finished carrying out a job, the supervisor conducts a performance evaluation because they know whether the employee is satisfied with the work given. (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsih Gani, SE:

*"communication and listening to opinions aim to increase the sense of responsibility for the work given". (Interview Tuesday 04 October 2022).*

Based on the results of the interviews above, it can be concluded that communication between superiors and employees and listening to opinions between employees or superiors is good. Because when doing a job, it must be adjusted to the duties and functions of each and after being given a job, an evaluation is given on the development of the work being done.

## 5. Facilities

Mrs. Friske A. Usman, S.Kom, MM:

*"The facilities provided are adjusted to the position as a way to keep employees enthusiastic and able to provide the best performance for employees. Facilities in the form of housing, leave, office facilities and vehicles including employee rights. (Interview Monday 03 October 2022).*

Mrs. Kartini Mabi, SE., MM:

*"The facilities provided by the government are maximal. This is because in order to be able to support their performance activities including the right of every employee to get maximum facilities. (Interview Monday 03 October 2022).*

Mr. Yusni Mohamad, S., IP.:

*"The facilities provided are maximal, for example in the form of hospital facilities and annual leave. However, this is given to employees who have worked for 1 year. (Interview Tuesday 04 October 2022).*

Mrs. Kasmawati, SE:

*"In the Staffing and Human Resources Development Agency of Bone Blango Regency, the facilities and infrastructure for smooth service and employee work are not always optimal because the existing*

*infrastructure is old infrastructure. "* (Interview Tuesday 04 October 2022).

Mr. Rizal Hasan, S, Sos:

*"Yes, it's the maximum. Because work facilities are very important to be provided to support employees in completing work".* (Interview Tuesday 04 October 2022).

Mr. Rahmat Jahja, S.Kom:

*"It has been maximized, because in general the facilities provided are mandatory. With the facilities make employees feel prosperous. So it has an impact on productivity."* (Interview Tuesday 04 October 2022).

Mr. Ramlan, SE:

*"It has been maximized in life. This facility is provided in a way that keeps employees enthusiastic and able to provide good performance for the office."* (Interview Tuesday 04 October).

Mrs. Lily Tristiana Dalu, S.Pd:

*"The provision of facilities has been maximized. For example, providing leave and hospital facilities. However, the infrastructure facilities at the office are not optimal because the building is rather old, for example, Tehel has defended 2 sections."* (Interview Tuesday 04 October 2022).

Mrs. Selvi Ali's, S.Ip:

*"In the Personnel and Human Resources Development Agency of Bone Bolango Regency, for example, by being given leave, in addition to that, the facilities at the office have not been maximized. This is an obligation given by the government."* (Interview Tuesday 04 October 2022).

Mrs. Wahyuningsih Gani, SE:

*"I have maximized my expectations. For example, providing leave and hospital facilities. It is one of the main facilities provided by the office to make employees prosperous.hospital facilities. It is one of the main facilities provided by the*

*office to make employees prosperous.* (Interview Tuesday 04 October).

From the results of the interview above it can be concluded that the facilities provided are in the form of hospital facilities, leave facilities, housing facilities, vehicle facilities and infrastructure facilities. The facilities provided are maximized for everyday life, but these facilities are adjusted to the class of each employee. The provision of these facilities includes employee welfare programs.

## **Employee Welfare**

### **1. Job Satisfaction**

Based on the results of interviews conducted by researchers with employees regarding Civil Servant Satisfaction, the Staffing and Human Resource Development Agency of Bone Bolango Regency states that:

Mrs.Friske A. Usman, S.Kom, MM:

*"the work given is in accordance with their respective competencies based on the regulations given by the regent and trying to achieve maximum results for the progress of the office"* (Interview Monday 03 October 2022).

Mrs.Kartini Mabi, SE., MM:

*"I am satisfied with the work given by the staffing and human resource development agency in the Bone Bolango district because the jobs given are in accordance with their respective duties and functions."* (Interview Monday 03 October 2022).

Mr.Yusni Mohamad, S., IP. :

*"In my opinion, it is in accordance with the work given, is it in accordance with the competence or answers".* (interview Tuesday 04 October 2022).

Mrs.Kasmawati, SE:

*The Staffing and Human Resources Development Agency always hopes and tries to get a career that can bring it to a higher level.* (Interview



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Tuesday 04 October 2022).

Mr. Rizal, SE:

*"Each employee has a different level of satisfaction according to the value system that applies to him." (Interview Tuesday 04 October 2022).*

Mr. Rahmat Jahja, S.Kom :

*"I am satisfied with the work I have been given because it is adjusted to the position I have". (Interview Tuesday 04 October 2022)"*.

Mr.Ramlan, SE:

*"If given a job according to competence, it will maximize maximum results so that I will feel satisfied with the work given." (Interview Tuesday 04 October 2022*

Mrs. Lily Tristiana Dalu, S.Pd:

*"For the job given, I am satisfied with the work given by my superiors which will certainly improve my career going forward." (Interview Tuesday 04 October 2022) "*.

Mrs.Selvi Ali S.Ip:

*"Job satisfaction is the result of achieving the value of the work done at work so that I feel satisfied with the satisfaction of the work I do" (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsih Gani, SE:

*" I am satisfied with the work given by my superiors so that I can motivate them to work harder in the future "(Wawancaea Tuesday, 04 October 2022).*

From the results of the interview above, it can be concluded that the job satisfaction that employees feel when they are given a job they feel satisfied because when doing work it is adjusted to the main tasks and functions of the employee. effort to achieve maximum results for every job done. After that the boss will provide a new job which will increase job satisfaction which is useful for increasing the career of each employee.

## 2. Work Accident

Mrs. Friske A. Usman, S.Kom, MM:

*"When doing work outside the office then an accident occurs, the office will provide additional benefits in the form of Employment BPJS and the Republic of Indonesia Employee Corps so that these benefits make welfare deducted from the salary received" . (Interview Monday 03 October 2022).*

Mrs.Kartini Mabi, SE., MM:

*"there is one area in charge, namely Kopri (Sub Coordinator of data) which handles work accidents when given work outside of work. (Interview Monday 03 October 2022).*

Mr.Yusni Mohamad, S., IP. :

*"Doing a job outside the office then an accident occurs then there is protection in the form of Employment BPJS". (Interview Tuesday 04 October 2022).*

Mrs.Kasmawati, SE:

*"If an accident occurs while doing work outside the office of the Bone Bolango Regency Personnel and Human Resources Development Agency, then it is included in the work schedule and will receive benefits from the Republic of Indonesia Civil Servants Corps and BPJS Employment ". (Interview Tuesday 04 October 2022).*

Mr. Rizal Hasan, SE:

*"In the Personnel and Human Resources Development Agency of Bone Bolango Regency, Bone Bolango Regency, when doing a job, then experiencing a disaster, then get BPJS Employment". (Interview Tuesday 04 October 2022)*

Mr. Rahmat Jahja, S.Kom:

*"BPJS Ketenagakerjaan which is a benefit that provides welfare for employees. This allowance is given by the government to protect employees from accidents while working. (Interview Tuesday 04 October 2022).*

Mr. Ramlan, SE:

*"For employees who do work outside the office, BPJS Employment will be given which aims to provide guarantee protection to employees." (Interview Tuesday 04 October 2022).*

Mrs. Lily Tristiana Dalu, S.Pd:

*"There must be one in the form of Employment BPJS which has various types of programs that are tailored to the welfare of employees." (Interview Tuesday 04 October 2022).*

Mrs. Selvi Ali's, S.Ip:

*"Get BPJS Employment which is a social insurance that has quite complete benefits to protect employees will experience work accidents. (Interview Tuesday 04 October 2022).*

Mrs. Wahyuningsi Gani, SE:

*"Providing Employment BPJS which is a government program in the form of social security and protection services to provide protection for the entire workforce". (Interview Tuesday 04 October 2022).*

From the results of the interview above, it can be concluded that every civil servant when doing work outside the office and then having an accident will get BPJS Employment Benefits which are given for employee welfare. These benefits are regulated by law.

#### **Discussion of Research Results**

##### **a. The welfare program made by the Government, especially the Regional Government of Bone Bolango Regency at the Staffing and Human Resources Development Agency of Bone Bolango Regency.**

At the Personnel and Human Resources Development Agency of Bone Bolango Regency, the Government provides welfare programs for employees based on the Republic of Indonesia Law No. 5 of 2014 regarding salaries. Civil Servants are given a salary which is a tribute from the leader to employees to make employees motivated to work which is

paid every month. The provision of salary is not only basic salary but also includes other benefits in the form of Job Allowances, Employment BPJS Benefits, and Additional Employee Income Allowances (TPP). These benefits are rights that must be fulfilled by the office for all employees who are paid according to regulations Regent which is a salary outside the base salary. In addition, Civil Servants are given benefits to employees when employees enter the office to work. These facilities are in the form of employee leave and other work facilities that can be enjoyed. The facilities received are in the form of annual leave which the government is obliged to provide 1 day per month to employees. In total, employees are entitled to 12 days of annual leave based on different leave times depending on the agency.

##### **b. Satisfaction of Civil Servants Staffing Agency and Human Resources Development Bone Bolango Regency through employee welfare programs**

Satisfaction of Civil Servants in the Personnel and Human Resources Development Agency of Bone Bolango Regency through an employee welfare program by providing salaries and benefits to maintain competent employees and meet the needs and welfare of employees as a way to increase employee morale. Civil Servants carry out work with a work agreement that is given in accordance with their respective duties or compensation based on regulations given by the Regent. The Staffing and Human Resource Development Agency of Bone Bolango Regency always expects a career that can bring better results by achieving maximum results and increasing development for future offices.

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Program.

## CLOSING

### Conclusion

Based on the results of the research discussion in this thesis, the following conclusions can be drawn:

1. Welfare programs for employees have a fairly important role as a basis for use by office management in an effort to build morale for employees. These benefits are in the form of Job Allowances, Employment BPJS Benefits and Additional Employee Income Allowances (TPP). The form of compensation is in the form of additional money outside of the basic salary or it can be non-money. such as providing annual leave, sick leave, and maternity/maternity leave. In addition, employees are given work facilities in the form of vehicles and official housing facilities according to their position.
2. Satisfaction of Civil Servants Staffing Agency and Human Resources Development of Bone Bolango Regency through the welfare program by doing work in accordance with the work agreement. Besides that with a work agreement. In addition, employees are satisfied with the welfare program received in the form of a salary given every month in the form of a basic salary that does not experience deductions. as well as the allowances provided are adjusted to the regulations set by the Government. the provision of job allowances is given to employees who occupy certain positions.

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