

THE INFLUENCE OF COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEE JOB SATISFACTION IN PD SEMANGAT JAYA

Dayu Setiawan^{1*}, Hendri Dunan²

^{1,2}Faculty of Economics and Business, Bandar Lampung University, Indonesia

*Corresponding Author:

dayu.2001115@student.ubl.ac.id

Abstract

The purpose of this study is to determine the influence of communication and work environment on employee satisfaction on their performance in PD Semangat Jaya. The research methodology used in this study is a quantitative approach. This study used primary data sources that the author obtained directly from the original source. The data collection approach used included distributing questionnaires to related research participants. This study used Multiple Linear Regression Test with SPSS Version 25 for data analysis. The study findings showed that there was no statistically significant positive relationship between communication (X1) and employee job satisfaction (Y) ($\text{sig} = 0.092 > 0.05$). In addition, the data shows that the work environment (X2) has a good and large influence on job satisfaction (Y) of workers in PD Semangat Jaya, with a significance score of $0.000 < 0.05$.

Keywords: Communication, Work Environment, Job Satisfaction

1. Introduction

Satisfaction is a subjective consideration of employees based on all performance carried out in the company. The more diverse the performance factors based on his will, the greater the level of satisfaction. Work satisfaction is the most important thing that affects employee satisfaction, because half of the time will be spent in carrying out work. The good thing obtained is to improve one's performance. Work satisfaction is a characteristic of a person that makes them have an unequal sense of satisfaction based on the assessment design that applies to him. This is because there is differentiation in everyone who participates in the company. (Nature, et. all., 2015)

Job satisfaction is the most important thing in obtaining maximum performance. For the Company, the results of satisfaction working on employees need to get attention and suffice, especially as the responsibility of the Company's leaders. This is the most important factor in obtaining maximum performance. For employees, job satisfaction is an indication if employees feel happy when carrying out performance which can certainly try optimally. In addition, management needs to review employee job satisfaction with communication, because this will affect the level of absenteeism, worker turnover, complaint motivation, and other personnel problems (Handoko, 2020)

Based on opinion (Robbins, 2007) Optimal communication will add a sense of understanding, cooperation, encouragement, job satisfaction, and work results. Good communication between workers will form working conditions with comfort that can make employees encouraged to perform well. Communication is very important as the main key to increase job satisfaction with employees. The role of communication to increase employee satisfaction results is very important because this system will provide work satisfaction in increasing employee productivity. The communication of each employee will explain the expectations in depth about his heart to someone, through

voice, body language, and gestures, and so on. The smoother it will be able to communicate which is carried out in making the scope work optimally.

The work environment includes both physical and psychological aspects of the workplace. In addition to involving the physical condition of the workplace, the work environment also includes psychological elements that affect performance. A positive scope of work will provide positive support for workers or staff. Conversely, the scope of work that is not ideal in an organization will be a decrease in the performance drive of employees or staff. (Robi, et. all., 2016)

Attention to the work environment and organization is very important because it has a direct impact on employees. A positive work environment will increase employee work production, while a bad environment will minimize productivity. The state of the work environment is felt positive when employees carry out their work effectively in a healthy, safe, and comfortable environment. The importance of the quality of the work environment has been a crucial factor for a long time. Conversely, a bad environment will have a negative impact on production, thus hindering the achievement of the company's work effectively. (Arisma, 2023).

PD Semangat Jaya is a company in the industrial sector located in Bangunsari Village, Negeri Katon District, Pesawaran Regency, Lampung. This is inseparable from the Company's problems that are directly related to employees, especially in problems related to satisfaction at work. From information from a respondent in PD Semangat Jaya, it was found that the lack of appreciation by his superiors for employee performance, makes it a challenge to communicate between genders which makes it awkward to decide to carry out communication between genders, so that awkwardness between employees with a young age will encourage communication with senior employees, the breadth of the office that is not optimal will make employees uncomfortable to work. Thus, the author is interested in conducting research entitled "The Influence of Communication and Work Environment on Employee Job Satisfaction in PD Semangat Jaya".

2. Theoretical Background

This section describes the theoretical framework/review of previous research, and the development of hypotheses (for research articles). Thought (conceptual) articles should present discussions regarding the issues/issues raised in the introduction.

Based on opinions (Afandi, 2018) Job satisfaction is effective behavior for workers, including the sense and behavior of their work through the assessment of a performance that becomes a feeling of appreciation to achieve the most important assessment at work. Satisfaction at work will have various dimensions. Generally, the stages reviewed are satisfaction with the job, wages, promotions, relationships between supervisors and workers, and colleagues. Each dimension shapes overall satisfaction with the job, but the work will have a different meaning for other individuals. Job satisfaction of each individual has a variety of influential things, so that in forming a sense of satisfaction with employee performance in the company makes managers have to review each of these things in avoiding a problem that if left unchecked can cause problems in the company. Indicators of satisfaction are salary, recognition, and promotion (Afandi, 2018). Job satisfaction can be achieved if the satisfaction indicators are met. The above opinion is in line with Dunan and Siti's (2022) opinion that job satisfaction is closely related to bonuses, disproportionate workload, ineffective employee communication, the absence of supervision by the Company during working hours, so that this has an impact on employee satisfaction because the output of work that should be of quality is hampered.

Based on Hutapea and Nuriana's opinion in (Siahaan and Masriah, 2022), communication is interpreted as a relationship between the two individuals and in depth about the stages in transferring information, ideas, suggestions, messages, and so on by adapting or using oral and written communication. Communication activities are things that cannot be separated from daily activities. A person can carry out work with a sense of dependency through communicating. Communication is a means by which people will clarify their expectations by coordinating, this makes employees achieve company goals optimally. Indicators in communicating are understanding, joy, impact in behavior, good relatedness, and behavior. This communication will form a healthy scope of work, because workers have the right to argue and complain. In organizational matters, good communication will be important in achieving its goals. (Yogi, 2023)

According to (Sedarmayanti, 2018) the work environment in a company must be reviewed, because the scope of work directly affects employees. The state of the scope of work is considered effective if humans can carry out activities optimally, healthy, peaceful, and prosperous. This suitability can be reviewed for a long time. The scope of work that is not optimal will make workers and the time given will be a lot and does not encourage the design of the system to work effectively. The indicator of the scope of physical work is air circulation, lighting, layout, noise, decoration and facilities. While the indicator of the scope of non-physical work is the relationship between leaders and their relationships between colleagues (Afandi, 2018).

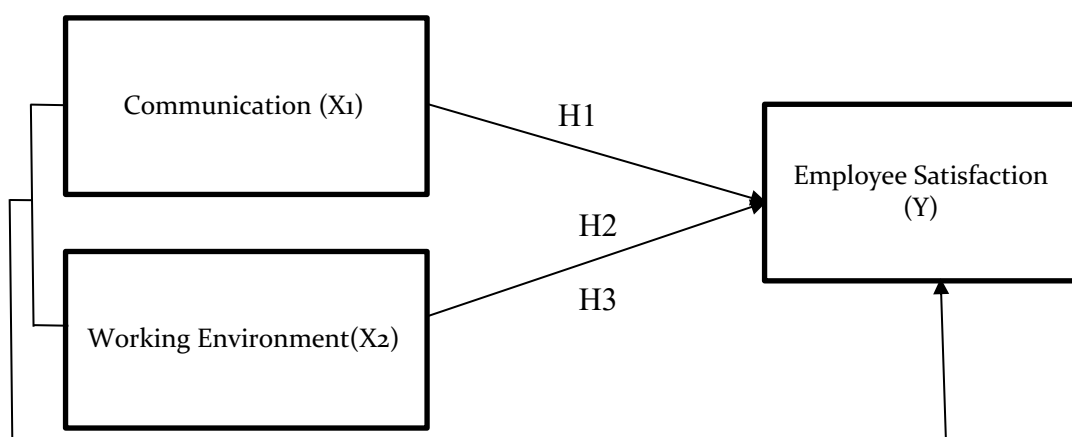


Figure 1. Frame of Mind

3. Methods

The method used in the research is a quantitative approach. Based on (Sugiyono, 2019) the quantitative approach is interpreted as a research approach based on the philosophy of positivism, used in conducting research in populations and samples. Techniques in taking samples are generally carried out randomly, data collection is carried out with research instruments, data analysis using quantitative and statistical analysis which aims to test hypotheses that have been applied. The data source used in the research uses primary data that researchers get directly from the source.

The data analysis technique uses quantitative analysis, where the analysis intends to review various quantitative impacts on changes in a thing or a number of other events using validity and reality testing techniques. In addition, it uses assumption testing such as normality tests. Data analysis techniques in the form of Multiple Linear Regression in which Test F, Test t, R² are contained. And data analysis techniques using the help of SPSS Version 25.

According to (Sugiyono, 2019) population is a generalization area that continues from: objects / subjects that are of quality and characteristics according to the provisions of writing in understood and then concluded. While the population in the research is all employees of PD Semangat Jaya with a total of 38 employees. Then the sampling used in this study is a type of saturated sampling or census, which involves all members of the population. So that this sampling becomes a technique in determining samples according to consideration of the purpose of the study. The sample in the research was 38 employees of PD Semangat Jaya.

The method of collecting data used in the research is the distribution of questionnaires to related research subjects. The questionnaire used is a Likert scale questionnaire with a scale of SS = Strongly Agree (5), S = Agree (4), KS = Disagree Less (3), TS = Disagree (2), STS = Strongly Disagree (1). The data used through the questionnaire was carried out by providing a number of written questions to related respondents and variables tested in the research, and each answer was given an assessment. The step in collecting data was carried out through questionnaires used in obtaining data on communication relationships and work environments to the satisfaction of employees in PD Semangat Jaya.

4. Results and Discussion

Data analysis with SPSS system for Windows Vers.25.0. Based on the stages of analysis, namely:

4.1 Test Validity and Reliability

4.1.1 Validity Test

This test is used in measuring the validity of a questionnaire (Ghozali, 2012). This test is carried out with bivariate correlation in calculating the correlation between the value of each question and the number of variable values, the policy R is calculated to exceed the R table of each item of the question. Below are the results of testing the validity of each indicator.

Table 1. Validity Test Results

Variable	No items	R count	R table	Information
Communication (X1)	Items1	0,632	0,361	Legitimate
	Items2	0,490	0,361	Legitimate
	Items3	0,691	0,361	Legitimate
	Items4	0,603	0,361	Legitimate
	Items5	0,654	0,361	Legitimate
	Items6	0,495	0,361	Legitimate
	Items7	0,538	0,361	Legitimate
	Items8	0,494	0,361	Legitimate
	Items9	0,398	0,361	Legitimate
	Items10	0,633	0,361	Legitimate
Work Environment (X2)	Items1	0,839	0,361	Legitimate
	Items2	0,912	0,361	Legitimate
	Items3	0,732	0,361	Legitimate
	Items4	0,808	0,361	Legitimate
	Items5	0,815	0,361	Legitimate
	Items6	0,631	0,361	Legitimate
	Items7	0,710	0,361	Legitimate
	Items8	0,815	0,361	Legitimate
	Items9	0,902	0,361	Legitimate
	Items10	0,902	0,361	Legitimate
Job Satisfaction (Y)	Items1	0,873	0,361	Legitimate
	Items2	0,744	0,361	Legitimate
	Items3	0,896	0,361	Legitimate
	Items4	0,879	0,361	Legitimate
	Items5	0,606	0,361	Legitimate
	Items6	0,696	0,361	Legitimate
	Items7	0,823	0,361	Legitimate
	Items8	0,896	0,361	Legitimate
	Items9	0,879	0,361	Legitimate
	Items10	0,891	0,361	Legitimate

Source: Data processed using IBMSPSS25 (2023)

From the table of validity test results can be found if all variable question items, said to be valid because of the comparison of the calculated r score and r table. With the number of samples (n) = 38, the question items of communication variables (X1), work environment (X2), and job satisfaction (Y) are declared valid because r counts > r table.

4.1.2 Reliability Test

Reliability is a means of measuring a questionnaire as an indicator of variables and constructs (Ghozali, 2012). The measurement tool used in reliability testing is using the Cronbach's alpha score (α).

Table 2. Reliability Test Results

Variable	Cronbach's Alpha	Information
Communication (X1)	0,756	Reliable
Work Environment (X2)	0,940	Reliable
Job Satisfaction (Y)	0,949	Reliable

Source: Data processed with IBM SPSS 25 (2023)

A variable is considered reliable if it gives a Cronbach's alpha (α) score of > 0.70. The results of this test can be reviewed in table 2 which reviews the Cronbach's alpha score for all variables above > 0.70, so that conclusions are drawn if the variable question items (X1, (X2), and (Y) will be believed to be used as a means of measuring variables.

4.2 Multiple Linear Regression Test

The statistical analysis used in the research is multiple linear regression. The analysis is used in finding the relationship of independent variables to dependent variables, namely Communication (X1), and Work Environment (X2, to job satisfaction (Y). Based on the results of SPSS testing, regression results were obtained, namely:

Table 3. Multiple Regression Test

		Coefficients ^a				
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.349	7.660		-1.873	.069
	Communication	.306	.177	.074	1.731	.092
	Work Environment	1.013	.045	.963	22.431	.000

a. Dependent Variable: Job Satisfaction

Source: Data processed with IBM SPSS 25 (2023)

From table 3, the regression formula formed in the regression test is:

$$Y' = 14.349 + 0.306 X1 + 1.013 X2$$

Information:

- Y' = Job satisfaction
- a = Constant,
- B1, B2 = Regression coefficient,
- X1 = Communication
- X2 = Work Environment

Based on the formula above, a number of things can be identified, namely:

- 1) A constant score of 14.349 says if the independent variable is considered a constant, so that the working average (Y) is 14.349

- 2) The regression coefficient score of the Communication variable (X1) of 0.306 explains that every additional communication of 1000 can increase Job Satisfaction by 306.
- 3) The Regression coefficient score of the Work Environment variable (X2) of 1.013 explains that every addition of 1000 Work Environments can increase Job Satisfaction by a number of 013.

4.3 Simultaneous Test (F Test)

This test aims to find whether all independent variables will enter the method that affects the independent variable simultaneously. Based on the characteristics of the trial, Ha is approved if the sig value < 0.05, while the calculation results of the F test can be reviewed in the table below:

Table 4. F Test

ANOVA ^a						
Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	4123.928	2	2061.964	253.746	.000b
	Residuals	284.414	35	8.126		
	Total	4408.342	37			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Work Environment, Communication						

Source: Data processed with IBM SPSS 25 (2023)

Ho: Simultaneously there was no significant relationship between communication, work environment, and job satisfaction.

Ha: Simultaneously there is a significant relationship between communication, work environment and job satisfaction.

Based on table 4, the value of sig.<0.05 is 0.000<0.05, so conclusions can be drawn if Ha is approved. While a significant score explains a score of 0.000. This will have a significant effect between each independent variable and simultaneously the dependent variable.

4.4 Partial Test (T Test)

This test generally explains the extent to which the relationship of an independent variable to an individual will explain the variance of the dependent variable. There are test characteristics, Ha is approved if t table > t is calculated > t table, and Ha is not accepted if -t table < t is calculated < t table, and the sign score < 0.05. The results of the t-trial calculation can be reviewed, namely:

Table 5. Test t

Coefficients ^a						
Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.349	7.660		-1.873	.069
	Communication	.306	.177	.074	1.731	.092
	Work Environment	1.013	.045	.963	22.431	.000
a. Dependent Variable: Job Satisfaction						

Source: Data processed with IBM SPSS 25 (2023)

Hypothesis 1. The effect of communication (X1) on job satisfaction (Y).

For the communication variable (X1) can be known in the table. 5 above, namely the calculated t value of 1.731 against the coefficient standard betha 0.074 while the significant score exceeds the alpha score of 5% (0.05) of (0.092 < 0.05). So, Ha is not approved, while H0 is approved, so the communication variable (X1) does not have a significant effect on Job Satisfaction (Y).

Hypothesis 2. The effect of the work environment (X2) on job satisfaction (Y).

In the Work Environment variable (X2) can be known in table 5 if the calculated t score is 22.431 against the standard betha coefficient of 0.963 while the significant score is less than the alpha score of 5% (0.05) of a number (0.000 < 0.05). This means that Ho is not approved, while Ha is approved, so that the work environment variable (X2) has a significant impact on Job Satisfaction (Y).

4.5 Coefficient Determination Test (R2)

This test is used to calculate how much the model is able to explain the dependent variable. The results of measuring the coefficient of determination can look as below:

Table 6. Coefficient of Determination

Model Summary				
Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.967a	.935	.932	2.851

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

Source: Data processed with IBM SPSS 25 (2023)

From the results of data processing, it was found that if the R2 score was 0.967, this identified the large role between communication and work scope to work satisfaction of 0.967 or 96.7%. In contrast, residues of 0.033 and 3.3% were contributed from other factors that were not in the study.

4.6 Discussion

4.6.1 The effect of communication (X1) on job satisfaction (Y)

The results of the study explained that communication (X1) did not have a significant impact on employee job satisfaction. The regression coefficient shows if the calculated t score is 1.731 which is a standard betha coefficient of 0.074, while the score significantly exceeds the alpha score of 5% (0.05) of (0.092 > 0.05). This means that communication does not have a significant relationship with the satisfaction of PD Semangat Jaya employees. This is in line with the research carried out (Hardianti & Jaenab, 2021) where the Communication variable does not have a significant and partial impact on Job Satisfaction at the Soromandi Subdistrict Office, Bima Regency.

The concept of communication relationship with job satisfaction from reference to ideas in development (Hamali, 2016) if communication that takes place optimally in the company can make it easier for each person to carry out performance as a responsibility. This explains that communication is the most important unit in work life that is easy to understand. Because ineffective communication can result in the sustainability of the Company, such as problems between employees. Effective communication will increase mutual understanding, cooperation, and job satisfaction.

From the theory above, researchers can draw conclusions if not all individuals can carry out communication optimally. Sometimes misunderstandings arise when carrying

out communication in receiving messages and mis meaning in the content of the message explained, resulting in disappointment and wrong assumptions. Especially in a company if workers misinterpret messages from leaders and colleagues, employees can be difficult when working on their duties because employees are reluctant to carry out communication that will cause dissatisfaction at work.

4.6.2 The Effect of Work Environment (X2) on Job Satisfaction (Y)

Data analysis conducted using SPSS confirmed the H2 hypothesis which states that the work environment has a large and beneficial influence on employee happiness at work. A mark value of $0.000 < 0.05$ indicates that the scope of work has a significant positive influence on job satisfaction results. The results of this study are in line with research conducted by Purnawati et al. (2021) which states that work environment factors have a good and large influence on the job satisfaction of Mizu Villa workers. The findings of this study will be corroborated by research conducted by Sari (2018), which found a large and beneficial impact of work environment factors on teacher job satisfaction.

The work environment includes all elements around a person in his workplace, which has the potential to impact his performance and well-being. According to the argument of Pitaloka and Sofia (2014), when individuals are in a supportive atmosphere, the level of fatigue, monotony, and boredom is reduced, causing an increase in work performance. Factors that affect work happiness include the atmosphere or environment of the workplace. A suitable and safe working atmosphere fosters tranquility among workers and increases camaraderie among colleagues. An ideal and serene work environment is characterized by workers being able to carry out their duties with maximum efficiency. To provide a conducive physical work environment, it is advisable to carry out strategic planning to optimize job performance. The arrangement of office space is an important factor that contributes to employee productivity and satisfaction (Hasibuan, 2012).

Studies and discussions show that the work environment has a considerable influence on the job satisfaction of PD Semangat Jaya personnel. Increased comfort and fit of the work environment are directly correlated with increased job satisfaction.

4.6.3 The effect of communication (X1) and work environment (X2) on job satisfaction (Y)

Based on the data in table 4, the significance value is less than 0.05, which is 0.000, which means that a conclusion can be drawn if the alternative hypothesis (H_a) is accepted. A score of 0.000 indicates a significant result, so we adopt an alternative hypothesis (H_a). Furthermore, a significance value of $0.000 < \alpha$ indicates a statistically significant relationship between the independent variable and the dependent variable. Therefore, these findings suggest that a combination of independent factors has a major impact on the dependent variable.

5. Conclusion

The results of research on the relationship between Communication and Work Environment on Employee Job Satisfaction in PD Semangat Jaya on a total of 38 respondents, conclusions can be drawn, namely:

- 1) Communication does not have a positive and significant impact on employee job satisfaction. Not all individuals can explain communication effectively. Sometimes misunderstandings arise when carrying out communication or receiving the message,

errors in interpreting the content of the message explained, so that disappointment and misunderstanding can arise. From this arises a dissatisfaction at work.

- 2) The work environment has a positive and significant impact on employee job satisfaction. If the more effective the work environment, the greater the sense of satisfaction working with employees. An effective scope of work will include wise employee linkages, wisely implemented rules, effective air circulation and safety in a protected work scope that can make employees feel calm and comfortable for increasing work satisfaction.
- 3) From the results of the research described in the conclusions above, the research explained a number of suggestions, namely; For future research, you should be able to add other variables, namely safety assurance, leadership, company culture, and so on that will fully contribute to the dependent variable, namely job satisfaction.

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