

Effect of Work Environment and Communication on Employee Satisfaction in PT. Razza Prima Trafo Medan

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The research objective is to determine the effect of work environment and communication on job satisfaction of employees of PT. Razza Prima Transformer Medan. This study uses multiple linear regression analysis, determination test, t test, and f test with the help of SPSS version 25.00 test. The results of the study answered the problem formulation that there was an influence of the work environment (X1) and communication (X2) on employee job satisfaction (Y) at PT. Razza Prima Transformer Medan, where improving the work environment and communication will increase employee job satisfaction at PT. Razza Prima Transformer Medan. From the results of the study simultaneously the work environment and communication variables have a significant and significant effect on the variable job satisfaction of employees of PT. Razza Prima Transformer Medan is 69.3% while 30.7% is the contribution of other variables that are not included in this regression model.

Keywords: Communication, Employee Job Satisfaction, Work Environment

JEL Classification: J24, J20, J29

INTRODUCTION

The company expects employees to be responsible and honest with their work, because the company will also focus on job satisfaction and employee behavior to develop human resources. If employees are satisfied with their work, employees will be more enthusiastic about work, have a comfortable feeling about what is around them and vice versa. Human resources are resources that can be provided to companies with reason and emotion, desire, skills, knowledge, drive and work. Quality resources are human resources capable of creating an innovation through creativity and imagination. Simply put, all activities starting from human resource planning to maintenance, and termination of employee relations in order to achieve company goals, improve employee performance and fulfill the interests of shareholders are part of the task of human resources.

Employee job satisfaction is one element that is quite important in the organization because it involves the content of the job, salary, co-workers and working conditions. This is because employee job satisfaction in an organization affects their work behavior, such as: laziness, hard work, and productivity are related to several important behaviors in organizations. Because essentially job satisfaction is a feeling of pleasure or displeasure when employees see and complete their work. If someone is satisfied with his job, then that person will be satisfied with his job. Efforts to improve employee comfort at work must be supported by a conducive work environment or create working conditions that are able to provide motivation to work. Such as a stable room decoration and away from noise and odors caused by the company's production process so that it can focus employees on doing their jobs, and employees become more enthusiastic and passionate about work.

The dissemination process is a two-way process between disseminators as senders of information and disseminators as recipients of information, creating the same understanding and acceptance and generating the same actions to achieve goals. Communication delivered communicatively can change one's attitudes, behavior, opinions/views and social life. thus, providing clarity, accuracy, context and good culture within the company. This is because communication activities are not only understanding and letting others know (informative), but other people are also willing to accept an understanding or belief, invitation, action or activity.

PT. Razza Prima Transformer Medan is a company engaged in the production and maintenance of transformers in North Sumatra. Along with the development of the company, the targets that must be achieved by the company increase, this indirectly triggers the employees to be more advanced and have more achievements to support the company's progress in the process of developing facing difficulties. Job satisfaction is one of the factors that must be considered by the company. Employee dissatisfaction at work can have a negative effect on the company and the employee, causing employee job satisfaction to be not fulfilled and employees feel burdened and their work results are not optimal. This is rarely noticed by companies and has become a serious problem in companies, one of which is PT. Razza Prima Transformer Medan.

The problem that is suspected to be one of the causes of the decline in job satisfaction of employees of PT. Razza Prima Transformer Medan is a work environment . The work environment is a physical condition and symptoms that affect the implementation of tasks within the company. For this reason, companies need to create a conducive work environment that can make employees comfortable at work. The work environment at PT. Razza Prima Transformer Medan is considered to be still not good by employees, this is due to the distance between the office and the workshop or the

production and repair of transformers that are in one place, the noise caused by the machine being operated, the layout arrangement of the manager's room is the same as the employee's room, lighting the lack of light, the hot air temperature in the room, and shortcuts for employees to cross the workshop area where the floor is black and the stairs are greasy, causing odors and hindering work.

Another factor is believed to be the cause of the decline in job satisfaction among employees of PT. Razza Prima Transformer Medan is communication. Communication is the main tool where members of the organization can jointly carry out management activities to achieve the goals that have been set. The communication that occurs at PT. Razza Prima Transformer Medan is still considered lacking, because employees often experience misunderstandings caused by unclear communication between divisions. As a result of unclear communication causing errors in winding the wire, errors in installing the transformer (marking on the transformer) resulting in errors in carrying out tasks and failure tests that cause employees to get reprimands from superiors. The more dominant error is the error in winding the wire caused by improper communication between divisions so that the error can hinder the work of employees. Previous research conducted by (Nasution & Lesmana, 2019) showed that there are two factors that influence employee job satisfaction, namely organizational culture and characteristics, so in this study no longer discuss related variables.

LITERATURE REVIEW

Job Satisfaction

One of the characteristics of individuals at work can be seen from their job satisfaction and has differences for each individual. Aspects in determining job satisfaction also vary, this is because each employee has a different job description and responsibility (Jufrizen, 2015). According to (Sutrisno, 2016) one's view and attitude towards a job is a sign that a person is satisfied or not with the work he does.

According to (Rivai dan Sagala, 2013) Job satisfaction is a situation in which workers are happy or unhappy with the work they do. According to (Hanafi, B. D. & Yohana, 2017) The attitude shown by employees towards work and related to working conditions and their environment is employee job satisfaction. Work goals are general attitudes towards one's work, which are related to expectations and the reality of the rewards received for work (Okta, 2016). According to (Sutrisno, 2016) job satisfaction indicators are: 1) Content of work; performance of actual job tasks and as control over work; 2) Organization; 3) Opportunity for advancement; 4) Salaries and other financial benefits such as incentives; 5) Colleagues; 6) Working conditions.

Work Environment

According to (Suntoyo, 2013), the morale shown by employees is inseparable from a good work environment that supports employee work activities. According to (Sutrisno, 2009) the entirety of the facilities and infrastructure provided by the company to provide space and comfort for employees at work is a work environment.

According to (Sedarmayanti, 2011) the work environment is the availability of space and tools as well as the environment around the work that is used and faced by workers. According to (Nitisemito, 2015) defines the work environment as everything that is around workers and can affect him in carrying out the assigned tasks. According to (Sedarmayanti, 2011) An environmental condition is said to be good or appropriate if humans can carry out their activities optimally, healthy, safe, and comfortable so that they can increase the work enthusiasm of employees. According to (Sedarmayanti, 2011) the indicators of the work environment are: 1) Lighting in the workplace; 2) Air

circulation in the workplace; 3) Noise at work; 4) Coloring in the workplace; 5) Decoration at work.

Communication

Humans always try to communicate with each other and they interact in the need to complete and perfect the knowledge they have in order to adapt to the environment. The more often they communicate, the more often they get something new to arouse their curiosity. According to (Siswandi, 2011) "Communication is the process of sending and receiving news between related parties so that an understanding of what is meant by each other is obtained from it".

"Communication is the process of transferring information, ideas, understanding from one person to another in the hope that the other person can interpret it according to the intended purpose" (Mangkunegara, 2017). According to (Umam, 2012) "Communication is a word that includes all forms of interaction with other people in the form of ordinary conversation, persuasion, negotiation". According to (M. Hasibuan, 2017) "Communication is the exchange of information between the sender and receiver, and drawing conclusions as a perception of the meaning of something between the individuals involved".

RESEARCH METHOD

The approach used in this research is a quantitative approach. According to (Sugiyono, 2018) quantitative approach is research based on a positive philosophy between one variable and another that examines a sample of a particular population. This research was conducted at PT. Razza Prima Transformer Medan which is located on Jl. William Iskandar No. 54 A, Medan Tembung Subdistrict, Indra Kasih Village, Medan City. The population used in this study were all employees at PT. Razza Prima Transformer Medan, totaling 80 people. The technique used in determining the sample in this study is a saturated sampling technique, this is included in the Non-Probability Sampling. According to (Sugiyono, 2018) The sample used in this study is a saturated sample technique, where the entire population is the sample in the study. The data analysis technique used in this study is multiple linear regression with the previous classical assumption test and the coefficient of determination test.

RESULTS

Normality test

Table 1. Normality Test

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		80
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,81934449
Most Extreme Differences	Absolute	,078
	Positive	,078
	Negative	-,077
Test Statistic		,078
Asymp. Sig. (2-tailed)		,200 ^{c,d}

a. Test distribution is Normal.

- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Source: Processed Data (2021)

Based on the table, it is known that the significance value of Asymp. Sig (2-tailed) of 0.200 is greater than 0.05. Based on the test of the Kolmogorov-Smirnov normality test above, it can be concluded that the data is normally distributed.

Multicollinearity Test

Table 2. Multicollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
Work Environment	0,919	1,088
Communication	0,919	1,088

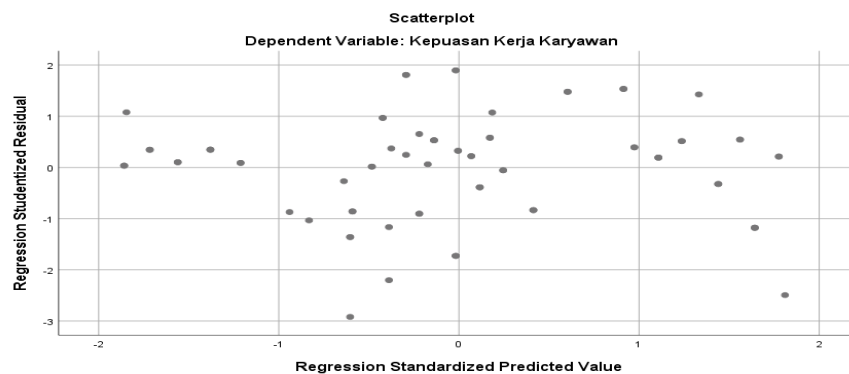
a. Dependent Variable: Job Satisfaction

Source: Processed Data (2021)

Based on table 2, it shows that each VIF value is around 1 to 10, as well as the tolerance value is close to 1 or above 0.05. Thus, it can also be stated that this regression model does not have a multicollinearity problem.

Heteroscedasticity Test

Figure 1. Scatterplot



Source: Processed Data (2021)

The scatterplot image above shows that the points are randomly distributed, spread both above and below zero on the Y axis and do not form a clear particular pattern. Therefore, the regression model is said to have no heteroscedasticity.

Multiple Linear Regression Test

Table 3. Multiple Linear Regression Test

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4,519	2,265		1,995	0,050
Work Environment	0,455	0,049	0,603	9,264	0,000
Communication	0,316	0,047	0,434	6,678	0,000

a. Dependent Variable: Kepuasan Kerja Karyawan

Source: Processed Data (2021)

From the data above, the regression equation model is:

$$Y = 4.519 + 0.455X_1 + 0.316X_2$$

To interpret the results of the analysis, it can be explained as follows:

1. The constant 4.519 with positive parameters indicates that all independent variables (work environment and communication) are considered constant or have not changed on employee job satisfaction. In the equation, the constant value of = 4.519 shows the meaning that if the work environment (X1) and communication (X2) variables do not exist, then the employee's job satisfaction (Y) is 4.519.
2. The X1 regression coefficient, namely the work environment, shows a positive coefficient of 0.455, thus it can be seen that the work environment has an effect on employee job satisfaction. The value with X1 = 0.455 indicates that the value of the work environment positively affects employee job satisfaction by 0.455 (45.5%), if the work environment variable increases by 1 unit then it will increase employee job satisfaction by 0.455 (45.5%).
3. Regression coefficient X2, namely communication shows a positive coefficient of 0.316, thus it can be seen that communication has an effect on employee job satisfaction. The value of X2 = 0.316 indicates that the value of communication affects employee job satisfaction by 0.316 (31.6%), if the communication variable increases by 1 unit, it will increase employee job satisfaction by 0.316 (31.6%).

Hypothesis t-test (Partial)

Based on Table 3, it is known that the tcount value of the work environment variable is 9.264 which is then compared with the ttable value with n = 80 and dk = n - 3 = 77 then ttable = 1.665 or tcount > ttable which is 9.264 > 1.665 then the hypothesis is accepted, which means the work environment variable has a significant and significant effect on employee job satisfaction variables.

The tcount value of the communication variable is 6.678 which is then compared with the ttable value with n = 80 and dk = n - 3 = 77 then ttable = 1.665 or tcount > ttable which is 6.678 > 1.665 then the hypothesis is accepted, which means that the work communication variable has a significant and influence with employee job satisfaction variable.

Hypothesis F Test (Simultaneous)

Table 4. Hypothesis F Test (Simultaneous)

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	680,162	2	340,081	90,041	,000 ^b
	Residual	290,826	77	3,777		
	Total	970,988	79			

a. Dependent Variable: Job Satisfaction

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

Source: Processed Data (2021)

From the above test, it is known that the value of Fcount = 90,041, while the value of Ftable at = 0.05 with n = 80 and df = n - k obtained the value of Ftable 3.12 from this result it is known that Fcount > Ftable, and the significance is 0.000 or less than = 0.05, meaning that the work environment and communication variables together have a positive and significant effect on the employee job satisfaction variable.

Coefficient of Determination Test

Table 5. Coefficient of Determination Test

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,837 ^a	,700	,693	1,94344

a. Predictors: (Constant), Komunikasi, Lingkungan kerja

b. Dependent Variable: Kepuasan Kerja Karyawan

Source: Processed Data (2021)

The data above shows the Adjusted R-square value of 0.693, this means that 69.3% of the variation in the value of the work environment and communication is determined by the role of these variations with sentences such as work environment and communication in influencing employee job satisfaction is 69.3 while 30, 4% is the contribution of other variables that are not included in this regression model.

DISCUSSION

The Effect of Work Environment on Employee Job Satisfaction

Based on the results of the research above regarding the effect of the work environment on employee job satisfaction, it is known that the tcount value of the work environment variable is 9.264 which is then compared with the ttable value with n = 80 and dk = n - 3 = 77 then ttable = 1.665 or tcount > ttable is 9.264 > 1.665 then the hypothesis is accepted, which means that partially the work environment variable has a significant and significant influence on the employee job satisfaction variable.

Most employees prefer to work in clean and relatively modern facilities and are supported with adequate equipment. A conducive work environment is needed in an organization, employees need a good work environment for personal comfort and to make it easier to do their duties well. The environment in question is not only the tangible environment but also the intangible environment. For example, the relationship

between employees, employees and superiors, work situations that are full of family nuances, etc.

Based on these findings it can be concluded that if the work environment at PT. Razza Prima Transformer Medan is getting better, then employee job satisfaction will also increase. The environmental conditions in question are not only limited to physical comfort that can be enjoyed directly. This study is also in line with research results (Hasibuan, 2015) with the title of the influence of motivation and work environment on employee job satisfaction concluded that there is a positive and significant influence between work environment on job satisfaction of employees of PDAM Tirtanadi Medan. Research conducted by (Bahagia & Astuti, 2019) states that the work environment is a factor that affects employee performance which ultimately increases job satisfaction for employees.

The Effect of Communication on Employee Job Satisfaction

The results of linear regression analysis show that the communication variable has a significant and significant effect on employee job satisfaction. This can be shown by the t-count value of 6.127 which is greater than the t-table of 1.665, indicating that partially communication has a significant effect on employee job satisfaction. Communication within PT. Razza Prima Transformer Medan is very necessary in the running of a job. Based on the data studied regarding communication, it can be seen that the most dominant communication is communication from top to bottom because all the work done at PT. Razza Prima Transformer Medan on the basis of orders or directions from managers or leaders in accordance with their respective fields of work so that the work given can be completed on time.

The communication used at PT. Razza Prima Transformer is communication from the bottom up, here employees have the opportunity to inform and file complaints and provide suggestions for future company development. Similarly, horizontal communication at PT. Razza Prima Transformer Medan This communication is only carried out by employees because the exchange of information is mostly done by employees with friends from different sections, especially when special problems arise in an organization. In contrast to cross-channel communication and personal communication in the company, from the data studied, this communication is rarely done by employees because this communication does not play an important role for use in an organization/company.

Based on observations made during the research process as for the impact of employee job satisfaction that arises from the passage of an organizational communication within PT. Razza Prima Transformer Medan, namely the leadership has established good communication relationships with employees, so that employees more easily understand what is ordered by the leadership without having to delay postponing work and employees have carried out their duties in accordance with the duties and functions given and completed the work according to the target.

In addition, it can also be seen that employees always maintain communication between fellow employees and support a comfortable working atmosphere and environment. The results of this study are in line with the results of research (Arianty, 2018) the concluding that there is a positive and significant influence between the work environment on employee performance at PT. Jasa Marga (PERSERO) TBK Belmera Medan Branch.

The Effect of Work Motivation and Communication on Job Satisfaction

Regarding the influence of the work environment and communication in this study, it is clearly proven that there is a simultaneous effect on employee job satisfaction. Based on the results of the F test, the value of $F_{count} = 90,041$, while the value of F_{table} at $\alpha = 0.05$ with $n = 80$ and $df = n - k$ obtained the value of $F_{table} 3.12$ from this result it is known that $F_{count} > F_{table}$, and the significance is 0.000 or less than $\alpha = 0.05$ which means that simultaneously the work environment and communication variables have a significant and significant effect on the employee job satisfaction variable.

The dimensions of the work environment and communication in this study can affect employee job satisfaction. Easy communication is an aspect that can give satisfaction to employees, because employees can convey information directly to superiors, especially on matters relating to budget allocation related to the operational activities of each field, including the procurement of facilities. and physical repairs of the office that become direct support for employees in completing tasks.

The work environment in the company is concerned with increasing employee job satisfaction. several complaints from employees regarding the work environment, including the lack of lighting and the narrow locker rooms make it difficult for employees to put things in the lockers, the absence of an employee canteen, making employees feel uncomfortable during breaks, as well as a narrow employee parking area that does not match the number of existing employees.

Easy communication from subordinates to superiors also motivates employees to fulfill their need for affiliation, such as working to establish good relationships with leaders and trying to avoid conflict, so that with communication from the bottom up, the work environment is in the form of facilities that support the implementation of work and the fulfillment of needs. employees who provide motivation, can provide job satisfaction to employees.

CONCLUSION

Based on the results of the discussion, the conclusions of this study are : 1) The work environment variable is known to have a significance value less than a probability value of 0.05 , or a value of $0.000 < 0.05$, then the hypothesis is accepted. The results of the study are known from $t_{count} > t_{table}$ that is $9.264 > 1.665$ then the hypothesis is accepted which means that the work environment affects employee job satisfaction at PT. Razza Prima Transformer Medan; 2) The communication variable is known to have a significance value less than a probability value of 0.05 , or a value of $0.000 < 0.05$, then the hypothesis is accepted. The results of the study are known from $t_{count} > t_{table}$ that is $6.678 > 1.665$ then the hypothesis is accepted which means that communication affects employee job satisfaction at PT. Razza Prima Transformer Medan; 3) Furthermore, from the results of simultaneous hypothesis testing, it is known that $F_{count} = 90,041$ and the value of $F_{table} 3.12$. From this result, it is known that $F_{count} > F_{table}$, and the significance is 0.000 or less than $\alpha = 0.05$, which means that the work environment and communication variables jointly and significantly affect the job satisfaction variable. The results of the study (determination test) indicate that the work environment and communication in influencing job satisfaction is 69.3% while 30.7% is the contribution of other variables that are not included in this regression model.

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DECLARATION OF CONFLICTING INTERESTS

The statements of interest in this research are: 1) The systematics of writing this paper is in accordance with the template provided by the committee; 2) This research does not have an element of provocation; 3) This research has differences with other articles.

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