Research Paper

The Influence of Work Environment and Work Facilities on Job Satisfaction with Motivation as an Intervening Variable in Regional Revenue Agency Labuhan Batu

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ABSTRACT

Employees are an important resource for the company, because they have the talent, energy and creativity that is needed by the company to achieve its goals. With employees who are able to run the company well, a company will be able to develop and achieve goals effectively and efficiently. This shows that employees are the main key to the success of a company. This study aims to determine whether the work environment and work facilities influence employee job satisfaction through motivation as an intervening variable at the Labuhanbatu District Revenue Agency. The study was conducted on 52 employees using a saturated sampling technique. The data collection technique used was primary data in the form of questionnaires and secondary data obtained through documentation studies. Data analysis techniques used quantitative data processed with the SPSS version 25 program, namely t test, coefficient of determination (R^2), Sobel test and path analysis. The results obtained in this study show 1) there is a significant influence between the Work Environment on motivation, 2) there is a significant effect between the Work Facilities variable on motivation, 3) there is an influence but not significant between the motivation variable on Job Satisfaction, 4) there is a significant influence between variable of Work Environment on Job Satisfaction, 5) there is a significant influence between Work Facilities variable on Job Satisfaction, 6) motivation variable cannot affect Work Environment variable on Job Satisfaction, 7) motivational variable cannot affect Work Facilities variable on Job Satisfaction.

Keywords: Work Environment, Work Facilities, Motivation, Job Satisfaction.

INTRODUCTION

Improving the quality of employees as an integral part of the process of developing human resources as a whole, improving human resources must be carried out in a directed, designed and mutually supportive manner between the existing components. Human resource development aims to improve the quality of employees so that they have reliable power. Improving the quality of employees can be achieved if agencies with a variety of diversity have the flexibility to organize management in accordance with the external and internal environment and the needs of employees with discipline (Syafaruddin,201:88).

The human resource is the main element in the process of implementing company management. Human resources in a company are employees. Employees are an important resource for the company, because they have the talent, energy and creativity that are needed by the company to achieve its goals. With employees who are able to move the company well, a company will be able to develop and achieve goals effectively and efficiently. This shows that employees are the main key to the success of a company.

Therefore, the success or failure of a company will be determined by human resource factors or employees in achieving goals.

In an organization's achievement of goals, supporting tools or facilities are needed that are used in the daily activities of the organization, the facilities used vary in shape, type and benefits, adjusted to the needs and abilities of the organization, the word facility itself comes from the Dutch "faciliteit" which means infrastructure or vehicle to do or facilitate something. Facilities can also be considered a tool. To achieve organizational goals, there are many supporting factors, one of which is that employee work facilities are a supporting factor for the smooth progress of the tasks they carry out, so that the work can be done as expected.

According to Ovidiu, (2013) in simple terms what is meant by a facility is a physical means that can process an input (input) towards the desired output (output). Furthermore, according to Rista (2014) facilities are providers of physical equipment to provide convenience to their users, so that the needs of these facility users can be met.

Employees are always consistent with their Job Satisfaction if the organization always pays attention to the environment where employees carry out their duties, for example co-workers, leaders, work atmosphere and other things that can affect a person's ability to carry out their duties. For this reason, the organization seeks to make policies, innovations and stability in order to face the demands of work facilities that support optimal employee work results.

Based on the phenomena that have occurred at the Labuhanbatu Regency Regional Revenue Agency, the researcher is interested in conducting a study that is related to this phenomenon.

MATERIALS & METHODS

The research was conducted at the Labuhanbatu Regency Regional Revenue Agency which is located at Jalan Gose Gautama No. 069 Rantauprapat. The population in this study were all permanent employees (PNS) at the Labuhanbatu Regency Regional Revenue Agency, recorded in December 2022, totaling 52 people. To test the validity and reliability of the instrument is to test the instrument to 52 respondents who are not included in the research sample. Thus, the number of respondents to be tested in this study were 52 respondents outside the respondents who were sampled in the study, Validity and reliability tests will be carried out on 52 employees at the Labuhanbatu Regency Regional Revenue Agency.

STATISTICAL ANALYSIS

The data analysis technique uses quantitative data processed with the SPSS version 25 program, including the t test, the coefficient of determination (R^2), the Sobel test and path analysis.

RESULT

The characteristics of respondents at the Labuhanbatu Regency Regional Revenue Agency in 2022 based on gender are as below:
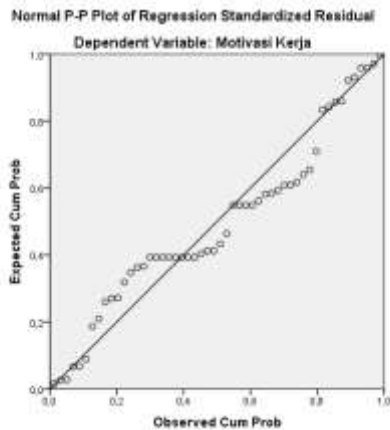
Table 1.2: Characteristics Of Respondents Based On Gender

No.	Gender	Total	Percentage
1.	Male	22	42.3
2.	Female	30	57.6
Total		52	100.0

From the table above, it can be seen that the majority of respondents are female with 30 employees (57.6%). While the number of male respondents was 22 employees (42.3%).

The data normality test used in this study was carried out with the normality plot test by looking at the P-Plot graph. The basis for decision making is if the data spreads around the diagonal and follows the direction of the diagonal line, then the path model fulfils the assumption of normality. The results of the normality test carried out are shown in the following figure:

Table 2.1: Normality Test Results of Sub Model I

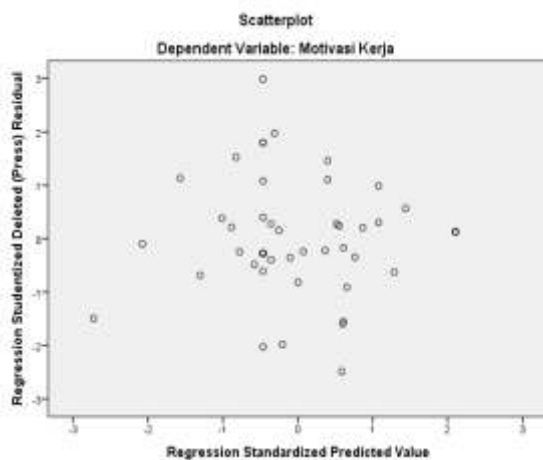The results of multicollinearity testing can be seen that the VIF and tolerance values are as follows: The Work Environment variable (X1) has a VIF value of 1.713 and a tolerance of 0.584. The Work Facility variable (X2) has a VIF value of 1.713 and a tolerance of 0.584. From these provisions that if the VIF value < 10 and tolerance >0.10, there are no symptoms of multicollinearity and the values obtained from the calculation are in accordance with the provisions of the VIF and tolerance values, it can be concluded that the independent variables do not occur multicollinearity so that the model has met the requirements of classical assumptions in regression analysis.

Table 3.1: Multicollinearity Test Table Sub Model I

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	Collinearity Statistics	
		B	Std. Error	Beta	Tolerance	VIF
1	(Constant)	5,506	4,523			
	Work Environment	,361	,119	,368	,584	1,713
	Work Facilities	,521	,134	,470	,584	1,713
a. Dependent Variable: Lingkungan Kerja						

Table 4.1: Heteroscedasticity Test Results Sub Model I

The scatterplots graph in the figure above shows that the points spread randomly and are spread both above and below the number 0 on the Y axis and do not form a certain regular pattern, it can be concluded that there is no heteroscedasticity in the regression model. So it can be concluded overall that the regression model meets the requirements of the classical assumption test.

The hypothesis states that Work Environment (X1), Work Facilities (X2), have a positive and significant effect on Work Motivation (Z).

Table 5.1: Sub Model I t Test Results

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,506	4,523		1,217	,229
	Work Environment	,361	,119	,368	3,037	,004
	Work Facilities	,521	,134	,470	3,876	,000
a. Dependent Variable: Motivasi Kerja						

In the table, the t statistical test is obtained as follows: 1) Work Environment variable (X1) with a probability level of 0.000. Thus it can be concluded that $P = 0.004 < \alpha = 0.05$, accept the hypothesis that the Work Environment has a significant effect on job satisfaction variables. 2)Work Facility Variable (X2) with a probability level of 0.000. Thus it can be concluded that $P = 0.000 < \alpha = 0.05$, then accept the hypothesis

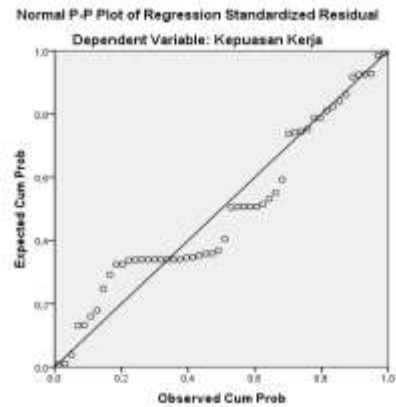that the Work Facility variable has a significant effect on the job satisfaction variable.

Accordingly, the path analysis equation can be arranged as follows:

$$Z = 0.368 \; X_1 + 0.470 \; X_2$$

Referring to the regression output of Sub Model I, it can be seen that the significance value of the two variables, namely Work Environment (X1) = 0.004 and Work Facilities (X2) = 0.000. These results provide a conclusion that the regression of Sub Model I, namely the Work Environment variable (X1) has a significant effect on Work Motivation (Z), and the Work Facility variable (X2) has a significant effect on Work Motivation (Z). The amount of R2 or R Square value contained in the Model Summary table is 0.368. This shows that the contribution or contribution of the influence of the Work Environment (X1) and Work Facilities (X2) variables to the Work

Motivation (Z) variable is 80%, while the remaining 20% is the contribution of other variables not included in the study. Meanwhile, the value of $\dot{\varepsilon}1$ can be found by the formula $\dot{\varepsilon}1 = \sqrt{(1-0.580)} = 0.648$.

Table 6.1: Normality Test Results of Sub Model I

Based on the normal plot graph above, it can be concluded that the data spreads around the diagonal line and follows the direction of the diagonal line. This shows that the residual data is normally distributed.

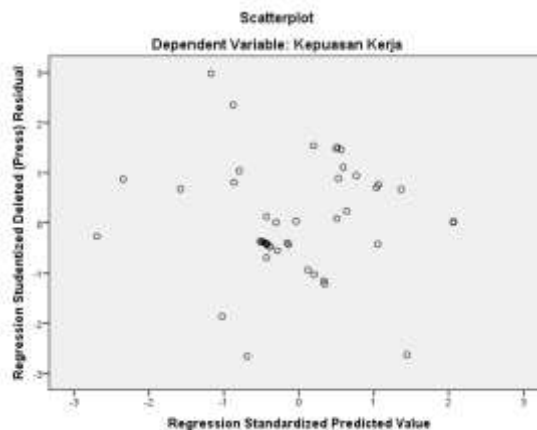**Table 7.1: Multicollinearity Test Table Sub Model II**

Coefficients^a					
Model		**Unstandardized Coefficients**		**Standardized Coefficients**	**Collinearity Statistics**
		B	Std. Error	Beta	Tolerance	VIF
1	(Constant)	7,873	5,668			
	Work Environment	,498	,160	,466	,491	2,035
	Work Facilities	,374	,190	,310	,447	2,238
	Work Motivation	-,031	,176	-,029	,420	2,379
a. Dependent Variable: Kepuasan Kerja						

The results of multicollinearity testing can be seen that the VIF and tolerance values are as follows: The Work Motivation variable has a VIF value of 2.379 and a tolerance of 0.420.

The Work Environment variable has a VIF value of 2.035 and a tolerance of 0.491. The Work Facility variable has a VIF value of 2.238 and a tolerance of 0.491.

Table 8.1: Heteroscedasticity Test Results Sub Model II

The scatterplots graph in the figure above shows that the points spread randomly and are spread both above and below the number 0 on the Y axis and do not form a certain regular pattern, it can be concluded that there is no heteroscedasticity in the regression model.

Table 9.1: Sub Model II t Test Results

Coefficientsa						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7,873	5,668		1,389	,171
	Work Environment	,498	,160	,466	3,112	,003
	Work Facilities	,374	,190	,310	1,972	,054
	Work Motivation	-,031	,176	-,029	-,177	,860
a. Dependent Variable: Kepuasan Kerja						

Work Motivation Variable (Z), with a probability level of 0.860. Thus it can be concluded that P = 0.860 < á = 0.05, then accept the hypothesis that the Job Satisfaction variable has an effect but is not significant to Job Satisfaction. Work Environment variable (X1), with a probability level of 0.003. Thus it can be concluded that P = 0.003 > á = 0.05, then reject the hypothesis which states that the Work Environment variable has a significant effect on Job Satisfaction. Work Facility Variable (X2), with a probability level of 0.002. Thus it can be concluded that P = 0.002 < á = 0.05, then reject the hypothesis which states that the Work Facility variable has a significant effect on Job Satisfaction.

Y = 0.466 X1 + 0.310X2 + 0.029 Z

$$Z = \frac{ab}{\sqrt{(b^2 SE_a^2 + a^2 SE_b^2)}}$$

From the results of the calculation of the Sobel test above, the t value is 20.533, so that the calculated t value is 20.533> t table 3.112, it can be concluded that the work motivation variable is able to mediate the relationship between the influence of the Work Environment on Job Satisfaction.

The results of the Sobel formula also get a t value of 2.477, so that the calculated t value is 2.477> t table 1.972, it can be concluded that the work motivation variable is able to mediate the relationship between the effect of Work Facilities on Job Satisfaction.

Path Analysis of Sub Model II

Y = 0.466 X₁ + 0.310 X₂ + 0.029 Z

The analyzed results show that the direct effect given by Work Environment (X1) to Job Satisfaction (Y) is 0.466. While the indirect effect of Work Environment (X1) on Job Satisfaction (Y) through Work Motivation (Z), namely 0.368 x 0.310 = 0.144. Then the total effect given by the Work Environment variable (X1) on Job Satisfaction (Y) is the direct effect plus the indirect effect, namely 0.466 + 0.144 = 0.61. Based on the results of the above calculations, it can now be seen that the direct effect value is 0.029 and the indirect effect is 0.145, which means that the direct effect value is greater than the indirect effect value. These results indicate that indirectly the Work Facility variable (X2) through Work Motivation (Z) has no significant effect on Job Satisfaction (Y).

No.	Pengaruh	Pengaruh Langsung	Pengaruh Tidak Langsung	Pengaruh Total
1	X1 → Y	0.466	0.368 x 0.310 = 0.144	0.610
2	X2 → Y	0.029	0.470 x 0.310 = 0.145	0.174

DISCUSSION

The Work Environment variable has a positive and significant effect on work motivation at the Labuhanbatu Regency Regional Revenue Agency. The Work Environment variable has a regression

coefficient value of 0.368 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Work Environment variable will increase the work motivation value of employees of the Labuhanbatu Regency Regional Revenue Agency by 0.368 per one unit score.

The Work Facility variable has a positive and significant effect on work motivation at the Labuhanbatu Regency Regional Revenue Agency. The Work Facility variable has a regression coefficient value of 0.470 which has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Work Facility variable will increase the work motivation value of employees of the Labuhanbatu Regency Regional Revenue Agency by 0.470 per one unit score.

The Work Environment variable has a positive and insignificant effect on Job Satisfaction at the Labuhanbatu Regency Regional Revenue Agency. The Work Environment variable has a regression coefficient value of 0.466 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Work Environment variable will increase the value of Job Satisfaction of employees of the Labuhanbatu Regency Regional Revenue Agency by 0.466 per one unit score.

The Work Facility variable has a positive and insignificant effect on Job Satisfaction at the Labuhanbatu Regency Regional Revenue Agency. The Work Facility variable has a regression coefficient value of 0.029 has a unidirectional effect, which means that each addition or increase in the value of one unit score of the Work Facility variable will increase the value of Job Satisfaction of the Labuhanbatu Regency Regional Revenue Agency by 0.002 per one unit score.

Based on the results of the Sobel test calculation, it is known that the t value is 4.195, so that the calculated t value is 4.195> t table 0.366, it can be concluded that the job satisfaction variable is able to mediate the relationship between the effect of Work Environment on Job Satisfaction. And based on path analysis, it is known that the effect of Work Environment (X1) on Job Satisfaction (Y) of Labuhanbatu Regency Regional Revenue Agency employees is 71.6%, which consists of a direct effect of 80% and an indirect effect of Work Environment (X1) on Job Satisfaction (Y) through Work Motivation (Z) of 26.6%. The results of this calculation show that the direct effect of Work Environment (X1) on Job Satisfaction (Y) is greater than the indirect effect. Thus it can be said that the Work Environment is effective in increasing Job Satisfaction, in other words, it can be emphasized that the Work Environment (X1) has an influence if there is an increase in employee Job Satisfaction in carrying out their duties.

Based on the results of the Sobel test calculation, it is known that the t value is 3.820, so that the calculated t value is 3.820> t table 3.309, it can be concluded that the job satisfaction variable is able to mediate the relationship between the effect of Work Facilities on Job Satisfaction. And based on path analysis, it is known that the effect of Work Facilities (X2) on Job Satisfaction (Y) of Labuhanbatu Regency Regional Revenue Agency employees is 2%, which consists of a direct effect of 78.8% and an indirect effect of Work Facilities (X2) on Job Satisfaction (Y) through Work motivation (Z) of 65%. The results of this calculation show that the direct effect of Work Facilities (X2) on Job Satisfaction (Y) is smaller than the indirect effect. Thus it can be said that the effect of Work Facilities (X2) will be greater in increasing Job Satisfaction (Y) if done through Work Motivation (Z).

CONCLUSION

there is a significant influence between Work Environment variables on motivation, there is a significant influence between Work Facility variables on motivation, there is an influence but not significant between motivation variables on Job Satisfaction, there is a significant influence between Work Environment variables on Job Satisfaction, there is a significant influence between Work

Facility variables on Job Satisfaction, motivation variables cannot influence Work Environment variables on Job Satisfaction, motivation variables cannot influence Work Facility variables on Job Satisfaction.

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