

Effect of Competence, Work Discipline and Work Environment on Job Satisfaction at PT. Capella Dinamik Nusantara, Medan

Calen¹, Ali Syah Putra²

¹Sekolah Tinggi Akuntansi dan Manajemen Indonesia

²Universitas Pelita Harapan

Corresponding Author: Calen

ABSTRACT

This study aims to determine the effect of competence, work discipline and work environment on job satisfaction at PT. Capella Dinamik Nusantara, Medan. This research was conducted at PT. Capella Dinamik Nusantara, Medan which lasted for 6 months, starting from August 2020 to January 2021. Sampling in this study used a proportional random sampling method. The population in this study were all employees of PT. Capella Dinamik Nusantara, Medan, totaling 193 people. The number of respondents in this study was determined using the Slovin formula, namely 130 people. The instrument used to collect data was a questionnaire from the variables of competence, work discipline, work environment and job satisfaction. The data analysis tool in this study is multiple linear regression by performing a classical assumption test followed by a partial hypothesis test or t test, simultaneous hypothesis test or F test, and calculation of the coefficient of determination. Based on hypothesis testing both partially and simultaneously competence, work discipline and work environment have a positive and significant effect on job satisfaction at PT. Capella Dinamik Nusantara, Medan. The contribution of the competence, work discipline and work environment variables explains the job satisfaction variable of 0.514 or 51.4%. The rest of 0.486 or 48.6% is influenced by other independent variables not examined in this study.

Keywords: Competence, Work Discipline, Work Environment, Job Satisfaction

INTRODUCTION

When running a company business, it really requires a variety of resources, such as human resources, capital, materials and machines. Human resources are the only resources that have a sense of feeling, desire, skills, knowledge, encouragement, work power. All of these human resource potentials affect the organization's efforts to achieve goals. Human resources will help the company run effectively and efficiently so that it will increase competitiveness both at regional and international levels.

PT. Capella Dinamik Nusantara, Medan is a company engaged in the sale of motorbikes. Apart from distributing Honda Motorcycles through a dealer network, PT. Capella Dinamik Nusantara, Medan also sells Honda motorbikes directly to consumers, customer groups, agents through branch offices or marketing offices.

The development of PT. Capella Dinamik Nusantara, Medan itself is certainly supported by its human resources. Job satisfaction is an important factor that determines the seriousness of employees in doing their jobs so that organizational goals can be achieved. The high employee turnover rate as a reflection of not optimal job satisfaction is a challenge that is being faced by PT. Capella Dinamik Nusantara, Medan where this has an impact on the achievement of the overall vision and mission of the organization.

One of the factors that influence job satisfaction is competence. Competence has

a positive and significant effect on increasing employee job satisfaction (Ronny and Calen, 2019). Another factor that can affect job satisfaction is work discipline. Work discipline also affects the level of employee satisfaction in working in an organization (Dany et al., 2017). In addition, the work environment is also one of the factors that can affect the level of employee satisfaction in working for an organization (Novita et al., 2020). A good work environment will affect the perceived job satisfaction of employees.

LITERATURE REVIEW

2.1 Job Satisfaction

Robbins (2008), Job satisfaction is also a positive feeling about a job which is the result of an evaluation of several characteristics. Positive or negative feelings experienced by employees cause a person to experience job satisfaction and dissatisfaction.

Robbins and Judge (2015:108), job satisfaction is a positive feeling about work, which results from evaluating its characteristics. Someone with a high level of job satisfaction has positive feelings about their job, while someone with a low level of job satisfaction has negative feelings.

Whereas Luthans (2011) defines job satisfaction as the result of employees' perceptions of how well their jobs provide things that are considered important.

Luthans (2011:249) explains that there are five dimensions of job satisfaction, namely:

1. The Work Itself

In this case work provides interesting assignments, opportunities to learn and opportunities to accept responsibility.

2. Pay

The amount of salary received and the amount of this salary can be seen as things that are considered appropriate compared to other people in the organization.

3. Promotion Opportunities

Opportunities for advancement in the organization.

4. Supervision

The supervisor's ability to provide technical assistance and behavioral support.

5. Coworkers

The degree to which colleagues are technically skilled and socially supportive.

2.2 Competence

Davis and Newstrom (2009:299) stated that competence is the perspective of human capabilities and knowledge, especially the ability for various needs in business by minimizing costs and optimizing services to customers more, not less.

Torang (2014:53) states that competence is the ability (skills and knowledge) to carry out or carry out activities/jobs/tasks. Competence is also an individual characteristic that underlies performance or behavior in organizations.

Sedarmayanti (2009:126), competence is defined as skills, skills, abilities. Competence is the ability of an individual which is shown by performance in either position or job

Spencer and Spencer in Wibowo (2014:325), the dimensions of competence can be measured through five characteristics, namely:

1. Motive

A motive is something that those taking the action consistently think or want. Motive encourages, directs and chooses behavior towards a specific action or goal.

2. Nature

Traits are physical characteristics and consistent responses to situations or information.

3. Self-concept

Self-concept is a person's attitude, value, or self-image. Confidence is the belief that people can be effective in almost any situation is part of the self-concept.

4. Knowledge

Knowledge is information possessed by people in certain fields.

5. Skills

Skills are the ability to perform certain physical or mental tasks. Mental competencies or cognitive skills include both analytical and conceptual thinking.

2.3 Work Discipline

According to Sutrisno in Singodimedjo (2010:86), said discipline is the attitude of a person's willingness and willingness to obey and obey the regulatory norms that apply around them.

Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior, as well as an effort to increase awareness and willingness to obey all company regulations and prevailing social norms (Rivai, 2014).

Darmawan (2013) states that work discipline is defined as an attitude, behavior, and actions in accordance with the regulations of the organization in written or not.

Work Discipline indicators according to Hasibuan (2017) are as follows:

1. Goals and abilities

Goals and abilities also affect the level of employee discipline.

2. Exemplary leadership

Leadership role models are very important in determining employee discipline because leaders are used as role models and role models by their subordinates.

3. Remuneration

Remuneration (salary and welfare) also affects employee discipline because remuneration will give employees satisfaction and love for the company/job.

4. Justice

Justice contributes to the realization of employee discipline because the ego and human nature always feel important and ask to be treated the same as other humans.

5. Waskat

Waskat (sticky supervision) is the most effective and concrete action in realizing discipline for company employees.

6. Sanctions Punishment

Penalties play an important role in maintaining employee discipline.

7. Assertiveness

Leaders who dare to act decisively apply punishment for employees who are disciplined will be respected and recognized by their leadership by their subordinates.

8. Human Relations

Managers must strive to create an atmosphere of harmonious and binding human relations, vertical and horizontal among all their employees.

2.4 Work Environment

Nitisemito (2000) states that the work environment is everything that is around the workers that can influence him/her in carrying out the assigned tasks.

Sutrisno (2009) states that "The work environment is the entire work facilities and infrastructure around employees who are doing work which can affect the implementation of work".

According to Sedarmayanti (2009), the work environment is the entire tooling and materials faced, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups.

The work environment is a place where employees carry out their duties and is a working condition where employees live and work together in carrying out their duties and work (Ronny and Kuras, 2020).

Work environment indicators (Sedarmayati, 2011) are as follows:

1. Lighting

Light intensity that can help employees to facilitate their work activities.

2. Job Security

The percentage of security in the workplace can make employees comfortable at work.

3. Working Conditions

Workspace arrangement to make it easier for employees to interact socially with other employees.

4. The Relationship Between Employees and Leaders

Good interaction between employees and leaders can create a good atmosphere for work.

5. Use of Color

The use of appropriate colors will make the work atmosphere fun and make employees feel at home in the office.

2.5 Effect of Competence on Job Satisfaction

According to Sitorus et al. (2020) in their research, it states that competence has a positive and significant effect on employee job satisfaction at PT. Tirta Sumber Menara Lestari.

According to Aksan et al. (2017), in their research, competence has a positive and significant effect on job satisfaction. This shows that when the competence of the employee is good, the employee's job satisfaction will be better, conversely, if an employee does not have good competence, then the employee's job satisfaction will be low. Competence plays a very large role in increasing job satisfaction.

2.6 Effect of Work Discipline on Job Satisfaction

According to Dany et al. (2017) in their research, it shows that work discipline has a significant positive effect on job satisfaction. As long as the employee's work discipline is higher, the job satisfaction will also be higher.

According to Abu et al. (2019), in their research, work discipline has a positive effect on job satisfaction. This is proven, the higher the work discipline, the higher the job satisfaction of employees at the Semarang City Land Office.

2.7 Effect of Work Environment on Job Satisfaction

According to Aksan et al. (2017) in their research, it shows that the work environment has a positive and significant effect on job satisfaction. This illustrates that the better the support for the employee's

work environment, the more job satisfaction will be.

According to Novita et al. (2020) in the research results show that the work environment has a positive and significant effect on employee job satisfaction. In a good work environment it will provide personal comfort and can arouse employee morale so that employees can do their duties properly. With a good work environment will affect the perceived job satisfaction of employees. The good and bad of the environment will have an impact on the employees themselves in carrying out their duties.

RESEARCH METHODS

This research was conducted at PT. Capella Dinamik Nusantara which is located on Jalan Rahmadsyah No. 55-57 Medan. According to Sugiyono (2014) the definition of an associative quantitative research method is research that aims to determine the effect or relationship between two or more variables.

In this study, the associative research method is used to determine the magnitude of the influence between one variable and another. The populations in this study were all employees at PT. Capella Dinamik Nusantara with 193 employees. The sample was taken based on probability sampling technique, namely proportionate random sampling using the Slovin formula in order to obtain a sample size of 130 employees.

The research was conducted at a certain time (cross sectional) which reflected the phenomenon of a situation at a time in 2020. The variable measurement scale used in this study was the Likert scale. To test the model and hypothesis, multiple linear regression analysis was used, this study used SPSS version 25, hypothesis testing was carried out through the t test and the F test.

RESULT AND DISCUSSION

PT. Capella Dinamik Nusantara is a subsidiary of PT. Capella Medan, who has expertise in handling the marketing of

Honda motorcycles in the provinces of Nanggroe Aceh Darussalam, Riau and Riau Islands. Apart from distributing Honda Motorcycles through a dealer network, PT. Capella Dinamik Nusantara also sells Honda motorbikes directly to consumers, customer groups, agents through branch offices or marketing offices. With a complete choice of types and models, the after-sales network or known as AHASS (Astra Honda Authorizes Service Station) is ready to provide the best service to consumers with mechanics who have been trained and taken formal education as Astra Honda mechanics, Honda original spare parts are also easy to find. at an outlet or parts shop.

Before testing the hypothesis using the t test and the F test, a classical assumption test was carried out consisting of the normality test, multicollinearity test and heteroscedasticity test.

The results of the classical assumption test are as follows:

1. Normality Test

The normality test using the One Kolmogorov Smirnov method according to Priyatno (2014), the test criteria are:

- If the significance value >0.05 , the data is normally distributed.
- If the significance value <0.05 , then the data are not normally distributed.

Table 1. Nomality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		130
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.08943019
Most Extreme Differences	Absolute	.051
	Positive	.036
	Negative	-.051
Test Statistic		.051
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.		

The table above shows that the Asymp.Sig value is 0.200, this value indicates that the value is greater than 0.05, so it can be concluded that the data has met the requirements for a normally distributed residual data.

2. Multicollinearity Test

Multicollinearity can also be seen from (1) the value of tolerance and its counterpart (2) variance inflation factor (VIF). Tolerance measures the variability of the selected independent variable that is not explained by other independent variables. So a low tolerance value is the same as a high VIF value (because $VIF=1/Tolerance$). The cut-off value that is commonly used to indicate multicollinearity is a Tolerance value less than 0.10 or equal to a VIF value greater than 10 (Ghozali, 2016).

Table 2. Multicolonierity Test

Model		Coefficients ^a			t	Sig.	Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients			Tolerance	VIF
		B	Std. Error	Beta				
1	(Constant)	-7.128	1.875		-3.802	.000		
	X ₁	.459	.087	.366	5.263	.000	.779	1.283
	X ₂	.306	.055	.360	5.585	.000	.907	1.102
	X ₃	.345	.094	.254	3.687	.000	.792	1.263

a. Dependent Variable: Y

The multicollinearity test results show that the VIF and tolerance values are as follows: The competency variable has a VIF value of 1.283 and a tolerance of 0.779. The work discipline variable has a VIF value of 1.102 and a tolerance of 0.907. The work environment variable has a VIF value of 1.263 and a tolerance of 0.792. From these provisions that if the VIF value is <10

and tolerance >0.10 , there is no multicollinearity symptom and the values obtained from the calculation are in accordance with the VIF value and tolerance values, it can be concluded that multicollinearity does not occur between the independent variables.

3. Heteroscedasticity Test

According to Ghozali (2016), the heteroscedasticity test aims to test whether in the model there are variable inequalities

from the residuals of one observation to another. A good regression model does not occur heteroscedasticity.

Table 3. Heteroscedasticity Test

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	1.521	1.111		1.369	.173
	X ₁	.013	.052	.026	.258	.796
	X ₂	-.031	.032	-.089	-.955	.342
	X ₃	.047	.055	.084	.843	.401

a. Dependent Variable: ABSRES

The results show that there is no significant parameter coefficient for the independent variable, namely the competence variable $0.796 > \alpha = 0.05$; work discipline variable $0.342 > \alpha = 0.05$; work environment variable $0.401 > \alpha = 0.05$; it can

be concluded that the regression model does not have heteroscedasticity.

Based on the results of data processing that has been carried out, it can be seen that the relationship model from multiple linear regression analysis is seen from the following table:

Table 4. Multiple Linear Regression

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	-7.128	1.875		-3.802	.000
	X ₁	.459	.087	.366	5.263	.000
	X ₂	.306	.055	.360	5.585	.000
	X ₃	.345	.094	.254	3.687	.000

a. Dependent Variable: Y

The multiple linear regression analysis equation in this study is as follows:
 Job Satisfaction = -7.128 + 0.459 Competence + 0.306 Work Discipline + 0.345 Work Environment

Based on the above equation, it can be seen that the value of component a or a constant is -7.128, the value of component b1 or the regression coefficient for the competence variable is 0.459, indicating that the competence variable has a positive effect on job satisfaction, which means that the higher the competence, the more job satisfaction will increase and conversely, the lower the competence, the job satisfaction will decrease.

The component value of b2 or the regression coefficient for the work discipline variable is 0.306, indicating that the work discipline variable has a positive influence on the job satisfaction variable, which means that the higher the work

discipline, the higher the job satisfaction and vice versa, the lower the work discipline, the more job satisfaction will be decreased. The value of the b3 component or the regression coefficient for the work environment variable is 0.345, indicating that the work environment variable has a positive influence with the job satisfaction variable, which means that the higher the work environment, the job satisfaction will increase and vice versa, the lower the work environment, the more job satisfaction will be decreased.

The significance value in the multiple linear regression analysis shows that the p value sig or the significance value of the influence between the competence variables on job satisfaction is 0.000 where the p value sig or the resulting significance value is < 0.05 , it can be concluded that the regression effect among the competence variables on the job satisfaction variable in

this study is significant. The p value of sig or the significance value of the influence between work discipline variables on job satisfaction is 0,000 where the p value of sig or the resulting significance value is <0.05, it can be concluded that the regression of the influence between work discipline variables on job satisfaction variables in This research is significant, while the p value sig or the

significance value of the influence between work environment variables on job satisfaction is 0.000 where the p value sig or the resulting significance value is <0.05, it can be concluded that the regression of the influence between work environment variables the job satisfaction variable in this study is significant.

Table 5. Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.725 ^a	.525	.514	2.114

The calculation result of the coefficient of determination (adjusted R square) from IBM SPSS Statistics 25.0 for the contribution of competency, work discipline and work environment variables to job satisfaction variables is 0.514 or 51.4%. This shows that the contribution of the competency, work discipline and work environment variables to increasing the job satisfaction variable is 0.514 or 51.4%, while the remaining 0.486 or 48.6% is influenced by other variables not examined in this study.

CONCLUSION AND SUGGESTION

Conclusion

1. Competence has a positive and significant effect on job satisfaction at PT. Capella Dinamik Nusantara, which means that the more positive competence will have an effect on increasing employee job satisfaction.
2. Work discipline has a positive and significant effect on job satisfaction at PT. Capella Dinamik Nusantara, which means that the higher work discipline will have an effect on increasing employee job satisfaction.
3. Work environment has a positive and significant influence on job satisfaction at PT. Capella Dinamik Nusantara, which means that the higher the work environment of employees will have an effect on increasing employee job satisfaction.

4. Competence, work discipline, and work environment have a positive and significant effect on job satisfaction at PT. Capella Dinamik Nusantara. The contribution of competency, work discipline and work environment variables to increase job satisfaction amounted to 0.514 or 51.4%. The remaining 0.486 or 48.6% is influenced by other variables not examined in this study.

Suggestion

1. To improve the competence of employees at PT. Capella Dinamik Nusantara, especially related to expertise in their respective fields of work, company management is advised to design a continuous training program by conducting training need analysis to ensure what knowledge and skills are priorities to be improved and also evaluate the effectiveness of training programs in order to provide support which is optimal for increasing employee competence.
2. To increase work discipline at PT. Capella Dinamik Nusantara, one of which is by creating a fair reward & punishment system where employees who consistently apply work discipline will receive awards/rewards from companies such as salary increases, bonuses, while employees who violate discipline will get punishments such as giving warnings or warning letters.

3. In order to create a productive and comfortable work environment, management can make improvements in working conditions, where the work space is well regulated, such as using the open office concept so that interactions between employers and employees with leaders can run easily and be more open.
4. For further researchers, it is recommended to conduct research using other independent variables that have not been studied in this study, such as leadership, training, organizational culture and other variables.

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