



The Comparison of Satisfaction, Commitment, and Performance Between Female and Male Students

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ABSTRAK

Pendidikan di perguruan tinggi menjadi perhatian oleh banyak pihak terutama terkait dengan keluaran mahasiswa dari perguruan tinggi tersebut. Berbagai persoalan yang muncul dalam proses menghasilkan luaran mahasiswa yang sesuai dengan tuntutan zaman. Hasil luaran yang berupa prestasi dan kinerja mahasiswa sangat membantu perguruan tinggi sampai ke tujuan. Pengembangan, percepatan, peningkatan luaran sumber daya manusia menjadi perhatian utama khususnya di Sekolah Tinggi Ilmu Ekonomi (STIE) Galileo. Penelitian ini fokus kepada kepuasan, komitmen, dan kinerja mahasiswa. Penelitian ini merupakan penelitian kuantitatif dengan melibatkan 185 mahasiswa sebagai responden. Tujuan penelitian ini untuk melihat komparasi kepuasan, komitmen, dan kinerja antara mahasiswa lelaki dengan Perempuan. Data penelitian dikumpulkan dengan menggunakan kuesioner, dan di olah dengan statistik SEM Amos. Hasil analisis komparasi multi grup yang dilakukan menunjukkan bahwa ada pengaruh positif dan signifikan antara kepuasan, komitmen, dan kinerja perempuan maupun lelaki. Temuan dalam penelitian ini didapati kepuasan terhadap kinerja perempuan adalah sama dan tidak signifikan. Untuk itu kampus perlu memberi perhatian kepada kepuasan, komitmen, dan kinerja mahasiswa. Untuk penelitian yang akan datang perlu mempertimbangkan variabel lain yang tidak diteliti dalam penelitian ini seperti, lingkungan, dan komparasi antara mahasiswa di perguruan tinggi. Kesimpulannya, ahwa prestasi adalah hasil kerja yang dicapai seseorang baik dari segi kualitas maupun kuantitas dalam melakukan pekerjaan sesuai dengan tanggung jawab yang diberikan kepadanya.

ABSTRACT

Education in higher education is a concern for many parties, especially related to the output of students from these universities. Various problems arise in the process of producing student outcomes that are by the demands of the times. The results in the form of student achievement and performance are very helpful for universities to reach their goals. Development, acceleration, and improvement of human resource output are the main concerns, especially in the Galileo College of Economics (STIE). This research focuses on student satisfaction, commitment, and performance. This research is a quantitative study involving 185 students as respondents. The purpose of this study is to see the comparison of satisfaction, commitment, and performance between male and female students. The research data was collected using a questionnaire, and processed with Amos SEM statistics. The results of the multi-group comparative analysis show that there is a positive and significant influence between satisfaction, commitment, and performance of women and men. The findings in this study found that satisfaction with women's performance is the same and insignificant. For this reason, the campus needs to pay attention to student satisfaction, commitment, and performance. For future research, it is necessary to consider other variables not examined in this study, such as the environment, and comparisons between students in universities. In conclusion, achievement is the result of work that a person achieves both in terms of quality and quantity in doing work by the responsibilities given to him.

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1. INTRODUCTION

Education is one of important element which pushes the improvement of human resource. Education also plays role in improving the life quality and community prosperity. Therefore, through the improvement of educational quality, it expected that it can push the country to become an advanced country (Hani, 2021; Saleh et al., 2020). Related to that, college in Indonesia especially must make educational field as an important agenda in the plan and buidling the nation and country. College is one of the place to improve human resource quality. Educational development at college level in Indonesia and Batam City especially has involved various parties such as lecturers, colleges, communities, and various other educational organization. Achievement accomplishment of university graduates need to be considered. Students who have commitment and obtain satisfaction are expected to have better achievement accomplishment in line with the expectation (Bryan & Vitello-Cicciu, 2022; Knight & Samuel, 2022). For the improvement of students' achievement accomplishment at college, it had been run by the efforts of collecting the opinion, point of view to be capable of growing and developing the potential owned by each student at college.

At college level, students' quality improvement is conducted through proposing various programs such as training and curriculum development. This program aims to add the knowledge and expertise of students at college. Batam City is an industrial area in which the existed human resource must fulfill the needs of industrial party (Clery et al., 2021; Ramirez-Montoya et al., 2021). Therefore, colleges in Batam City especially STIE Galileo continues to be demanded to keep trying improve the quality that has competitiveness until continuously generates competitive graduates. Beside that, college students also need to improve their capability in achieving the performance or better achievement. Students' achievement accomplishment can trigger the acceleration of purpose achievement at a college. Some theories related to the satisfaction of expressing the factors which cause an individual get satisfaction. Those theories are Two-Factor Theory and Value Theory which talks about satisfaction and dissatisfaction which is part of motivators and hygiene factors (B. Lee et al., 2022; Putra & Arlizon, 2021) While according to Value Theory concept, satisfaction occurs if the result accepted by an individual meets their expectation. Work satisfaction directly relates to commitment (Amin, 2022; Muhtarom et al., 2022). A study which had been run showed that there is positive and significant relationship between satisfaction and commitment and also between satisfaction and work achievement (Diniaty & Alpian, 2020).

Work satisfaction is also important for self improvement. An individual who does not get satisfaction has a possibility of not achieving psychological maturity and so on until causing the achievement accomplishment not as expected (Basalamah & As'ad, 2021; Dziuba et al., 2020). There are many factors which can cause human resource achieve excellent achievement. One of the factor is competence stage owned. The owned competence is a factor which encourages success of an organization. Students' achievement either good or high may contribute to college excellence. The factors related to this thing like satisfaction and commitment of students which contribute to students' achievement accomplishment at college. The commitment a strong trust towards the value and purpose of an organization or college institution, the willingness to do the additional effort to stay become part of the organization or college (Afthanorhan et al., 2020; Zaid Mustafa et al., 2020). The students who have commitment willing to do the best effort to be part of the college and also has strong trust towards the value and purpose of the college. The sustainable efforts, high commitment and strong trust can contribute to students' achievement accomplishment at college which in ithe end it can contribute to the excellence of a college. Satisfaction, commitment, and achievement have become the topics of discussion at college environment. Students who get satisfaction will show commitment, not feeling burden in running the duty as student and own interest and commitment in running the job (Bashir & Gani, 2020; H. J. Lee & Seong, 2020).

Based on the explanation bove, the investigator sees the problem and needs systematic and deep investigation with the right scientific principles to ensure the satisfaction and commitment which can improve students' achievement at college especially at STIE Galileo Batam. The problem obtained at most of colleges also prevail at STIE Galileo (Aubert Bonn & Pinxten, 2021; van der Borgh et al., 2020). Beside that, lack studies conducted related to satisfaction, commitment, and achievement of students especially at STIE Galileo Batam, Indonesia. Until the problem is less comprehended and encourages investigator to conduct the study about satisfaction, commitment, and achievement of the students at STIE Galileo Batam. This study aims to know the problems faced by students and the college party in improving students' achievement at STIE Galileo Batam. The students who have satisfaction tend to have commitment until they can achieve maximum achievement. The correlation between satisfaction and commitment towards achievement as operational variable studied in this investigation. There is a strong causative correlation between satisfaction and commitment (Eze et al., 2020; Mulyaningtyas & Soliha, 2023). Beside that, the study result show that various aspects of satisfaction have significant correlation to affective organization

(Ashraf, 2020; SIHOTANG & Febriyanti, 2020). The study run by obtains that commitment has positive impression towards achievement (Abdullah et al., 2021; Yuliarni et al., 2021).

In general, the phenomenon description seen in students especially at STIE Galileo Batam, based on the observation, findings, and rewards of annual work target at college show that students do not have satisfaction yet until no commitment created to survive at STIE Galileo. This is in line with students' achievement accomplishment, lack of students' achievement directly related to satisfaction. The students who have commitment and satisfaction show better achievement accomplishment than before. Therefore, this study is assessed to have feasibility to be investigated and studied to obtain information which is in line with the real theory and fact at the study location (Chou et al., 2022; Lewis et al., 2021).

Achievement comes from definition of performance and performance is defined as the work result or work achievement. In essence, achievement has wider meaning, not only as work result, but also included in how the work process is done (Werdhiastutie et al., 2020; Yani et al., 2021). In general, an individual who works certainly expect the result from what they do, motivation of each individual who do their job will be different from one to another. There are various factors which encourage individual to get achievement, it relates to the attitude and action of the individual in achieving the purpose. Achievement motivation can be recognized from the attitude. There are three components of attitude such as cognitive component in which it relates to the opinion or belief of certain attitude, affective component which relates to emotion or feeling, and behavioral component which relates to certain meaning to behave with certain ways towards someone or something (Conner et al., 2021; Svenningsson et al., 2022). If connected to this study, for example a college student who has expectation to get certain reward from his achievement, and the result has value that he believes, he certainly will take the attitude and behavior to do the best he can. If an individual has the belief that the value, attitude, and reward will be obtained, then he will show better effort until the best achievement can be achieved (Howard et al., 2021; Schnettler et al., 2020).

Achievement is the result obtained by someone or a group of people in certain organization, in accordance with the power and responsibility, in the effort of achieving the purpose of the organization, not disobeying the law system and in line with the moral and ethics is the basic of achieving certain purpose, purpose, and organization mission expressed through strategic plan of the organization as the contribution towards the final result of organization (Dwipa Satria Negara, 2022; Hasanah, 2019). Work achievement is the achievement which is the activities involved directly in work tas achievement, or the activities which directly support task achievement involved in the "technical stage" of an organization, the process in which organization assesses with the achievement that forms a job as the result of work function/activity of someone or group of people in an organization influenced by various factors to achieve the purpose in certain period of time. One of which can be seen from its discipline stage. Someone's performance is the combination result of ability, effort, and opportunity which can be assessed from the work result about something done and not done, it is the function of motivation, ability, individual traits, organization, and environment and willingness in doing the job, the expertise which needs to solve the job, clear understanding on the activity run and how to run it (Oliver, 2020; Virgana, 2021). Work satisfaction is an effective response towards various aspects related to someone's job. Work satisfaction theory tries to elaborate what makes some people more satisfied towards their job compared to some others (Ahmad et al., 2021; Winarsih & Fariz, 2021). Work satisfaction as pleasing and positive emotion condition related to someone's job and experience obtained. Work satisfaction reflects someone's feeling towards their job and this can be known based on positive attitude of the workers towards the job and various things faced in their work environment (Akinwale & George, 2020; Mulyana et al., 2022).

From various explanation about satisfaction then the investigator takes conclusion that work satisfaction is the description of someone's emotional feeling towards the job stated in positive attitude after making comparison in details about the work result and their expectation. And if connected to this investigation, various opinion used to describe and explain the condition about satisfaction at environment of STIE Galileo Students in Batam City. Commitment is the belief stage and worker acceptance towards organization rules and the willingness to stay together with the organization. Commitment is the attitude which describes loyalty towards organization, and has been admitted as the individual identity in involving themselves as organization members, the willingness to work hard in accordance with organization, certain belief, and value acceptance and organization purpose (Afshari et al., 2020; Benkarim & Imbeau, 2021). Organization commitment is the psychological condition which has relationship characteristics between workers and organization, and owns effect towards the decision to continue their membership in the organization and the stage of a worker in taking side at certain organization and its purposes, and owns interest to become the member part in the organization. Commitment is the management concept which places human resource as the main description in business organization determined by personal factors (such as age and work period in the organization); organization factors (work design and leadership style of a supervisor); non organization factors. All of this gives impression to commitment to do something

maximally. Good commitment is the commitment started by the leader (Benkarim & Imbeau, 2021; Petrova et al., 2020). The purpose of this research is to determine the direct influence of satisfaction on student commitment; female student achievement and student performance.

2. METHOD

This research uses structural equation modeling (SEM), which is a statistical analysis method used to test and develop conceptual models involving relationships between variables. The SEM research steps are model concept preparation, hypothesis preparation, data collection, data preprocessing, model specification, model estimation, model evaluation, model modification, and interpretation of results. This research departs from the definition of population as certain characteristics of all clear and complete group members. Population is a general generalization area consisting of objects/subjects that have certain quality and characteristics determined by the researcher to be learnt and then taken certain conclusion (Azis et al., 2024; Rafiola et al., 2020). The population in this research were the students of STIE Galileo Batam, Riau Archipelago Province. In this research, the population is samples in the amount of 185 respondents. The research location was at STIE Galileo Batam.

The main data collection instrument in this research is questionnaire for quantitative research and field observation, interview and document analysis if incase for qualitative research. Data collection instrument of quantitative research in this research consisted of two description such as questionnaires and questionnaire guidance. This research used answer questionnaire selected by respondents. The research instruments used were the items in the form of statement and multiple choices given in the form of Likert Scale (1 – 5). Likert scale was chosen because it is easier to be answered by respondents. Beside that, data reliability obtained was higher and reasier to be generalized towards the population. This research questionnaire was made consisted of five answer choices with assessment scale between 1 to 5.

In this research, satisfaction questionnaire covered 10 items, commitment covered 8 items, and performance covered 12 items to be measured. All items for this construct were measured by using Likert scale. The indicator item instrument used in this research consisted of 30 items which overall were adapted and adjusted with the research needs of adaptation and adoption in the result of research questionnaire instrument (Hazriyanto & Ibrahim, 2019; Lazar et al., 2020). In this part, the agreement was arranged started from “Extremely Agree”, “Agree”, “Netral”, “Not Agree”, and “Extremely Not Agree”. The steps of data analysis conducted in SEM Amos of this study was Model Test (CFA) and Model Suitability Analysis (GoF) (Dash & Paul, 2021; Sarstedt et al., 2020). From various kinds of analysis instrument, the researcher determined some analysis instrument that is suitable with the needs in order to prove the research. The analysis instruments used in this research were two types such as Model Test and Cut-off Values.

3. RESULT AND DISCUSSION

Result

Respondents’ data in this research involved students at the environment of STIE Galileo Batam based on genders such as female and male. The result of frequency test of respondents can be seen in the following table 1. The result of test from table 1 shows that the study respondents in this research involved 67 male students or equal with 36.2% and 118 female students or equal with 63.8%, with total respondents in this research were 185 students. Then the result of full model test from female students is presented. The result of Structural Equation Model Test based on female gender in table 1. Figure 1 shows the result of SEM Amost test for female gender. The Test Result of Regression Weights: (WOMEN – Default model) showed in Table 2.

Table 1. Gender

Gender	Frequency	Percentage (%)
Male	67	36.2
Female	118	63.8
Total	185	100.0

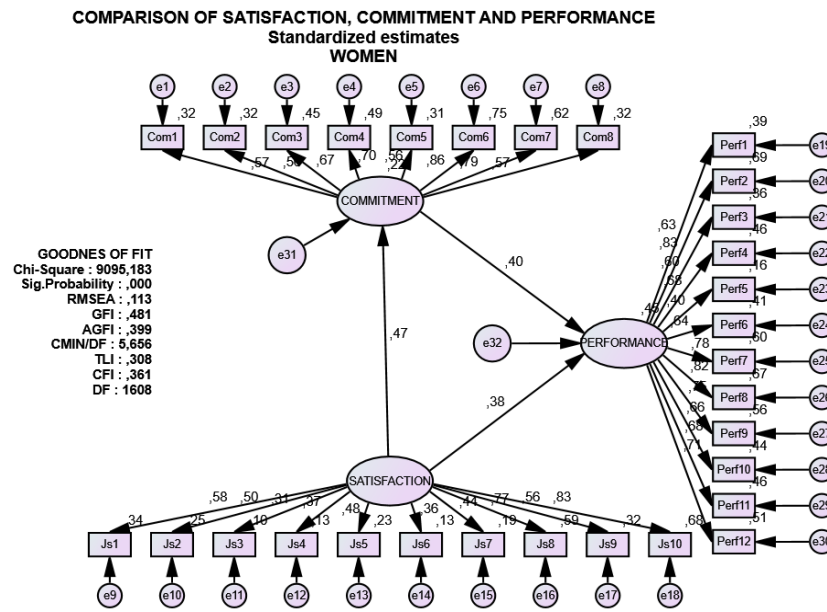


Figure 1. The Model Framework (Female)

Table 2. The Test Result of Regression Weights: (WOMEN – Default model)

Variables	Unstandardized Estimate	Standardized Estimate	S.E.	C.R.	P	Label
COM <--- JS	0.518	0.471	0.147	3.519	***	Significant
PERF <--- COM	0.450	0.404	0.138	3.257	0.001	Significant
PERF <--- JS	0.467	0.381	0.156	2.991	0.003	Significant

The test result of Regression Weights based on female gender in Table 2 for variables of satisfaction, commitment, and performance can be explained that the value of Standardized Estimate of JS → COM (0.471), COM → PERF (0.404), and JS → PERF (0.381). Coefficient C.R. (3.519, 3.257, and 2.991) bigger than 2.00 with probability value is smaller than 0.05 (***, 0.001, and 0.003). Therefore, based on the analysis of test result obtained that satisfaction towards commitment, commitment towards performance, and satisfaction towards performance based on female genders is significant. Then the test result of male gender is presented in the following Figure 2 and Table 3.

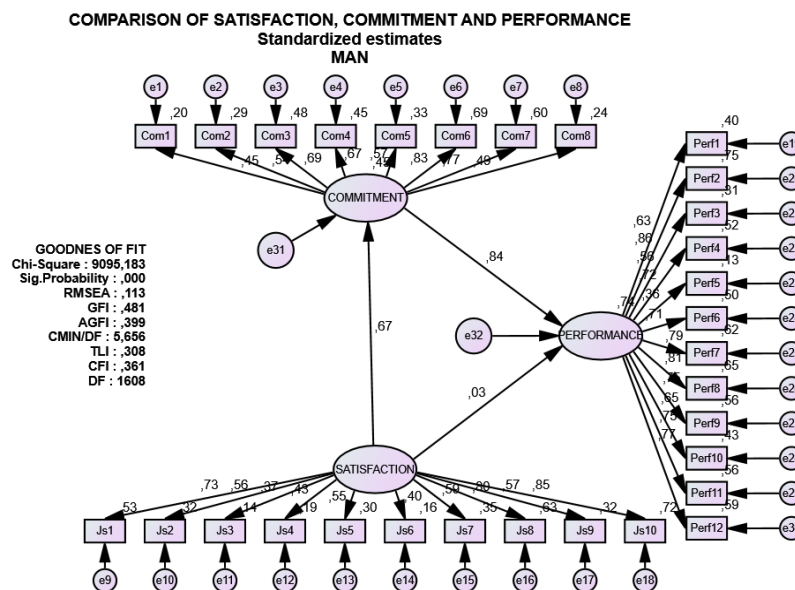


Figure 2. Model Framework (Male)

Table 3. The Test Result of Regression Weights: (MAN - Default model)

Variables	Unstandardized Estimate	Standardized Estimate	S.E.	C.R.	P	Label
COM <--- JS	0.479	0.669	0.156	3.068	0.002	Significant
PERF <--- COM	1.066	0.839	0.360	2.959	0.003	Significant
PERF <--- JS	0.028	0.031	0.125	0.224	0.823	Not Significant

Table 3 shows the test result of Regression Weights based on male gender for satisfaction, commitment, and performance variables. The test results show that the value of Standardized Estimate from JS → COM (0.669), COM → PERF (0.839), and JS → PERF (0.031). Coefficient C.R. (3.068 and 2.959) is bigger than 2.00 and there is one C.R. coefficient value that is smaller than 2.00 which is JS → PERF (0.224) with probability value is smaller than 0.05 (0.002, 0.03, and 0.823) there is one probability value that is bigger than 0.05. Therefore, based on the test result analysis obtained that satisfaction towards commitment, and commitment towards performance based on male gender is significant. While satisfaction towards performance is insignificant. Next the test result of Squared Multiple Correlations based on female and male genders as showed in Table 4.

Table 4. Squared Multiple Correlations

Variables	Female	Male
	Estimate	Estimate
COM	0.222	0.448
PERF	0.454	0.739

The result of Squared Multiple Correlations as presented in Table 4 showed that based on female gender Commitment (COM) is influenced by Satisfaction (JS) in the amount of 0.222 (22.20%) and male in the amount of 0.448 (44.80%). While for performance (PERF) is influenced by commitment (COM) and Satisfaction (JS) in the amount of 0.454 (45.40%) for female and 0.739 (73.90%) for male. These test results show different value size between female and male. Next the result of Total Effect test of female and male gender in Table 5.

Table 5. Total Effects

Variable	Female			Male		
	JS	COM	PERF	JS	COM	PERF
COM	0.518	0.000	0.000	0.479	0.000	0.000
PERF	0.700	0.450	0.000	0.538	1.066	0.000

The result at Table 5 shows the test result of total effects either female or male. From the test result obtained that total effects based on female gender for JS and COM (0.518), JS and PERF (0.700), COM and PERF (0.450). While total effects for JS and COM (0.479), JS and PERF (0.538), COM and PERF (1.066). The test result also shows different size value between female and male. Next is the test result of Standardized Total Effects for each gender in Table 6.

Table 6. Standardized Total Effects

Variable	Female			Male		
	JS	COM	PERF	JS	COM	PERF
COM	0.471	0.000	0.000	0.669	0.000	0.000
PERF	0.571	0.404	0.000	0.592	0.839	0.000

Table 6 is the test result of standardized total effects. The test result shows that standardized total effects of female for JS and COM (0.471), JS and PERF (0.571), COM and PERF (0.404). While for male JS and COM (0.669), JS and PERF (0.592), COM and PERF (0.839). The test result also shows different size value between female and male. Beside that, the following presented the result of the direct effect among variables based on gender in Table 7.

Table 7. Standardized Direct Effects

Variable	Female			Male		
	JS	COM	PERF	JS	COM	PERF
COM	0.471	0.000	0.000	0.669	0.000	0.000
PERF	0.381	0.404	0.000	0.031	0.839	0.000

The test result of direct effect at [Table 7](#) shows that for female, there is direct effect of JS and COM (0.471), JS and PERF (0.381), COM and PERF (0.404). There is also direct effect in male between JS and COM (0.669), JS and PERF (0.031), COM and PERF (0.839). Standardized Indirect Effects in [Table 8](#).

Table 8. Standardized Indirect Effects

Variable	Female			Male		
	JS	COM	PERF	JS	COM	PERF
COM	0.000	0.000	0.000	0.000	0.000	0.000
PERF	0.190	0.000	0.000	0.562	0.000	0.000

The test result of indirect effect at [Table 8](#) shows that for female, there is indirect effect between JS and PERF (0.190) and for male, there is no direct effect between JS and PERF (0.562). The test result of indirect effect also shows different size value between female and male. Next is presented the model test result based on genders in [Table 9](#).

Table 9. The Model Test Result

Goodness of Fit Index	Cut-of Value	Model Result	Description
Chi-square (χ^2)	Expected Small	9095.183	Fair
Relative Chi-square (χ^2/df)	≤ 3.00	5.656	Fair
Probability	> 0.05	0.000*	Good
RMSEA	≤ 0.08	0.113	Fair
GFI	≥ 0.90	0.481	Fair
AGFI	≥ 0.90	0.399	Fair
TLI	≥ 0.94	0.308	Fair
CFI	> 0.94	0.361	Fair

*) Fulfilling Goodness of fit; +) Marginal

Based on the value of cut-of-value and goodness of fit model result showed by [Table 9](#) above, then there is one criteria fulfilled out of 8 criteria used, therefore the model above can be stated as fair (less good) model. The assessment result of Goodness of Fit shows the model can be stated fair (less good) (not fulfilling Goodness of Fit) until the model needs model modification in order to improve the model suitability (Goodness of Fit).

Discussion

From the result explained above then it can be concluded that achievement is the work result achieved by someone either from the side of quality or quantity in doing the job in accordance with the responsibility given to them. Someone’s feeling towards their job will be described through the attitude which explain the condition beforehand about whether they will obtain work satisfaction or otherwise. Someone who feels obtain work satisfaction will have different attitude towards other people who do not obtain work satisfaction towards the same job type ([Hämäläinen et al., 2021](#); [Nahan-suomela, 2024](#)). Meanwhile the individual attitude towards work satisfaction will be reflected at their work behavior. Work satisfaction relates to the factor of individual value and attitude as explained beforehand, and work satisfaction is defined as a general attitude of someone towards their job, and attitude is defined as a statement or assessment consideration about the object, individual, or event, meanwhile value is the belief of right that certain and particular behavior purpose is more liked personally or socially ([Cant et al., 2023](#); [Na-Nan et al., 2021](#)).

Based on the opinion that has been explained then one similarity can be taken that commitment is the willingness of a worker to survive in his position in an organization and if connected to this study, various opinion used to describe and explain the condition about commitment at the environment of STIE Galileo students in Batam City. The quality of internal service has employee satisfaction, commitment, and employee prosperity, which in turn positively influence employee performance. Employee performance

positively moderates (strengthens) the impact of satisfaction and employee commitment towards their performance (Abdullah et al., 2021; Paramita et al., 2020). The result obtained revealed that human resource practice with high commitment has positive and significant impact towards commitment and satisfaction of both groups; commitment and satisfaction. The manager does not lead to organization performance improvement, however commitment and satisfaction of supervisor indeed lead to better economic result because there is customer result improvement (Abdullah et al., 2021; Dorta-Afonso et al., 2021). The study result found indirect effect variable of citizenship behavior of organization which prevail such as personality, organization commitment, and work satisfaction on performance. Therefore, this shows that the higher the personality, then organization commitment and work satisfaction will produce higher performance too, if mediated by organization citizenship behavior that is also high (Nurjanah et al., 2020; Sunaris et al., 2022). The result of structural equation modelling ensures that attractiveness and talent retention is predicted by organization culture which has high performance. This effect is also mediated by employee attitude of satisfaction and organization commitment. This study concludes that organization culture which has high performance is in accordance and ethically has strong effect on the attractiveness and talent retention and also very conducive for developing high commitment and motivating the work system (H. J. Lee & Seong, 2020; Shah et al., 2024).

Every worker always hope that they can get work satisfaction from their workplace. This expectation reflects the difference between what is expected and what is obtained by individual from the job and they will be satisfied if they accept the benefit from something expected (Gazi et al., 2022; Wang & Lei, 2023). If connected and linked to this study, for instance a looter who has expectation of obtaining something from his workplace like his work environment, expectation of freedom in interaction, freedom in worship, and so on. If all of those are in accordance with what he believes, then this individual will show the best attitude and behavior and will do his best in achieving the work achievement. This will produce satisfaction either mentally or spiritually until he gets what he expected. Satisfaction must be measurable for measuring achievement accomplishment, attitude satisfaction, behavior, and effort. This can stimulate an individual to achieve higher achievement (Chandrawaty & Widodo, 2020; Suyudi et al., 2022).

Nowadays in industrial revolution era, human resource development becomes something important and has value to be more considered. The problem related to human resource improvement has entered various occupation fields. This occurs because human resource is an important asset in achieving the achievement of an organization. College as an organization in the field of education also emphasizes on the needs of high quality human resource and has competitiveness in the future. The educational problem faced in college level nowadays related to the need of improving students' achievement in college environment (Cheung et al., 2021; Hut et al., 2021;). Various efforts had been conducted by college to increase either educational quality in order to support the college excellence such as by developing teaching curriculum adjusted and implemented in the teaching and learning process. Beside that, the satisfaction improvement among students, building commitment, and improving the quality at college were also conducted through training, reward, seminar, teaching activities, research, and work field, various facilities of teaching and learning, intertwining the cooperation with domestic colleges or universities abroad (Dakhi et al., 2020; Moşteanu, 2021).

Work satisfaction is the feeling expression of an individual towards his job. This is seen in the positive attitude towards the job and everything faced around his job defines it more on the general feeling about job or as group relationship of attitude about various aspects such as finance, monitoring, work intrinsic traits, co-worker, work guarantee, and achievement opportunity (Badrianto & Ekhsan, 2019; Mulyaningtyas & Soliha, 2023). Work satisfaction is the condition of an individual's positive emotion about his assessment towards work experience (Atmaca et al., 2020; Dwipa Satria Negara, 2022). Beside that, work satisfaction can be defined as the feeling of joy or disappointed experienced by an individual by making comparison between the opinion about achievement and his expectation and the individual general attitude towards his job which has tendency on how someone response the stimulation in consistent feeling and attitude, positive or negative attitude of an individual towards their job. Satisfaction is also important for someone's importance. Basically, the general concept or idea about satisfaction in organization depends on what is wanted by someone from what he obtained, satisfaction at work is the motivation source and dissatisfaction at work is the hygiene factor (Hipos & Benavides, 2023; Sari et al., 2023).

Satisfaction related to positive feeling that work satisfaction relates to the workers' feeling towards their job. Satisfaction as the joy feeling or disappointed feeling experienced by an individual by making comparison between opinion about their achievement and expectation. Work satisfaction relate to the work relationship and general results such as work achievement, organization commitment, work satisfaction such as organization behavior and life satisfaction (Demir, 2020; Szromek & Wolniak, 2020). Beside that, work satisfaction as the general attitude of individuals towards their job. Work satisfaction has tendency towards how someone reacts towards stimulation in consistent emotion behavior. Gives attention to unfair treatment and productivity loss, satisfaction and commitment for organization.

4. CONCLUSION

The effect among variables overall based on female gender has positive and significant effect. While based on male gender, it is found out that satisfaction towards performance is insignificant. The model test result shows that it is fair (less good) and does not fulfill the requirement of model feasibility. The model related to satisfaction, commitment, and performance of students of STIE Galileo Batam needs to conduct the test of model modification result to obtain the model which fulfills the model feasibility. Beside that, the future researchers are also suggested to conduct the research with triangulation process, using other variables which were not investigated in this research such as work environment and competence.

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