

Effect Of Work Environment And Communication Work On Job Satisfaction Through Motivation PT. Indo Premier Sekuritas Indonesia

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ABSTRACT: *This study aims to determine the effect of work environment and communication on employee job satisfaction simultaneously and partially and know the influence of work environment and communication to job satisfaction through motivation. Research conducted on employees of PT. Indo Premier Securities. The sampling technique used saturated sample method involving 74 people. Data analysis using path analysis. The results showed that the variable work environment and communication affect the job satisfaction simultaneously. Work environment and communication variables affect the job satisfaction partially. Motivation variable does not mediate between work environment variable and communication to job satisfaction. This direct influence is bigger than indirect influence so it can be said that motivation variable is not an intervening variable.*

KEYWORDS: *Work environment, communication, motivation, job satisfaction*

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I. INTRODUCTION

Satisfaction is actually a subjective condition that is the result of a conclusion based on a comparison of what an employee receives from his job as expected, desired, and thought of as appropriate or entitled to it. While every employee/employee subjectively determines how the job is satisfactory.

Job satisfaction is closely related to attitudes of employees to their own work, work situation, cooperation between leaders and employees. To bring job satisfaction, Herzberg suggests that companies do job enrichment, which is an effort to create jobs with greater challenges, responsibilities, and autonomy. In the world of satisfaction work, one of them can refer to the compensation provided by the entrepreneur, including salary or rewards and other work facilities such as official homes and work vehicles. The context of "satisfied" can be viewed from two sides, the individual will feel satisfied when experiencing things.

Human life can not be separated from the various circumstances surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances surrounding environment. the work environment is defined as a condition relating to the characteristics of the place of work to the attitudes and attitudes of employees where it is related to the occurrence of psychological changes due to things experienced in the work or in certain circumstances that must continue to be noticed by the organization that includes boredom work, monotonous work, and fatigue

Other studies suggest that the work environment has an effect on job satisfaction. The higher the working environment the greater job satisfaction (Raziq and Maulabakhsh, 2015). The research was conducted on a number of employees at educational institutions, banking sector and telecommunication industry operating in Pakistan.

II. LITERATURE REVIEW

Job Satisfaction

Job satisfaction according to Martoyo (1992: 115), is basically one of the psychological aspects that reflects one's feelings towards his work, he will feel satisfied with the suitability of his ability, skill, and expectations with the work he faces. Satisfaction is actually a subjective condition that is the result of a conclusion based on a comparison of what the employee receives from his job than expected, desired, and thought of as appropriate or entitled to it. While every employee/employee subjectively determines how the job is satisfactory.

According to Tiffin in As'ad (1995: 104) job satisfaction is closely related to attitudes of employees to their own work, work situation, cooperation between leaders and employees. Meanwhile, according to Blum in

As'ad (1995: 134) argued that job satisfaction is a general attitude that is the result of some special attitudes toward work factors, adjustments and individual social relationships outside of work.

From these limitations on job satisfaction, it can be concluded simply that job satisfaction is a person's feelings toward his work. This means that the conception of job satisfaction sees it as the result of human interaction with the work environment.

In the opinion of Robbins (2004: 91), the term job satisfaction refers to the general attitude of an individual to the work he does. A person with a high level of job satisfaction shows a positive attitude towards the work; someone who is dissatisfied with his or her job shows a negative attitude toward the job, because in general if people talk about employees, more often they mean job satisfaction.

Hasibuan (2006: 202) job satisfaction is a pleasant emotional attitude and loves his job. This attitude is reflected by work morale, discipline, and work performance. Job satisfaction is enjoyed at work, out of work, and in combination between the two. Rivai (2004: 475) satisfaction is an evaluation that describes a person's feelings of pleasure or dissatisfaction at work. Meanwhile, according to Cherington (2010) "job satisfaction basically refers to how much an employee likes his job"

Factors that affect job satisfaction can basically be two parts: intrinsic factors or factors that come from within the employee itself such as expectations and needs of the individual and the second is extrinsic factors, extrinsic factors are factors that come from employees such as company policy, the physical condition of the working environment, the interaction with other employees, the payroll system, etc. Theoretically, the factors that can influence the satisfaction of the work are very numerous, such as leadership style, behavior, a locus of control payroll expectation, and work effectiveness.

Factors commonly used to measure employee job satisfaction are: (a) job content, actual job performance and job control; (b) supervision; (c) organization and management; (d) an opportunity to advance; (e) salaries and other financial benefits such as incentives; (f) co-workers; and (g) working conditions (Chruden& Sherman, 1972: 312-313).

Work Environment

The work environment is the social, psychological, and physical life within the company that affects workers in performing their duties. Human life can not be separated from the various circumstances surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances surrounding environment.

Similarly, when doing work, employees as human beings cannot be separated from various circumstances around where they work, namely the work environment. During the work, each employee will interact with the various conditions contained in the work environment.

The work environment is something that exists around the workers and that affects itself in carrying out the tasks it imposes (Nitisemito, 1992: 25). Furthermore, according to Sedarmayanti (2001: 1) work environment is whole tooling tools and materials encountered, the environment surrounding where a person works, methods of work, as well as an arrangement of work either as individuals or as a group.

According to Schultz & Schultz (2006) the work environment is defined as a condition relating to the characteristics of the place of work to the behavior and attitude of employees where it is related to the occurrence of psychological changes due to things experienced in the work or in certain circumstances that should continue to be noticed by organizations that include work boredom, monotonous work, and fatigue

According to Bambang (1991: 122), the work environment is one of the factors that affect the performance of an employee. An employee who works in a work environment that supports her to work optimally will produce a good performance, on the contrary, if an employee working in an inadequate work environment and not support to work optimally will make the relevant employee become lazy, tired so that performance the employee will be low.

From some opinions above can be concluded that the work environment is everything that is around employees at work, whether physical or non-physical, direct or indirect, which can affect him and his work while working.

According to Ishak and Tanjung (2003), the benefits of the working environment is to create a passion for work, so that productivity and job performance increases. Meanwhile, the benefits of working with motivated people are that work can be done properly, which means that the work is done according to the correct standards and on a specified timescale. Her work performance will be monitored by the individual concerned, and will not result in too much supervision and the fighting spirit will be high.

Communication

Communication is the transfer of information and understanding from someone to someone. For transferring the information referred to in the communication, a communication process is required.

According to Webster New Collegiate Dictionary "the term communication comes from the Latin term *Communicare*, past participle form of *communicatio* and *communicatus* which means a tool to communicate especially a delivery and receiving system news, such as telegraph, radio, etc.". Gibson and Ivan (2012: 84) suggest "Communication is the transmission of information and understanding, about verbal or non-verbal symbols ". "Communication is the process of understanding in the form of ideas or information from one person to another.

Luthan (2006) provides an understanding that directly leads to organizational change and development that can only occur through the development of human resources in their respective environments. To achieve the goals of the organization will require a good communication, where there is a tangle of understanding of the communication so as to understand and implemented between the parties one by the other parties of this Communication is important in an organization to achieve its objectives. Newstrom and Davis (2004: 151) argue that "the absence of the employee communication cannot be pulled know what works, the leadership cannot accept the input of information, and other supervisors cannot give instructions backs". Robbins (2013) mentions that "communications help develop motivation by explaining to employees what to do, how well they work, and what can be done to improve sub-standard performance."

Gibson et al (2012: 241) suggest that "communication can flow from higher to lower levels of the organization; including management policies, instructions, and official memos ". Handoko (2013: 280) states that "down-ward communication starts from top management and then flows down through management levels down to the bottom line personnel and personnel." From some of these opinions, it can be concluded down communication is the communication flowing from the top management then flows down through the levels of management down to the line employees and personnel bottom to deliver the objectives.

Motivation

Motivation is a drive of will that causes a person to perform an action to achieve a certain goal. Motivation comes from the word *motif* which means "encouragement" or stimulus or "driving force" that exists within a person. According to Weiner cited Elliot et al. (2000), motivation is defined as an internal condition that awakens us to action, encourages us to achieve certain goals, and keeps us interested in certain activities.

According to Uno (2007), motivation can be interpreted as an internal and external impulse in a person who is indicated by the existence; desires and interests; encouragement and need; hopes and aspirations; appreciation and respect. According to Weiner cited Elliot et al. (2000), motivation is defined as an internal condition that awakens us to action, encourages us to achieve certain goals, and keeps us interested in certain activities. Motivation is the impact of one's interaction with the situation it faces (Siagian, 2005).

Motivation becomes a force, a force or power, or a complex state and a willingness in the individual to move toward a certain goal, whether consciously or unconsciously (Makmun, 2003).

A person's motivation can be generated and grows through himself-intrinsically and from the extrinsic environment (Elliot et al., 2000; Howard, 1999). Intrinsic motivation means the desire of the self to act in the absence of external stimuli (Elliott, 2000). Intrinsic motivation will be more profitable and provide a constancy in learning. Extrinsic motivation is described as a motivation that comes from outside the individual and can not be controlled by the individual (Howard, 1999). Elliot et al. (2000), exemplifies it with the values, rewards, and/or rewards used to stimulate one's motivation.

Based on the above understanding can be concluded that the motivation can be viewed as a function, meaning motivation serves as a driving force from within individuals to perform certain activities in achieving goals. Motivation in terms of process, meaning motivation can be stimulated by external factors, to generate motivation in students through the process of learning stimuli so as to achieve the desired goals. Motivation in terms of purpose, meaning motivation is the target of a stimulus to be achieved. If a person has a desire to learn a thing, then he will be motivated to achieve it.

III. RESEARCH METHODS

Research Design

This research uses explanatory analysis approach. This means that each variable presented in the hypothesis will be observed through testing the causal relationship of independent variables to the dependent variable. Relationships between variables can be described in the form of path analysis diagram as follows:

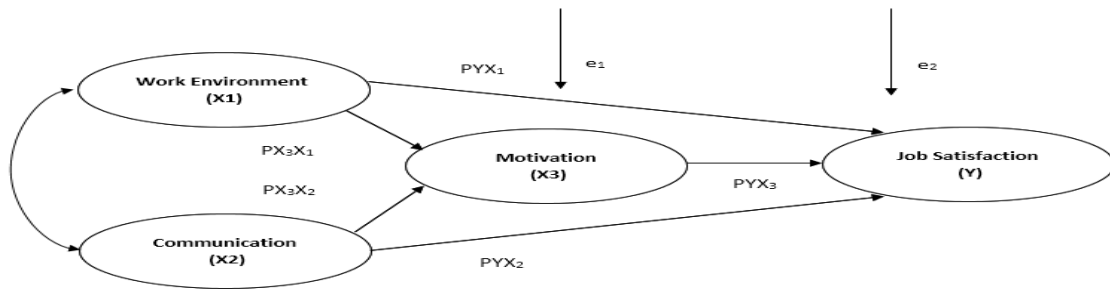


Figure 1. Research Design

Population and Sample Research

The population is a generalization region consisting of objects/subjects that have a certain quantity and characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2007). The sample is the pull of a portion of the population to represent the entire population, (Surakhmad, 2000).

The sample used in this research is employees of PT. Indo Premier Securities. The total number of employees is 74 people. The number of employees is entirely involved in this study. So the sampling is using saturated sample method.

Data Collection Technique

To obtain a concrete and objective data must be held research on the problems studied, while the steps that researchers travel in data collection is the primary data. Primary data is data obtained directly from the object of research, In this case, the primary data obtained from field research that is data collection method do premise direct research on the object of research in question.

Data Quality Test

The questionnaire to be used in research, to produce valid and reliable instrument first tested with validity test and instrument reliability. According to Sugiyono (2007: 219) "Validity is a condition that describes the level of the instrument concerned can measure what should be measured". While reliability is a value that shows the consistency of a measuring device in measuring the same symptoms (Riduwan, 2003: 86). By using a valid and reliable instrument, it is expected that the results will be valid and reliable.

IV. RESEARCH RESULT AND DISCUSSION

1. Effect of work environment and communication on job satisfaction

Linear analysis model can be seen based on a calculation by using SPSS program as follows.

Table 1. Results of the first equation analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	13,768	2,837		4,853	,000
	ENVIRONMENT	,738	,101	,631	7,292	,000
	COMMUNICATION	,255	,088	,249	2,881	,005

a. Dependent Variable: SATISFACTION

Based on the above table, the simultaneous structural equations can be described as follows

$$Y = 0.631X1 + 0.249X2$$

The value of F arithmetic can be obtained from the following table

Table 2. Value F calculate simultaneous equations

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	837,201	2	418,601	31,271	,000 ^b
	Residual	950,434	71	13,386		
	Total	1787,635	73			

a. Dependent Variable: SATISFACTION
b. Predictors: (Constant), COMMUNICATION, ENVIRONMENT

Based on the above table note that the value of F arithmetic of 31.271 and significance of 0.05. This value is less than 0.05. This means that the work environment and communication affect the job satisfaction simultaneously.

The magnitude of the influence of independent variables on the dependent variable can be seen from the r quadratic value as follows.

Table 3 The r-value of a squared first regression model

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.684 ^a	.468	.453	3,65874	1,535
a. Predictors: (Constant), COMMUNICATION, ENVIRONMENT					
b. Dependent Variable: SATISFACTION					

Based on the above table it is known that r square value of 46.8% means the working environment and communication variables affect job satisfaction of 46.8% while the rest is influenced by other variables that are not included into the equation model.

2. Analysis of the influence of work environment on job satisfaction partially

The result of the influence of the working environment on partial satisfaction can be seen in the following table.

Table 4. Results of second regression equation analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	18,313	2,474		7,401	,000
	ENVIRONMENT	,745	,106	,637	7,018	,000
a. Dependent Variable: SATISFACTION						

The structural equation of the above data can be seen as follows

$$Y = 0.637X1$$

Based on the table above analysis results note that the coefficient work environment of 0.637. The value of t is 7.018. Value significance of 0.00. This value of significance is smaller than 0.05. This means that the working environment variables affect the job satisfaction partially. The amount of influence leadership to job satisfaction can be seen in the following table.

Table 5 The square r-value of the second equation

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.637 ^a	.406	.398	3,83977
a. Predictors: (Constant), ENVIRONMENT				

Based on the above table it can be seen r squared value of 40.6%. This means the influence of work environment variable to job satisfaction of 40.6% and the rest influenced by other variables that are not included in the equation model.

3. Analysis of the effect of communication on job satisfaction partially

The result of analysis of communication effect to satisfaction partially can be seen in the following table.

Table 6. Results of the analysis of the third regression equation

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	30,388	2,218		13,703	,000
	COMMUNICATION	,271	,116	,265	2,331	,023
a. Dependent Variable: SATISFACTION						

The structural equation of the above data can be seen as follows

$$Y = 0.265X2$$

Based on the table above analysis results note that the communication coefficient of 0.265. The value of t is 2,331. The value of significance of 0.023. This value of significance is smaller than 0.05. This means that the

communication variable affects the job satisfaction partially. The magnitude of the effect of communication on job satisfaction can be seen in the following table.

Table 7. The r-value of the square of the second equation

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,265 ^a	,070	,057	4,80473
a. Predictors: (Constant), COMMUNICATION				

Based on the above table it can be seen r square value of 0.070. This means the influence of communication variables on job satisfaction of 7.0% and the rest influenced by other variables that are not included in the equation model.

4. Analysis of the effect of motivation on job satisfaction partially

The result of analysis of communication effect to satisfaction partially can be seen in the following table.

Table 8. Results of the fourth regression equation analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	22,276	2,522		8,834	,000
	MOTIVATION	,668	,126	,530	5,303	,000
a. Dependent Variable: SATISFACTION						

The structural equation of the above data can be seen as follows

$$Y = 0.530X_3$$

Based on the table above analysis results note that the motivation coefficient of 0.530. The value of t is 5.303. Value significance of 0.00. This value of significance is smaller than 0.05. This means that the variable of motivation affects the job satisfaction partially. The magnitude of the effect of motivation on job satisfaction can be seen in the following table.

Table 9. The square r of the fourth equation

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,530 ^a	,281	,271	4,22549
a. Predictors: (Constant), MOTIVATION				

Based on the above table it can be seen r squared value of 0.281. This means the effect of motivation variable on job satisfaction of 28.1% and the rest influenced by other variables that are not included in the equation model.

5. Analysis of influence Work environment to job satisfaction through motivation variables

The coefficient of influence The working environment on communication can be seen in the following table

Table 10. Effect of work environment on motivation

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11,903	2,374		5,013	,000
	ENVIRONMENT	,338	,102	,364	3,317	,001
a. Dependent Variable: MOTIVATION						

Based on the above table it can be seen that the influence of the work environment on job satisfaction is 0.637. The influence of work environment on job satisfaction through motivation is $0,364 \times 0,530 = 0,193$. In this case, the direct influence is greater than the indirect effect so it can be said that the motivation variable is not an intervening variable.

6. Analysis Influence of communication to job satisfaction through motivation variable

The value of a coefficient of the work environment to communication can be seen in the following table

Table 11. The value of the coefficient of communication effect on motivation

Coefficients ^a				
Model	Unstandardized Coefficients	Standardized	t	Sig.

				Coefficients	
		B	Std. Error	Beta	
1	(Constant)	16,492	1,785		9,239
	COMMUNICATION	,171	,094	,211	1,827

a. Dependent Variable: MOTIVATION

Based on the above table it can be seen that the direct effect of communication on job satisfaction is 0.269. While the effect of communication on job satisfaction through motivation is $0.211 \times 0.530 = 0.112$. In this case, the direct influence is greater than the indirect effect so it can be said that the motivation variable is not an intervening variable. The overall path analysis can be described as follows:

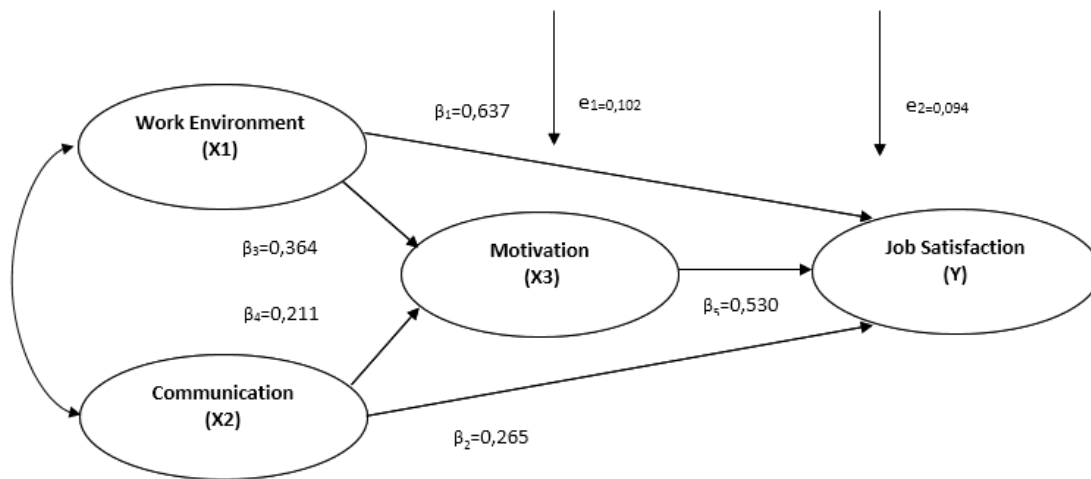


Figure 2. Overall Path Analysis

V. CONCLUSIONS AND SUGGESTION

Conclusion

Variables work environment and communication affect the job satisfaction simultaneously. The value of F arithmetic is 31,271 and the significance is 0,05. This value is less than 0.05. The r square value of 46.8% means that the working environment and communication variables affect the job satisfaction of 46.8% while the rest is influenced by other variables not included in the equation model.

Variable work environment influence on partial job satisfaction. The value of t is 7.018. Value significance of 0.00. This value of significance is smaller than 0.05. The value of r squared is 40.6%. This means the influence of work environment variable to job satisfaction of 40.6% and the rest influenced by other variables that are not included in the equation model.

Communication variables affect the job satisfaction partially. The value of t is 2,331. The value of significance of 0.023. This value of significance is smaller than 0.05. The value of r squared is 0.070. This means the influence of communication variables on job satisfaction of 7.0% and the rest influenced by other variables that are not included in the equation model.

Motivation variable has an effect on job satisfaction partially. The value of t is 5.303. Value significance of 0.00. This value of significance is smaller than 0.05. The value of r squared is 0.281. This means the effect of motivation variable on job satisfaction of 28.1% and the rest influenced by other variables that are not included in the equation model.

The influence of the work environment on job satisfaction is 0.637. The influence of work environment on job satisfaction through motivation is $0,364 \times 0,530 = 0,193$. In this case, the direct influence is greater than the indirect effect so it can be said that the variable of motivation is not an intervening variable.

The direct effect of communication on job satisfaction is 0.269. While the influence of the environment on job satisfaction through motivation is $0.211 \times 0.530 = 0.112$. In this case, the direct influence is greater than the indirect effect so it can be said that the variable of motivation is not an intervening variable.

Suggestion

To improve the performance of the organization needs to consider the maintenance of the work environment. The work environment needs to be improved by maintaining an already good environment and adding existing facilities. This is done based on the calculation of organizational capability. The environment is very important to improve employee performance.

Increased performance can also be done by improving good communication to employees. Communication can be improved either through the way of communication, the tools used in communication and communicating parties.

Employee motivation in working also needs to be considered. Companies need to pay attention to what causes employees to work well like the amount of income or salary received, benefits received, non-financial benefits and so on. The organization also needs to pay attention to other factors such as relationships with other employees, fulfillment of employees' wishes, communication and so on.

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