# THE EFFECT OF WORK ENVIRONMENT ON EMPLOYEE SATISFACTION AT PT. BANK TABUNGAN PENSIUNAN NASIONAL (BTPN) TBK MAKASSAR BRANCH

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## ABSTRACT
Windi Amalia (2023), The Effect of Work Environment on Employee Job Satisfaction at PT. National Pension Savings Bank Tbk. Makassar Branch. The purpose of this research is to see the effect of the work environment on job satisfaction at PT Bank Simpanan Pensiunan Nasional Tbk, Makassar Branch. The population is 85 people. The sample uses a saturated sample so that the sample is the entire population. Researchers in collecting data through the distribution of questionnaires and method descriptions. Data analysis was carried out through simple linear regression analysis through the SPSS application. The results obtained in this study are that the work environment variable has a significant and positive influence on employee job satisfaction by obtaining a significance value of 0.000 and a regression coefficient value of 0.957.

*Keywords: Work environment, Job Satisfact*

## A. INTRODUCTION

Various things cause a person to experience boredom at work, these things can affect reducing the morale of the performance of his employees. The reasons are varied, starting from the work being carried out feeling monotonous, not good pressure to work, the emergence of personal problems, or a less conducive work environment. The lack of a conducive work environment makes the potential for these employees to be easily exposed to stress, illness, decreased productivity, and also difficulty concentrating. By creating a comfortable and fun work environment, the motivation to work with employees has increased. If the work environment is liked by employees, it makes employees feel at home while working, so that when carrying out their activities they run effectively. On the other hand, if the environment is unpleasant, the employee's performance will decrease.

The work environment according to Sedarmayanti (2001:48) is the most important component of company management. Although not included in the production process, the company's environmental conditions also influence the productivity and satisfaction of its employees, this is because it can influence the morale and motivation of its employees.

The satisfaction obtained by employees can be seen through a positive attitude when carrying out mandated tasks. Absenteeism levels, enthusiasm for work, labor turnover, and other problems are also influenced by job satisfaction. A study by the American Psychological Association stated that job satisfaction can be in line with the productivity of employee performance. Because of this, it can have an impact on physical and psychological health. Effective performance at work has an impact on job satisfaction.

Based on the attendance data, information can be obtained that the employee absentee level of PT. In the Makassar Branch National Pension Savings Bank in 2016-2019 can be seen that the average number of absent employees/year is highest in 2019 as many

as 30 people (35.29%) and lowest in 2016 as many as 21 people (24.71%). So, based on the results of the percentage table above, it can be seen that the number of employees is often late and alpha at work.

From the explanation of these problems, researchers have the desire to know the extent of the influence of the work environment on employee job satisfaction at PT. Makassar Branch National Pension Savings Bank. Therefore the researcher proposed the research title "The Influence of the Work Environment on Employee Job Satisfaction at PT. Makassar Branch of the National Pension Savings Bank.

## B. RESEARCH METHOD

Researchers use a type of quantitative research. Quantitative research is a type of research aimed at examining existing phenomena, then looking at the backward factors that cause phenomena to arise. The population is all permanent employees with a total of 85 people. The sample is saturated so that the entire population is a sample. In collecting data, namely through the method of description and distributing questionnaires, documentation, and observation. The analysis technique used is simple linear regression analysis with the help of the SPSS application.

### a. Variable Operational Definition and Variable Measurement

#### 1. Work Environment (X)

The work environment is everything in a physical and non-physical form that is near employees when working, which can have an impact on employees when carrying out their obligations and tasks in their daily lives. A good work environment is stated if employees can carry out their duties to the fullest, have high productivity, and are calm while working. The indicators to be examined are: 1) Work atmosphere; 2) Relations with colleagues; 3) Availability of work facilities.

#### 2. Job Satisfaction (Y)

Job satisfaction is defined as the emotional condition of employees whether they are happy or not when given the rewards that are the expectations of their employees.This may not be seen in real terms, but it can also be in the form of results obtained when working. The indicators to be examined are 1) job satisfaction; 2) Satisfaction with rewards; 3) Satisfaction with superiors; 4) Satisfaction with colleagues; 5) Satisfaction with promotions. The researcher in measuring the variable through a questionnaire containing questions that are used as a measuring tool using the Likert scale technique. The Likert scale is a scale that is used to measure one's opinions, attitudes, and perceptions.

### b. Data analysis

1. Validity test, According to Sugiyono (2004: 245), the validity test is the stage in the research, namely testing the instruments used, the goal is to see the accuracy. This test is carried out to see whether the instrument question items are correct or need to be replaced/discarded because they are inappropriate or less relevant.
2. The reliability test is the measurement of the variable questionnaire instrument or its construct. It is called reliable if the answers obtained during testing are consistent (Ghozali, 2005: 59). The researcher applies a one-time measurement method through SPSS or Cronbach Alpha ($\alpha$) processing. A variable is declared reliable if it produces a Cronbach Alpha value > 0.60 (Ghozali, 2005: 60).
3. Simple linear regression analysis

Researchers used a simple linear regression analysis method in testing the proposed hypothesis. This analysis is used to see the strength of the relationship between the research variables and show the direction.

The following is the general formula for simple linear regression:

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$$Y = a + b (X)$$

Information:

Y=Dependent Variable (Job Satisfaction)

X=Independent Variable (Work Environment)

a = Constant

b = Regression Coefficient

2. Correlation Coefficient Analysis (R)

This section is used to look at the strength of the relationship between work environment variables (X) on employee job satisfaction (Y).

3. Partial Test (T-Test)

The T-test is used to test the significance of the relationship between X and Y variables, and whether X (Work Environment) affects Y (Employee Job Satisfaction) partially (Ghozali, 2005: 84). This study has the following hypotheses:

Ho: The independent variable (Work Environment) has no significant effect on the dependent variable (Employee Satisfaction).

Ha: The independent variable (Work Environment) has a significant influence on the dependent variable (Employee Job Satisfaction).

The basis for decision-making (Ghozali, 2005:84) is to use significant probability figures, namely:

a. If the probability number is significant > 0.05, then Ho is accepted and Ha is rejected.

b. If the probability number is significant <0.05, then Ho is rejected and Ha is accepted.

## C. RESULTS AND DISCUSSION

Employees of PT National Pension Savings Bank (BTPN) Tbk Makasar Branch became research respondents. The researcher gave 85 questionnaires and all of them were filled in and returned with the same number, therefore the questionnaires processed by the researcher were 100%.The following is a presentation of the characteristics shared by the research presented in the table below:

Table 1. Characteristics of respondents based on gender

| Gender | Frequency (People) | Persentage(%) |
|---|---|---|
| Male | 41 | 48,24 |
| Female | 44 | 52,76 |
| TOTAL | 85 | 100 |

Based on the table, it was found that the total employees who dominated were female employees as much as 51.76%. Based on the previous results, shows that gender does not affect the level of job satisfaction of its employees, meaning that men and women have the same job satisfaction. This is because he likes the work he is doing, gets along well with his co-workers, is fair and the leader cares for his subordinates including the work atmosphere that makes them feel at home while carrying out their duties.

Table 2. Characteristics of respondents by age

| respondent's age | Frequency (People) | Persentage (%) |
|---|---|---|
| <41 tahun | 47 | 55,29 |
| 41-57 | 30 | 35,29 |
| TOTAL | 85 | 100 |

Based on table 2 above, it can be seen that the age characteristics of the respondents are dominated by age > 41 years as much as 55.2%. Siagian (2009) put forward a theory that says, the older the employee, the higher his job satisfaction. Because, the older the employees, the more difficult it is to get a new career path elsewhere, the maturity of their attitudes and their maturity in achieving their life goals are also a factor. In addition, there are desires, hopes, lifestyles, and ideals that have been established, and relative sources of income provide guarantees and the emergence of inner bonds and friendships with co-workers.

Table 3. Characteristics of respondents based on the education level

| Level Of Education | People | Persentage(%) |
|---|---|---|
| SMA | 6 | 7,06 |
| D3 | 12 | 14,12 |
| S1 | 43 | 50,59 |
| S2 | 24 | 28,24 |
| TOTAL | 85 | 100 |

Based on table 3, it can be seen that the number of respondents with postgraduate education is still small, only 28.24%

compared to the group of employees with undergraduate education. The level of employee education also influences mindset, this is reinforced by the theory of Kreitner and Kinecki (2003) which states that a person's high education can have an influence on his mindset which has an impact on his level of satisfaction.

 The results obtained from the test are as follows:

a. Check the validity or validity of the instrument if you get the value of r-count>r-table. A sample of 85 respondents has an r-table value of 0.213 with a significance of 0.05. This value is obtained through the formula df=N-2, df= 85-2= 83. The results of the test on the work environment variable on job satisfaction show that if all the questionnaire items exceed the r-table value, then all of them are called valid.

b. The reliability test can be called valid if all the variables have Cronbach's alpha values exceeding 0.60. The following are the results of the calculations presented in the table below.

Table 4. Validity Test Results

| Variable | Reality coefficient | Information |
|---|---|---|
| Work Environment(X) | 0.734 | Reliabel |
| Kepuasan kerja (Y) | 0.732 | Reliabel |

c. Results of simple regression analysis

Tabel 5. Results of simple regression analysis

**Coefficients[a]**

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---|---|---|---|---|---|---|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 25.310 | 7.630 | | 3.317 | .001 |
| | Lingkungan Kerja (X) | .957 | .081 | .791 | 11.764 | .000 |

a. Dependent Variable: job satisfaction (Y)

Based on the results of this analysis, the simple linear regression equation model is as follows:

$$Y = 25,310 + 0,957X$$

The translation of the equation is explained as follows:
1. A constant value of 25.310 means that if there is no work environment variable, job satisfaction can still get a value of 25.310, or work environment variables do not have 0 so job satisfaction still gets a value of 25.310.
2. The regression coefficient X of 0.957 shows that for every 1% increase in the value of the work environment, job satisfaction increases to 9.57%, and the regression coefficient has a positive value. Therefore, the direction of the relationship between X and Y is positive.

d. Correlation coefficient

Based on the table above, the correlation coefficient (R) is 0.791 with an interval of 0.60 – 0.799. Based on these results, the relationship between the work environment (X) and job satisfaction (Y) has strong relationship.

e. Coefficient of determination (R2)

**Model Summary**

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|---|---|---|---|
| 1 | .791ᵃ | .625 | .621 | 4.168 |

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

Based on the table, the adjusted R Square value is 0.621, which means 62.1%. This shows that the percentage contribution of variable X to Y is 62.1%. The remaining 37.9% are outside the research or explained by other variables not examined by researchers.

f. Partial test (T-test)

Hypothesis testing is carried out through a comparison of the calculated T value with the T table. The basis for the decision is as follows:

1. If the calculated T value is greater than the T table, then there is an influence of the Work Environment (X) on Employee Job Satisfaction (Y).

2. If the calculated T value is less than the T table, then there is no effect of the Work Environment (X) on Employee Job Satisfaction (Y)

Based on this, the calculated T value is 11,764. Then the formula is as follows:

Value a/2=0.05/2 = 0.025

Degrees of freedom (df) = n-2 = 85-2 =83

Based on these calculations, the T table value is 1,988. The acquisition of the calculation or T count that was carried out was 11,764 which exceeded the T table. Thus, H0 is rejected and Ha is accepted. This means that there is a positive and significant relationship between Employment Relations and Employee Satisfaction at PT BTPN Tbk Makasar Branch.


## D. CONCLUSION

a. Conclusion

Based on these acquisitions, the conclusions drawn by the author are:

1. The results show that the work environment influences the job satisfaction of employees at PT BTPN Tbk Makassar Branch.

2. The results of hypothesis testing show that the work environment variables and employee job satisfaction at PT BTPN Tbk Makassar Branch show there is a significant and positive influence on employee job satisfaction.

3. The influence of the work environment on job satisfaction based on the acquisition of the correlation coefficient and determination shows that the results have an influence and the rest are influenced by variables outside the study.

b. Suggestion

Based on the acquisition of processed results and discussion, the suggestions given by the author are:

1. For Agencies

a) Maintaining the work environment at PT BTPN Tbk Makassar Branch, because it makes employees feel comfortable while carrying out work and gives the best as an effort to progress the business.

b) The company pays more attention to the workspace of its employees, to increase employee job satisfaction and pay attention to their duties and responsibilities.

2. For further research

In the future, further research with similar topics will further expand the scope of the object by adding variables and objects to other companies.

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