EFFECT OF WORK ENVIRONMENT AND WORKLOAD ON EMPLOYEE SATISFACTION

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Abstract

The purpose of this study was to determine and analyze the effect both partially and simultaneously to determine and analyze the effect of the work environment and workload on job satisfaction of PT Mahkota Group employees. The population in this study were all employees of PT Mahkota Group, totaling 105 employees. The sampling technique used was purposive sampling. Where a sample of 51 employees was selected to be used as research samples. The data collection technique used in this study was a questionnaire. The analysis technique used in this study is multiple regression, classical assumptions, hypothesis testing, and coefficient of determination. The results of the study indicate that there is a significant and positive effect of work environment variables on employee job satisfaction variables at PT Mahkota Group. There is a significant and negative effect of workload variables on employee job satisfaction variables at the PT Mahkota Group company and there is a significant and simultaneous influence on work environment and workload variables on employee job satisfaction at PT Mahkota Group companies. The coefficient of determination R Square is 0.615 or 61.5% where the work environment and workload can explain in this study while the remaining 38.5% are other variables not examined by this study.

Keywords: Work Environment, Workload, Job Satisfaction

1. Introduction

Human resources are a very important factor, especially for an organization or company (A. F. Nasib, 2020). Every government and private organization is required to work faster, more effectively, and efficiently (S. C. S. A. Y. Nasib, 2019). For this reason, the human resource factor needs to get top priority in its management so that utilization is as expected by the organization or company to achieve the goals that have been set. (Amelia, 2018). Every organization must have a goal or target to be achieved. This goal can be achieved by utilizing various existing resources within the company. Although there are various important resources in the company, the only factor that shows the competitive advantage of an organization is the aspect of human resources and how they are managed (Martin, 2018). The goals of a company will be achieved if employees get job satisfaction as expected (Ballian, 2020).

Job satisfaction is the attitude of a person in any organization towards his work in other words how a person feels, thinks, and acts in life is the first determining factor and how a person will think and feel about a job (Pebri, 2020). Job satisfaction is an employee's attitude towards work related to work situations, cooperation between employees, rewards received at work, and matters relating to physical and psychological factors (Sutrisno, 2016). Job satisfaction is a factor for employees to work optimally. Job satisfaction for every employee is the key to an organization (Surya, 2020). Job expectations will be related to one's job satisfaction, in this case, the employees of the organization, where the expectations that arise will be compared with the rewards of work that form conformity, namely job satisfaction (Sukmawati, 2020).

Job satisfaction is individual. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of the activity is felt by the wishes of the individual, the higher the satisfaction with the activity. Job satisfaction can be interpreted as an emotional attitude that is pleasant and loves his job (Hasibuhan, 2015). The problem of job satisfaction will be implemented and fulfilled if the needs and desires of employees can be achieved (Abdul, 2019). Employees expect reciprocity in the form of appreciation for the contributions made by employees to the company. One of the factors that encourage increased job satisfaction is the work environment (Fadli, 2020).

Resources owned by the company such as capital, methods, and machines cannot provide optimal results if they are not supported by human resources who have optimal performance. employees (Amelia, 2018). The work environment is one of the factors related to employee morale. If the work environment supports or considers the psychology of the workforce, it is expected that employee morale will increase (Martin, 2018). Conversely, if the work environment shackles the workforce to take part, the impact on morale is feared to decrease. The work environment needs more attention from the company because it is seen from its role. The environment is one of the factors that have a large enough influence on the company. A work environment that is quite adequate according to the needs of employees will encourage these employees to work as well as possible so that the implementation of the production process within the company will be able to run well (Ping, 2019).

In addition to the company's work environment, the workload can also affect employee job satisfaction, workload shows the average activity of a job within a certain period (Sinaga, 2021). The workload can be seen from the physical and mental workload, if the workload borne by an employee is too heavy or weak physical abilities will certainly result in an obstacle in working so that the employee will feel sick because of a job (Bestari, 2021). Someone who has a high workload will affect job satisfaction. The workload is the average activity frequency of each job in a certain period (Dotulong, 2021).

PT Mahkota Group is a company engaged in palm oil processing based in Medan. Based on the results of interviews with the head of the field in the HR department, according to the policy of PT. Mahkota Group that the level of absenteeism without explanation has increased every year. Absence of PT. Mahkota Group will certainly have an impact on the level of employee job satisfaction, this can be seen by the presence of employees who are not enthusiastic about carrying out the work assigned to them. From the results of the initial survey, which can be seen from the level of employee job satisfaction, there are still some employees who feel uncomfortable, such as the relationship between co-workers or co-workers who are still not harmonious, besides that there are still some employees who feel the workload is given. too large, so employees are less enthusiastic about work. This is because the leader is continuously oriented to pursuing the target of a work program that is so dense so that it pays less attention to good relationships with his subordinates so that it affects the level of satisfaction of employees at work.

In addition, the use of working time outside of working hours usually occurs after working hours are over or above four in the afternoon, employees who are

chasing work deadlines as is the case in the financial sector prefer to do it at the office rather than bring it home. By increasing the standard of work provided so that employees feel more burdened with work targets because they are not by the given timeframe and their capacity which results in work that is not optimal, this is evidenced by the large number of jobs that cannot be completed promptly. has been established.

2. Theoretical Basis

2.1 Job satisfaction

An employee who is a private employee tends to have a sense of job satisfaction that continues to change from time to time. The demands of work and the provision of salaries that do not match expectations will affect the sense of job satisfaction (A. F. Nasib, 2020). Job satisfaction will have an important meaning for an organization where when an employee is satisfied with his job, it has an impact on performance compared to other employees, low levels of absenteeism, no desire to move to another company, age of employees towards their work, opportunities to get a higher level of position. higher than other employees (Siagian, 2015). In fact, in terms of job satisfaction (work itself, pay, promotion, supervision, and co-workers) enjoying work itself is almost always the aspect most closely related to high levels of overall job satisfaction. Interesting jobs that provide training, variety, independence, and control satisfy most employees. In other words, most individuals prefer challenging and uplifting work to predictable and routine work (Mangkunegara, 2013)

2.2 Work environment

The environment that exists within the company will have a unique difference that certainly does not exist in other companies. A work environment with good conditions encourages employees to feel comfortable working in carrying out their duties and responsibilities (Fadli, 2020). The physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. While the non-physical work environment is all conditions that occur related to work relationships, both relationships with superiors and with colleagues, or relationships with subordinates (Sedermayanti, 2013). The work environment is everything that is around the workers and that can affect them in carrying out the tasks assigned to them. The work environment consists of the physical and non-physical environment attached to employees so that they cannot be separated to get good employee performance (Mulyadi Nitisusastro, 2013).

2.3 Workload

The volume of work or work records that can describe the volume produced by a group of employees in a certain section is called workload. The amount of work that must be completed by a group or individual within a certain period or workload can be viewed objectively and subjectively (Moekijat, 2016). Overwhelmed employees want to get work done as quickly as possible to meet deadlines. The workload is a term that developed from the inability to obtain information due to lack of capacity. Individuals can carry out a task to a certain

degree when given one. If individual limitations prevent him from achieving the desired level of work output, it indicates that there is a deliberate gap between the expected level of ability and the amount of capacity possessed. This difference results in a performance failure (Nabawi, 2019)

3. Research methods

This study uses an associative research approach, namely research to determine the relationship between the two (or more) variables. Where the relationship between the variables in the study will be analyzed using statistical measures relevant to the data to test the hypothesis. The population used in the study were employees who worked at PT Mahkota Group, totaling 105 employees. A sampling technique that provides equal opportunities/opportunities for each element or member of the population to be selected as a sample. The non-probability sampling technique used in sampling in this study is the purposive sampling technique. The number of samples used in this study was 105 permanent employees who worked at PT Mahkota Group. Where the number of samples used is based on the solving formula, namely:

$$n = \frac{N}{1 + Ne^2}$$

Description:

n = Number of samples

N = Total population

e = Standard Error (10 %)

Number of permanent employees registered in 2019 = 105

$$\begin{aligned} n &= \frac{N}{1 + Ne^2} \\ n &= \frac{105}{1 + 105 (0,1)^2} \\ n &= \frac{105}{2,05} \\ n &= 51,2 \end{aligned}$$

By using the above formula, the total population is 105 permanent employees and $e^2 = 10\%$, so the sample can be measured to be 51 employees.

Collecting data using questionnaire analysis and data analysis using multiple linear regression analysis. Before the data is analyzed, the data must be tested for validity and reliability as well as classical assumptions.

4. Results and Discussion

Research Instrument Test Results

Validity test

The results of the validity test in this study are as follows:

Table 1. Validity Test Results of Work Environment Instruments (X1)

No Question	R_{hitung}	r_{table}	Status
1.	0,572	0,279	Valid
2.	0,751	0,279	Valid
3.	0,639	0,279	Valid
4.	0,687	0,279	Valid
5.	0,479	0,279	Valid
6.	0,500	0,279	Valid

Table 2. Validity Test Results of Workload Instruments (X2)

No Question	r_{hitung}	r_{table}	Status
1.	0,655	0,279	Valid
2.	0,771	0,279	Valid
3.	0,512	0,279	Valid
4.	0,577	0,279	Valid
5.	0,403	0,279	Valid
6.	0,512	0,279	Valid
7.	0,668	0,279	Valid
8.	0,583	0,279	Valid
9.	0,675	0,279	Valid
10.	0,435	0,279	Valid
11.	0,381	0,279	Valid
12.	0,292	0,279	Valid

Table 3. Validity Test Results of Job Satisfaction Instruments (Y)

No Question	r_{hitung}	r_{table}	Status
1.	0,497	0,279	Valid
2.	0,637	0,279	Valid
3.	0,562	0,279	Valid
4.	0,635	0,279	Valid
5.	0,454	0,279	Valid
6.	0,580	0,279	Valid
7.	0,605	0,279	Valid
8.	0,576	0,279	Valid
9.	0,596	0,279	Valid
10.	0,516	0,279	Valid

From the table above, it can be seen that all variables of work environment, workload, and job satisfaction are all $r_{hitung} > r_{table}$, which means that all variables are in the valid category and can be used in further analysis.

Reliability Test

Table 4. Summary of Instrument Reliability Testing

Variable	Cronbach Alpha	Status
Work environment (X_1)	0,657	Reliable
Workload (X_2)	0,769	Reliable
Job satisfaction (Y)	0,763	Reliable

From the table above, it can be seen that the reliability of consumer instruments regarding the work environment is 0.657 (reliable), workload instruments are 0.769 (reliable), job satisfaction is 0.763 (reliable).

Data Normality Test

Figure 1. Histogram Graph

Based on the appearance of Figure 1 above, it can be seen that the histogram graph shows a good picture of the data pattern. The standardized residual regression curve forms an image like a bell and follows the direction of the diagonal line so that it meets the assumption of normality.

Multicollinearity Test

Table 5. Multicollinearity Test

Coefficients ^a					
Model	Correlations			Collinearity Statistics	
	Zero-order	Partial	Part	Tolerance	VIF
1 (Constant)					
LK	,762	,753	,710	,962	1,040
BK	-,332	-,288	-,187	,962	1,040

Based on the picture above, it is known that the tolerance value obtained for each variable is greater than 0.10 and the VIF value obtained for each variable is less than 10, meaning that the data on the work environment and workload variables are free from multicollinearity symptoms.

Heteroscedasticity test

Figure 2. Heteroscedasticity Test

In Figure 2 the scatterplot graph can be seen that the results of the scatterplot graph show that the data is randomly distributed and does not form a certain pattern. The data is spread both above and below the number 0 on the Y-axis. This indicates that there is no heteroscedasticity.

Multiple Linear Regression Analysis

Based on the calculation of multiple linear regression analysis carried out through statistics, the following results are obtained:

Table 6. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	24,801	6,020		4,120	,000
LK	1,072	,135	,724	7,930	,000
BK	-,164	,079	-,190	-2,086	,042

a. Dependent Variable: KK

Based on the SPSS output above, the following regression equation is obtained: $Y = 24.801 + 1.072X_1 - 0.164 X_2$

1. The constant value is 24,801 if the work environment variable (X_1), workload (X_2) is considered zero, then employee job satisfaction (Y) at the company is 24,801.
2. The value of the work environment coefficient (X_1) of 1.072 states that if the work environment increases by 100%, then employee job satisfaction (Y) will increase by 107.2%.
3. The value of the workload coefficient (X_2) is -0.164 which means that if the workload increases by 100%, then employee job satisfaction (Y) will decrease by -16.4%.

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Table 7. t test

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	24,801	6,020		4,120	,000
LK	1,072	,135	,724	7,930	,000
BK	-,164	,079	-,190	-2,086	,042

a. Dependent Variable: KK

From table 7, it can be seen that the results of the partial statistical tests are as follows:

1. Work Environment (X1), the tcount is 7.930 with a significant value of 0.000, while the t-table is 2.009 with a significant value of 0.05. In conclusion, tcount 7.930 > ttable 2.009 with a significant value of 0.000 < 0.05 then H0 is rejected, which means that partially the work environment (X1) has a positive and significant effect on employee job satisfaction (Y) at the PT Mahkota Group company.
2. Workload (X2) obtained tcount of -2.086 with a significant value of 0.042 while ttable of -2.009 with a significant value of 0.05. The conclusion is tcount -2.086 > ttable -2.009 with a significant value of 0.042 < 0.05 then H0 is rejected, which means that partially the workload (X2) has a negative and significant effect on employee job satisfaction (Y) at the PT Mahkota Group company.

Simultaneous Test (F-Test)

The F-test is used to test whether the independent variables jointly affect the dependent variable. The following are the results of simultaneous hypothesis testing as follows:

Table 8. Simultaneous Test (F Test)

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	312,105	2	156,053	38,307	,000 ^b
Residual	195,542	48	4,074		
Total	507,647	50			

In table 8 the F-test, the Fcount value is 38.307 with a significant value of 0.000 in Ftable with a significant 0.05, with a Ftable value of 3.19, then Fcount 38.307 > Ftable 3.19 with a significant value of 0.000 < 0.05 which indicates that the work environment variable (X1), workload (X2) simultaneously affect job satisfaction (Y) at PT Mahkota Group.

Coefficient of Determination (R2)

The coefficient of determination (R2) is a number that indicates the degree of ability of the distribution of the independent variable (X) in explaining and

explaining the dependent variable (Y). The greater the coefficient of determination is zero and one ($0 < R^2 < 1$). The following is the value of the coefficient of determination (R^2):

Table 9. Coefficient of Determination

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,784 ^a	,615	,599	2,01836	2,065

Based on table 9 above, it can be seen that the R Square value of 0.615 indicates that the correlation or relationship between the work environment and workload on employee job satisfaction has a relationship level, namely:

$$D = R^2 \times 100\%$$

$$D = 0.615 \times 100\%$$

$$D = 61.5\%$$

This means that 61.5% of employees' job satisfaction is influenced by the work environment and workload, while the remaining 38.5% are other variables not examined by this study, such as work discipline, leadership, incentives, and other variables.

The Effect of Work Environment on Employee Job Satisfaction

The results of the work environment statistical test (X_1), it has a positive and significant effect on employee job satisfaction (Y) at the PT Mahkota Group company. Due to the results of tcount 7.930 > ttable 2.009 with a significant value of $0.000 < 0.05$, H_0 is rejected. The results of this study support previous researchers (Martin, 2018)(Nabawi, 2019)(Ballian, 2020) which states that the work environment affects employee job satisfaction.

The implications of the findings show that employees work in a work environment. If he works in a comfortable environment, has good workspace and equipment, has good relations with other employees and also with his superiors, it is suspected that he will remain loyal to work at his company. Because if he changes jobs, he will not necessarily get a work environment that is as good as his current work environment. So the better and more comfortable the existing work environment, the higher the level of employee satisfaction is expected. The work environment or working conditions in an organization is one of the factors that can affect the enthusiasm when working to improve performance so that job satisfaction can be created. The work environment or working conditions are the conditions in which the employee works. The work environment is one of the factors related to employee morale. If the work environment supports or considers the psychology of the workforce, it is expected that employee morale will increase. Conversely, if the work environment shackles the workforce to take part, the impact on morale is feared to decrease.

The Effect of Workload on Employee Job Satisfaction

From the results of the statistical test workload (X2) has a negative and significant effect on employee job satisfaction (Y) at the PT Mahkota Group company. Due to the results of $t_{count} -2.086 > t_{table} -2.009$ with a significant value of $0.042 < 0.05$, H_0 is rejected. The results of this study are in line with research conducted by (Farida, 2021)(Yuniar, 2021)(Mayasari, 2021) state that workload hurts employee job satisfaction. The findings in this study imply that in general the workers are satisfied with their work even though they feel their workload is heavy, but the results of the regression analysis show a significant relationship with a negative correlation between workload and respondents' job satisfaction. The higher the perception of the respondent's workload, the lower the level of job satisfaction.

5. Closing

Based on the data obtained in research on the effect of work environment and workload on employee job satisfaction at PT Mahkota Group. Respondents in this study amounted to 51 employees, then it has been analyzed, it is concluded as follows:

1. There is a significant and positive influence on the work environment variable (X1), on the employee job satisfaction variable (Y) at the PT Mahkota Group company which is shown from the results of $t_{count} 7.930 > t_{table} 2.009$ with a significant value of $0.000 < 0.05$ then H_0 is rejected and H_a accepted, which means that the work environment has a significant effect on employee job satisfaction.
2. There is a significant and negative effect of the workload variable (X2), on the employee job satisfaction variable (Y) at the PT Mahkota Group company which is shown from the results of $t_{count} -2.086 > t_{table} -2.009$ with a significant value of $0.042 < 0.05$ then H_0 is rejected and H_a is accepted, which means that the negative workload has a significant effect on employee job satisfaction.
3. There is a significant and simultaneous effect of work environment and workload variables on employee job satisfaction at the PT Mahkota Group company which is shown from the results of $F_{count} 38.307 > F_{table} 3.19$ with a significant value of $0.000 < 0.05$, with an R Square value of 0.615 or 61.5% are influenced by the work environment and workload while the remaining 38.5% are other variables not examined by this study, such as work discipline, leadership, incentives, and other variables.

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