

The Influence of Work Environment and Communication on Job Satisfaction

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Abstract

The purpose of this research is to find out the influence of The Work environment and Communication on The Job Satisfaction of PDAM Tirtanadi North Sumatra Province. Data collection method in this research through field analysis techniques or surveys with the spread of questionnaires and interviews. variable data measurement is done using a likert scale through the respondent's answer score between 1-5, where the score 1 indicates a strongly agreed statement while a score of 5 indicates a strongly disagreed statement. The samples taken in this study were employees of PDAM Tirtanadi North Sumatra Province, which numbered 72 employees. Data analysis techniques used to determine the influence on related variables are using classic assumption test techniques, multiple linear regressions, T (partial) tests, F (simultaneous) tests, and determination coefficients with the help of SPSS (Statistical Product and service solution) software v. 16. The results of the analysis showed a positive and significant influence between variable X1 (Work Environment) to variable Y (Job Satisfaction) shown at a calculated t value of 2,296 with a probability of sig 0.018 smaller than $\alpha = 0.05$. Variable X2 (Communication) against variable Y (Job Satisfaction) shown at calculated t value 2293 with a probability of sig 0.011 less than $\alpha = 0.05$. This means that the Work and Communication Environment significantly has an influence on Job Satisfaction PDAM Tirtanadi North Sumatra Province.

Keywords: *Work Environment, Communication and Employee Job Satisfaction*

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Introduction

Job satisfaction is a feeling that supports or does not support the employee who is related to his job or with his condition. According to Wibowo (2007, p.501) Job satisfaction is a common attitude towards one's work, which shows the difference between the number of awards that ditrima works and the amount they believe they should receive. Employees are the main elements of human resources (HR) that have a decisive role for the success of the course of an organization / government. One of the keys to the success of an agency is the level of job satisfaction, the level of employee satisfaction that directly or indirectly contributes to achieving the goal.

Scaled supervision and always done by superiors so that the work provided is carried out properly. Job satisfaction will be obtained through colleagues who can work well together so that the work provided can be carried out properly, with the support of good working environment conditions, colleagues and adequate work support facilities. The appearance of the task given as well as control of the work. Employees will be satisfied if the work task is considered interesting and provide learning opportunities and accept responsibilities.

According to Sutrisno (2009, ha.77) the factor that affects employee satisfaction is the factor itself in its role of providing satisfaction to employees depending on the individual employees. Agreements for progress, job security, salaries (compensation, writers), company and management, supervision, instinic factors of employment, working conditions, social aspects in work, communication, facilities. Meanwhile, according to Hartatik (2014, p.229) factors that affect job satisfaction. The job itself, Supervisor, Workers, Promotion, Salary / Wage (Pay).

Employee job satisfaction will arise if there is a good working environment. Good working environment conditions are characterized by adequate lighting and emitted evenly and away from noise that interferes with work concentration, good layout and beautiful colors, as well as cleanliness maintained, very make employees feel at home working and have a good work spirit. In addition to the working environment conditions there are several social work environments such as all circumstances that occur related to working relationships, both relationships with atsan and relationships of fellow colleagues, or relationships with subordinates.

Sunyoto (2012, p.43) suggests the work environment is everything around the workers that can affect him in carrying out the duties charged. In addition to work environment factors, another factor that can also affect work satisfaction is communication. Effective communication has long been known as one of the basis for the success of an organization. This affects the social relationships between individuals that are intertwined between members of the organization or the company. The better the relationship, the more the spirit to work in an organizational or corporate environment.

Arni (2014, p.159) Communication is the process of exchanging information between a person and at least one other person or usually between two people who can be immediately known. Yani (2012, p.161) said that communication also affects the morale of employees. So it can be concluded that the employee's work spirit is influenced by communication, work environment, employee development and motivation. From the preliminary research at the research site, namely at PDAM Tirtanadi Medan Kota felt less in job satisfaction. This is because the work environment has not provided comfort for employees, this is seen from the work space that is too narrow, office facilities are inadequate and so on.

Job Satisfaction

According to Sutrisno (2009, p.740) Job satisfaction is an employee's attitude towards work related to the work situation, cooperation between employees, benefits received in work. According to Wibowo (2007, p. 501) Job satisfaction is a common attitude towards one's work, which shows the difference between the number of awards that ditrima works and the amount they believe they should receive. According to Rivai (2009, p.856) it is stated that: Job satisfaction is an evaluation that describes a person for feeling happy or unhappy, satisfied or dissatisfied at work.

According to the above conclusions can be concluded that job satisfaction is an employee's attitude towards work related to the work situation, cooperation between employees, benefits received in work. And things and concerns physical and psychological factors. In describing a person for his feelings of pleasure or displeasure, complacency or dissatisfaction at work. According to Mangkunegara (2011, p.120) there are several theories of job satisfaction as follows: 1) Balance Theory (Eguity Theory), 2) Difference Theory or Discrepancy Theory, 3) Need Fulfillment Theory, 4) Social Reference Group Theory, 5) Theory of Two factors of Herzber, 6) Theory of Hope (Exceptancy Theory).

According to Edy Sutrisno (2009, p.77) there are two factors that affect job satisfaction, namely: 1) Agreement to progress, 2) Job security, 3) Salary, 4) Company and management, 5) Supervision, 6) Intrinsic factors of employment, 7) Working conditions, 8) Social aspects of work, 9) Communication, 10) Facilities. While according to Hartatik (2014, p.229) factors that affect job satisfaction are: 1) Work itself, 2) Supervisors, 3) Workers, 4) Promotions, 5) Salary / wages (pay). According to Rivai (2009, p.479) indicators of employee work mess are as follows: 1) Job contents, 2) Supervise, 3) Salary or intensive, 4) Co-workers, 5) Working conditions.

Work environment

A working environment condition is said to be good or not, if employees can carry out activities optimally and comfortably. The suitability of the work environment can be seen from a long period of time. Furthermore, a poor work environment can demand more manpower and time and does not support the design of an efficient work system.

According to Edy Sutrisno (2010, p. 118) states that the work environment is the entire work facilities and infrastructure around employees who are doing work that can affect the implementation of work. According to Sunyoto (2013, p. 43) suggests that the work environment is a very important component in employees doing work activities. Meanwhile, according to Simanjuntak (2011, p. 86) argues that the work environment is a comfortable and healthy working room condition, greatly affecting the freshness and spirit of employees' work.

Based on the terror above, it can be concluded that the work environment is the whole facilities and infrastructure of comfortable and healthy working space conditions and concerns the very important compound part in employees doing work activities that will later affect the freshness and spirit of work of employees in carrying out work. Factors that can pose a risk of work in the form of accidents or occupational diseases and thus affect a person in carrying out tasks related to his position. In other words, the work environment can affect a person's level of performance.

Sedarmayanti (2011, pp. 28-35) states the factors that affect the work environment as follows: 1) Lighting /light in the workplace, 2) emperatur/air temperature at work, 3) Humidity at work, 4) Air circulation at work, 5) Noise at work, 6) Mechanical vibration at work, 7) Unpleasant odor at work, 8) Color arrangement at work, 9) Decoration at work, 10) Music at work, 11) Safety at work. According to Sunyoto (2013, pp. 38-42) suggests several factors related to the organizational environment, namely: 1) Employee Relations, 2) Work Environment Noise Level, 3) Work Regulations 4) Lighting, 5) Air Circulation, 6) Security.

Communication

According to Sutikno (2014, p.118) it is stated that: Communication is a very important element in human life. In general communication is any behavior of a person both verbal and nonverbar that is responded to by others. According to Purwanto (2010, p.4) stated that: Communication is a process of exchanging information between individuals through a biased system (prevalent), either with symbols, signals, or behavior or actions. According to Mangkunegara (2013, p. 145) suggests that communication is an activity that causes others to interact with an idea, especially intended by a speaker or writer.

According to the above understanding communication gives an idea or opinion form of behavior of a person both verbal and nonverbal responded by others. According to Usman (2010, p.420) states the purpose and benefits of communication are as follows: 1) Improving managerial and social relationship skills, 2) Conveying and receiving information, 3) Conveying and answering questions, 4) Changing behavior through planning, organizing, briefing and supervision, 5) Changing social circumstances 6) Two things that can change social behavior and circumstances are communication and decision making.

Human-to-human communication can only occur when supported by elements of communication, and communication requires a process. According to Purwanto (2010, p.12) Communication requires the process of watching someone speak, write, listen, and read. The communication process consists of: 1) The sender has an idea or idea, 2) The sender converts the idea into a message, 3) The sender delivers the message, 4) the recipient receives the order, 5) the recipient interprets the message, 6) the recipient responds and sends feedback

to the sender. According to Rivai and Segala (2009, p.809) factors that affect communication include: 1) Position, 2) Place, 3) Communication Tools, 4) Work density. According to Usman (2010, p.26) stated communication indicators are: 1) Openness, 2) Empathy, 3) Support, 4) Similarity.

Result and Discussion

Classic assumption test Result

The results of data processing with SPSS on the influence of occupational environment variables (X1) and Communication (X2) on Job Satisfaction (Y) can be seen using classic assumptions, namely:

Normal P-P Plot of Regression Standardized Residual

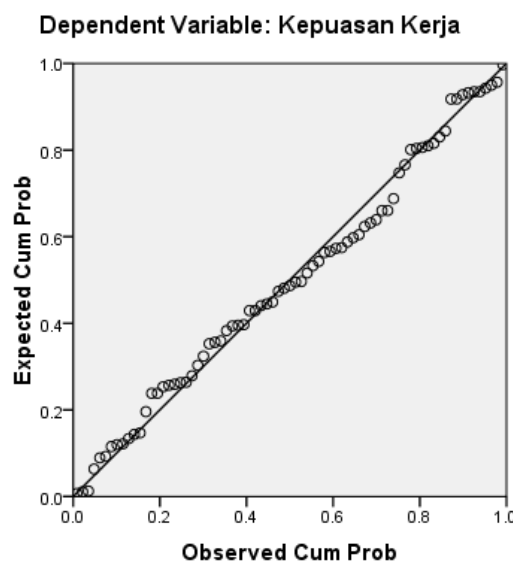
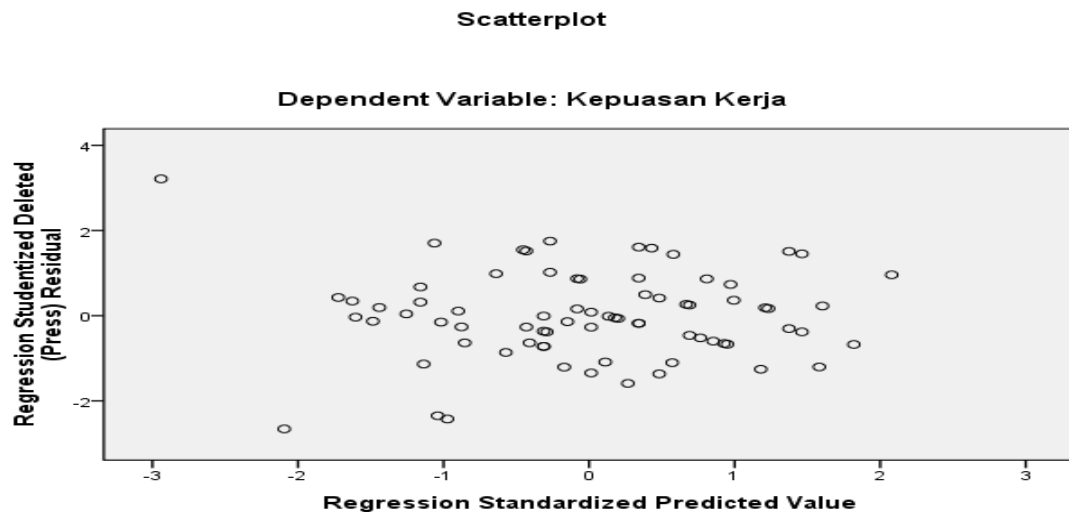


Figure 1. P-Plot

The image shows that the dots have formed and followed the diagonal line direction in the image, thus it can be stated that the data has been distributed normally.

Heterokedasticity Test Result

The heteroskedasticity test aims to test whether in the regression model variance discomfort occurs from residual observation to another. If the residual variance of one observation to another remains then it is said to be homokedastisity, and if variance is different it is said to be heterokedastisity. A good model is that heterosexuality does not occur.

**Figure 2. Scatterplot**

This test will declare free of Heteroskedastisitas if the dots contained in the image are scattered randomly. The image above shows a pattern that is not clearly spread either above or below the number 0 on the Y axis.

Hypothesis Test Result

Table 1. Simultanous Test (F) Result
ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	380.627	2	190.314	23.542	.000 ^a
	Residual	582.040	72	8.084		
	Total	962.667	74			

a. Predictors: (Constant), Communication, Work Environment

b. Dependent Variable: Job Satisfaction

Based on the data of test table f it is known that there is a significant value of 0.000 this significant value is smaller than 0.05 meaning that the Communication and Work Environment has a significant effect on the Job Satisfaction of PDAM Tirtanadi North Sumatra Province. When compared the value of Fhitung with Ftabel, it resulted in 23,542 > 2.73 so it was concluded that the Work and Communication Environment had a significant effect on the Job Satisfaction of PDAM Tirtanadi North Sumatra Province.

Coefficient of Determination Test Result

Table 2. Coefficient of Determination (R-Square)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.629 ^a	.395	.379	2.84322	.395	23.542	2	72	.000

Based on the table above it is known that the value of RSquare is 0.395 or equal to

39.5% meaning that the Work and Communication Environment is able to explain job satisfaction in PDAM Tirtanadi North Sumatra Province is 39.5%, and the remaining 60.5% is explained by other variables that are not included in this research model.

Discussion

From the test results it appears that all free variables Work Environment (X1) and Communication (X2) have an influence on The Variable Of Job Satisfaction (Y).more detailed results of analysis and testing can be explained as follows:

1. The Effect of the Work Environment on Job Satisfaction

Based on the results of research on the influence between the Work Environment on Job Satisfaction in PDAM Tirtanadi North Sumatra Province which states $t \text{ count} \geq t \text{ table}$ is $3,353 \geq 1,666$ are in the area of acceptance H_a so that H_0 rejected, it is stated that the Work Environment has a partial significant effect on Job Satisfaction in PDAM Tirtanadi North Sumatra Province. This means that the level of work environment can positively and negatively affect job satisfaction in the company.

The results of this study stated that the Work Environment has an influence on Job Satisfaction .it is supported or in line with the views expressed by Mangkunegara (2014, p.76) concluded that there is a positive relationship between the Work Environment and the achievement of Job Satisfaction. That is, leaders, managers and employees who have a high Work Environment will achieve high Job Satisfaction, and vice versa those whose Job Satisfaction is low due to the low work environment.

2. The Effect of Communication on Job Satisfaction

Based on the results of research on the influence of Communication on Job Satisfaction in PDAM Tirtanadi North Sumatra Province which states $t \text{ count} \geq t \text{ table}$ is $3,360 \geq 1,666$ are in the area of H_a acceptance so that H_0 rejected, it is stated that Communication has a partial significant effect on Job Satisfaction in PDAM Tirtanadi North Sumatra Province. This means that the important role of Communication in this company can affect Job Satisfaction.

The results of this study stated that Communication has an effect on Job Satisfaction, this is supported by a theory put forward by Sutrisno (2012, p.86) stated that good employee communication will accelerate the company's goals, while declining Communication will be a barrier and slow down the achievement of the company's goals.

3. The Influence of Work Environment and Communication on Job Satisfaction

Regarding the influence between the Work Environment and Communication on Job Satisfaction in PDAM Tirtanadi North Sumatra Province in this study it has been clearly proven that there is a simultaneous influence, where the results of the f test can be $\geq F_{\text{table}}$ value of $23,542 \geq 2.73$ with a significant $0.000 < 0.05$. because F_{hitung} is greater than F_{table} then H_0 is rejected and H_a accepted means there is an influence of Work Environment and Communication on Job Satisfaction in PDAM Tirtanadi North Sumatra Province. This is supported by the third hypothesis of the author of a significant influence containing the meaning of work environment and communication has a real effect on Job Satisfaction in PDAM Tirtanadi North Sumatra Province.

Conclusion

Based on the results of research and discussion conducted by the author on the influence of the Work environment and Communication on Job Satisfaction PDAM Tirtanadi North Sumatra Province, it can be drawn conclusions as follows:

1. Based on research conducted at pdam Tirtanadi office in North Sumatra Province, the test results showed that the probability value of sig. $0.001 < 0.05$. This indicates that the zero (H_0) hypothesis was rejected and H_a accepted. It can be concluded that the Work Environment partially has a significant effect on Job Satisfaction at PDAM Tirtanadi North Sumatra Province.
2. Based on research conducted at pdam Tirtanadi office in North Sumatra Province, the test results showed that the probability value of sig. $0.001 < 0.05$. This indicates that the zero (H_0) hypothesis was rejected and H_a accepted. It can be concluded that Communication partially has a significant effect on Job Satisfaction at PDAM Tirtanadi North Sumatra Province.
3. The influence of simultaneous work environment and communication variables on job satisfaction in PDAM Tirtanadi, North Sumatra province can be seen from the F test that shows the value of sig. $0.000 < 0.05$ indicates H_0 is rejected and H_a is accepted, meaning the Work and Communication Environment significantly affects Job Satisfaction.

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