

THE INFLUENCE OF THE ENVIRONMENT AND COMMUNICATION ON JOB SATISFACTION OF BOALEMO DISTRICT FOOD SERVICE EMPLOYEES

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ABSTACT

This study aims to determine: (1) The Effect of the Work Environment on Job Satisfaction of Employees of the Food Service of Boalemo Regency, (2) The Effect of Communication on Job Satisfaction of Employees of the Food Service of Boalemo Regency, (3) The Effect of Work Environment and Communication on Job Satisfaction of Employees of the District Food Service Boalemo. The research method used is a quantitative associative research approach which intends to understand the phenomenon of what is experienced holistically, and by means of descriptions in the form of words and language, in a specific context to provide solutions or input for problems that are appropriate and related to the problem. The results of the research study are: (1) partially the work environment has an influence on employee job satisfaction at the Boalemo District Food Service, (2) partially communication has an influence on employee job satisfaction at the Boalemo District Food Service and (3) Simultaneously the environment work and communication have an influence on employee job satisfaction at the Boalemo District Food Service.

Keywords: Work Environment, Communication, Employee Job Satisfaction

INTRODUCTION

Sources of job satisfaction consist of a supportive work environment, challenging work, appropriate rewards, and supportive co-workers. However, job satisfaction is not only influenced by the environment, but also influenced by how the condition of the communication relationship between superiors and subordinates, and between fellow employees [2].

Low job satisfaction is caused by several factors which include fair and proper remuneration, placement according to expertise, the severity of the work, the atmosphere and environment, the equipment, the attitude of the leader, the monotonous work.

The work environment in the form of a workplace, facilities and tools, cleanliness, lighting, calm, also includes the working relationship between the people in that place.

The work environment is good and clean, gets enough light, and is free from noise and distractions, this will increase the creativity of employees and employees will feel satisfaction at work.

But on the contrary, a bad work environment, dirty, dim, stuffy, damp and so on will cause employees to tire quickly, thereby reducing their creativity.

In addition to the work environment, communication is important in organization, the better the communication, the better the possibility of working together. Communication seen from the benchmarks are openness, empathy, supportive attitude and equality. So far, communication between employees has been going quite well, but there are several problems that occur in communication, including openness, which can be seen from the delivery of information to employees, which

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is felt to be uneven, as a result, employees do not get complete information. And sometimes there are still misunderstandings which are usually caused by the contents of the message being conveyed which are unclear, giving rise to different perceptions. Misunderstandings can cause work to experience deviations as a result of which productivity will be low or below target and this will make employees feel dissatisfied with their work.

Management is a process of planning, organizing, coordinating and controlling resources to achieve goals effectively and efficiently. Effective means that goals can be achieved according to planning, while efficient means that existing tasks are carried out correctly, organized and according to schedule [9].

Management functions include: planning, organizing, implementing, supervising.

1. Planning

Planning is the process of selecting the best alternative actions to achieve organizational goals.

2. Organizing

With the organizing function, all resources owned by the organization will be managed effectively and efficiently to achieve the goals set.

3. Implementation

The implementation function emphasizes more on how the leader directs and mobilizes all resources to achieve the agreed goals.

4. Supervision

The purpose of this function is to oversee resources so that they are more efficient, and staff assignments to achieve program goals can be more effective [3].

Human resource management is the process of achieving organizational goals through the use of humans or individuals in it. Individuals or employees who are managed so that they have the appropriate

competence and expertise needed to support their work [7].

The objectives of human resource management include:

1. Organizational goals

To be able to recognize the existence of human resource management in contributing to achieving organizational effectiveness.

2. Functional Purpose

To maintain the contribution of the department at a level appropriate to the needs of the organization.

3. Social Purpose

To respond to societal needs and challenges through action to minimize negative impact on the organization,

4. Personal Goals

To assist employees in achieving goals, at least goals that can increase individual contributions to the organization [12].

The function of human resource management is the tasks performed by human resource management in order to support the company's management tasks in running the organization to achieve predetermined goals. Human resource management has an important role in determining the success of an organization to achieve goals with the functions that are in it [8].

The work environment is everything that is around employees/employees and can affect the fulfillment of employees' work in carrying out their work to get maximum work results, in the workplace there is office work to assist workers in completing tasks given by superiors [17].

In general, several factors affect the work environment:

1. Work facilities

A work environment that does not support the implementation of work contributes to poor performance such as a

lack of work tools, stuffy workspaces, inadequate ventilation and unclear procedures.

2. Salary and benefits

Salaries that are not in line with workers' expectations will make workers look at a work environment that guarantees the achievement of work expectations.

3. Work relations between employees

Work groups with high cohesiveness and loyalty will increase work productivity, because one worker with another worker will mutually support the achievement of goals and or results [14].

The type of work environment consists of a physical work environment and a non-physical work environment.

1. Physical work environment

These are all physical conditions that exist around the workplace that can affect employees either directly or indirectly. Such as chairs, tables and so on.

2. Non-physical work environment

These are all circumstances that occur related to work relationships, both relationships with superiors and relationships among co-workers, or relationships with subordinates. This non-physical work environment is also a work environment group that cannot be ignored [11].

Work environment indicators consist of:

1. Employee Relations

There are two relationships in employee relations, namely relationships as individuals and relationships as a group.

2. Noise level

An uneasy work environment can have an unfavorable effect, namely the presence of restlessness at work.

3. Work regulations

Good and clear work regulations can have a good influence on the satisfaction

and performance of employees to develop a career.

4. Information

Good lighting in the work space will benefit such as; easier observation and control, easier to see, better use of space, less damage, and so forth.

5. Air circulation

Adequate air circulation or air exchange, the first thing to do is to provide ventilation.

6. Security

A work environment with a sense of security will lead to calm and comfort, where this will give encouragement to work [1].

Communication is a behavioral science or social science and applied cultural knowledge. This discipline shares with psychology, sociology, anthropology, and political science in the pursuit of knowledge about individual human and social activities [10].

The purpose and benefits of communication are as a means to:

1. Improving managerial skills and social relations
2. Convey or receive information
3. Deliver and answer questions
4. Changing behavior (thought patterns, feelings, and actions)
5. Changing social circumstances
6. Suggestions for conveying orders, directing, controlling, coordinating, decision making, negotiating, and reporting [4].

Communication indicators include:

1. Openness

Reveal hidden information, open up, be honest about delivery.

2. Empathy

Understand emotionally, understand what others feel.

3. Support

Achievement of effective interpersonal communication. Support is sometimes spoken and sometimes unspoken.

4. Positive attitude

There is satisfaction when communicating, both parties contribute, and no one feels left out. Communication will be good if a positive feeling towards other people is communicated, positive feelings are very useful for effective cooperation.

5. Similarities

Communication will be more effective if you know each other's personality similarities among each other [6].

Job satisfaction is a general attitude towards one's work as the difference between the amount of rewards workers receive and the rewards they believe they should receive. Job satisfaction is an important thing that individuals have at work [16].

Factors that can affect job satisfaction are as follows:

1. Psychological factors

Is a factor related to the psychological condition of an employee such as preferences, calmness obtained while working, attitude, strengths, and skills.

2. Social factors

Is a factor that is associated with interactions between fellow employees, superiors, or other employees who are not of the same type of work.

3. Physical factors

The work environment and also the physical condition of the employee (type of work, time to work, time to rest, working room conditions, health, age, etc.) are related.

4. Financial factors

Is a factor that has a relationship with employee welfare and guarantees such as salaries, benefits, facilities obtained, social security, and others.

5. Quality control

The ability of leaders to establish good relationships and pay attention to employees so that they feel valued and considered important to the company.

6. Relations between employees

The relationship between employees and managers, physical factors and workplace conditions, social relations between employees, influence exerted by co-workers, and emotions and work situations that are well established in the workplace will also be formed by job satisfaction [13].

Indicators of job satisfaction include:

1. Fair and proper compensation

Income in the form of money or goods received by employees as compensation for services provided to the company.

2. Placement according to expertise

Placing a person's position in an appropriate job position so that the more suitable an employee is with his job, the more it will affect the number and quality of work.

3. Light weight of work

A set of activities that must be carried out by a person or group during a certain period of time according to their abilities.

4. Atmosphere and work environment

Where employees carry out their work activities every day and the work environment is everything that is around the worker.

5. Equipment that supports each job

These are objects used to make work easier every day.

6. The attitude of the leader and his leadership

Someone who uses formal authority to organize, direct, control subordinates so that all coordinated work achieves company goals.

7. The nature of the work is automatic or not

It is work that employees do related to the same thing or not in a certain period of time in a long period of time which can make employees bored by continuing to do the same thing [5].

RESEARCH METHODS

Type Of Approach

This research uses associative quantitative research, which is a type of research that asks the relationship between two or more variables [15]. The variables that are connected are the independent variables in the form of work environment (X1), communication (X2) with the dependent variable job satisfaction (Y).

Research Operations

Operational variables are intended to determine the effect of measuring research variables. The variables that will be used in this study are:

1. Independent Variables (Independent)
 - a. Work environment
 - b. Communication
2. Related Variables (Dependent)
 - a. Job satisfaction

Sampling

The sample used was all employees who became the population in this study, which totaled 40 people.

Data Collection Techniques

Techniques in data collection are as follows:

1. Observation

It is an initial activity carried out in accordance with research activities considering that not every research uses data collection techniques.

2. Questionnaire

It is a more efficient data collection technique, questionnaires are generally seen as not referring to a particular person, questionnaires can be in the form of closed or open questions which are given to the respondent directly to answer. The questionnaire consists of questions and statements related to the measurement of research variables, in this case, the work environment, communication, and job satisfaction.

3. Documentation

Is a method used to obtain data and information in the form of books, archives, documents, written numbers, and pictures in the form of reports and information that can support research.

Data Analysis Techniques

Using this classic assumption test to determine whether there is residual normality, multicollinearity, autocorrelation, and heteroscedasticity in the regression model. A linear regression model can be called a good model if the model fulfills several classical assumptions.

Normality testing is done by looking at the distribution of data on diagonal sources on the normal P-P Plot graph. As a basis for decision making, if the points spread around the line and follow the diagonal line, then the residual value is normal. Multicollinearity test to find out whether or not multicollinearity exists, it can be seen from the Variance Inflation Factor (VIF) and tolerance (a) values. The limit of the tolerance value is 0.01 and VIF is 10. If the tolerance value is below 0.01 or the VIF value is above 10 then there is multicollinearity.

Multiple linear regression analysis is an analysis of forecasting the effect value of two or more independent variables on related variables to prove there is one or more dependent variables. In multiple regression there is one dependent variable

with more than one independent variable that influences it.

The t test basically shows how far the influence of one variable is individually independent in explaining the dependent variable. This test is carried out using a significant level of 0.05 ($\alpha = 5\%$). T or partial test steps.

The F test is used to test the significant joint effect of work environment variables (X1) and communication (X2) on employee job satisfaction. To test the significant effect of several independent variables on the dependent variable, this test is appropriate for multiple regression analysis.

The coefficient of determination is used to determine the percentage contribution of the simultaneous influence of the independent variables (X) on the related variable (Y). The coefficient of determination has an interval of zero to one ($0 \leq R^2 \leq 1$). If $R^2 = 1$, it means that the percentage of X's contribution to the variation (rise and fall) of Y together is 100%. This shows that if the coefficient of determination is close to 1, then the effect of the independent variable on the dependent variable is getting stronger, the more suitable the regression is for predicting Y.

RESEARCH RESULT

1. Characteristics of Respondents

a. Characteristics of Respondents Based on Gender

Table 1.1 Respondents by gender

Type Sex	Frequen ci (n)	Presentation %
Man	23	57.5
Women	17	42.5
Total	40	100

Source: 2022 primary data

Based on gender, the highest number were men with 23 people or 57.5% and women totaling 17 Atsu people with 42.5%, from the results of

this study, the most were men with 57.5%.

b. Characteristics of Respondents Based on Age

Table 2.1 respondents based on age

Age	Frequenci (n)	Presentation%
20-30 Year	16	40
31-40 Year	16	40
>41 Year	8	20
Total	40	100

Source: 2022 primary data

Based on the age of 20-30 years there were 16 people or 40%, aged 31-40 years there were 16 or 40% and aged >41 years there were 8 people or 20%. From the results of the study it can be concluded that the most respondents aged 20-30 years and 31-40 years were 40%.

c. Characteristics of Respondents Based on education.

Table 3.1 Respondents based on education

Education	Frequenci (n)	Presentation %
SD/Equivalen	0	0
Middle school/ Equivalen	0	0
High School/ Equivalen	15	37.5
Bachelor	23	57.5
S2/S3	2	5.0
Total	40	100

Source: 2022 primary data

Based on high school education there were 15 people or 37.5%, respondents who had Bachelor's education were 23 people or 57.7% and respondents who had Masters/S3 education were 23 people or 57.7%. From the research results, it can be concluded that the most respondents who have high school education are 54%.

2. Regression analysis

a. Data Analysis Requirements Testing

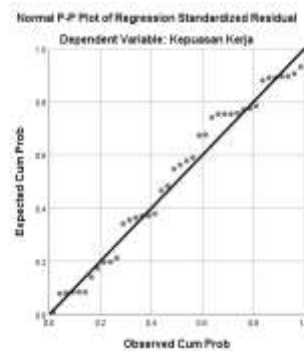
Table 4.1 Data analysis requirements testing

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.84236173
Most Extreme Differences	Absolute	.122
	Positive	.071
	Negative	-.122
Test Statistic		.122
Asymp. Sig. (2-tailed)		.139 ^c
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Source: 2022 primary data

If the significant value produced by the test is 0.05, then the data distribution can be said to be normal. Conversely, if the resulting significant value is <0.05 then the data is not normally distributed. At the output of this data, the results of the normality test show a significant level greater than α ($\alpha = 0.05$), namely $0.139 > 0.05$, which means that the data is normally distributed. This is linked with the charts below which show the data/points spread around the diagonal line and follow which proves the data is normally distributed.

Figure 1.1 PP plot of the normality test of multiple linear regression



that between the independent variables (Work Environment and Communication) there is multicollinearity.

Using the amount of tolerance (a) and variance inflation factor (VIF) if using $\alpha/\text{tolerance} = 10\%$ or 0.10 then $VIF = 10$. From the VIF output results, the calculation of the two variables = $1.007 < VIF = 10$ and all independent variable tolerances are $0.993 = 99.3\%$ above 10%, it can be concluded that between the independent variables (Work Environment and Communication) there is no multicollinearity.

3. Hypothesis testing

a. Partial Test Results (t)

1) Work environment coefficient testing

Based on the SPSS output above, a calculated t value of 0.007 is obtained. The t distribution table is found at $\alpha = 5\% : 2 = 2.5\%$ (2-tailed test) with degrees of freedom (df) $n-k-1$ or $40-2-1 = 37$ (n is the number of cases and k is the number of independent variables). With a 2-sided test (significance = 0.025), the results obtained for the t table are 1.689 (search in Ms. Excel by typing in an empty cell =`tinvs(0.025,37)` then enter).

The test is carried out by comparing the t count value and t table value. T count value (2,182) > T table value (1,689) then H_0 is rejected and H_a is

accepted. That is, partially there is a significant influence between the work environment on employee job satisfaction.

2) *Communication coefficient testing*

Based on the SPSS output above, the calculated t value is obtained of 0.009. The t distribution table is searched at $\alpha = 5\% : 2 = 2.5\%$ (2-tailed test) with degrees of freedom (df) $n-k-1$ or $40-2-1 = 37$ (n is the number of cases and k is the number independent variable). With a 2-sided test (significance = 0.025), the results obtained for the t table are 1.689 (search in Ms. Excel by typing in an empty cell =`tinvs(0.05,65)` then enter).

Testing is done by comparing the value of t count and value of t table. Value of t count (2.767) > Value of t table (1.689) then H_0 is rejected and H_a is accepted. That is, partially there is a significant influence between communication on employee job satisfaction.

b. Simultaneous test results (f)

Based on the SPSS output above, the calculated F value is 3.916. Using a 95% confidence level, $\alpha = 5\%$, df 1 (number of variables-1) = 2, and df 2 (n-k-1) or $40-2-1 = 37$ (n is the number of cases and k is the number of independent variables), the results obtained for the F table are 3.25 (search in Ms. Excel by typing in an empty cell =`finvs(0.05,2,65)` then enter).

The test is carried out by comparing the calculated F value and the table F value. F count value (3.916) > F table value (3.25) then H_0 is rejected and H_a is accepted. That is, there is a significant influence between the simultaneous work environment and communication and there is an influence on the job satisfaction of employees at the Food Service, Boalemo Regency.

c. R² Model Accuracy Test Results

The correlation coefficient R is 0.418 indicating that the degree of relationship (correlation) between the dependent variables is 41.4%. This means that work environment and communication have a moderate relationship to employee job satisfaction at the Boalemo District Food Service of 41.8%. Guidelines for providing an interpretation of the correlation coefficient as follows:

0.00 - 0.199 = very low

0.20 - 0.399 = low

0.40 - 0.59 = moderate

0.60 - 0.79 = strong

0.80 - 1 = very strong

The value of the coefficient of determination (R²) of 0.175 (17.5%) indicates that the magnitude of the contribution of the independent variables consisting of work environment and communication to employee job satisfaction in the Food and Agriculture Service of Boalemo Regency. As much as 82.5% of employee job satisfaction is influenced by other variables outside of this study. Other factors are remuneration, leadership, achievement motivation, and organizational culture.

4. Results of the discussion

1. The influence of the work environment on job satisfaction

Influence on employee job satisfaction at the Boalemo District Food Service. This research is in line with research conducted by Dani Putra Pratama Situmorang, in 2020 with the title "The Influence of the Work Environment and Compensation on Job Satisfaction with Employee Performance As an Intervening Variable (Case Study at PT. Tasspen Persero KCU Medan). In the results of his research, namely the work environment has a positive and

significant effect on job satisfaction of employees of PT. Taspen (Persero) KCU Medan. Evidenced by the unstandardized beta coefficients, which is 0.395 and the t count value is $3.661 > t$ table 1.678 with a significance of 0.001.

2. The effect of communication on job satisfaction

Testing is done by comparing the value of t count and value of t table. Value of t count (2.767) > Value of t table (1.689) then H_0 is rejected and H_a is accepted. That is, partially there is a significant influence between communication on employee job satisfaction. So, from this case it can be concluded that partially communication has an influence on the job satisfaction of employees at the Food Service Office of Boalemo Regency. This research is in line with research conducted by Eci Permitasari, in 2017 with the title "The Influence of the Work Environment and Communication on Employee Job Satisfaction at Bank Syariah Mandiri Branch Office 16 Ilir Palembang". The results of this study indicate that there is an influence between the work environment and communication on job satisfaction. This is shown by f count > f table ($217.117 > 3.44$). which means simultaneously the independent variables work environment and communication affect job satisfaction.

3. The influence of the work environment and communication on job satisfaction

The test is carried out by comparing the calculated F value and the table F value. Calculated F value (3.916) > The value of F table (3.25) then H_0 is rejected and H_a accepted. This means that there is a significant influence between the simultaneous work environment and communication that has an effect on

employee job satisfaction at the Food Service of Boalemo Regency.

CONCLUSION

1. Partially, the work environment has an influence on the job satisfaction of employees at the Food and Agriculture Service of Boalemo Regency.
2. Partially, communication has an influence on employee job satisfaction at the Food and Agriculture Service of Boalemo Regency.
3. Simultaneous Work environment and communication have an influence on employee job satisfaction at the Food and Agriculture Service of Boalemo Regency.

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