

THE INFLUENCE OF THE WORK ENVIRONMENT ON JOB SATISFACTION OF SAMSAT OFFICE UPT REVENUE REGIONAL REGION OF MAKASSAR 1

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Abstract

The purpose of this study was to determine the effect of the work environment on the job satisfaction of the Samsat Office UPT Regional Income Makassar 1 regionally partially and simultaneously. The samples used were 40 employees of the UPT Regional Revenue Samsat Office Makassar Region 1. The data collection technique was carried out by means of a questionnaire. Data analysis techniques consist of validity test, reliability test, classic assumption test consisting of normality test, multicollinearity test, and heteroscedasticity test, multiple linear analysis test, hypothesis test, test of the coefficient of determination. Physical Work Environment Variables have a positive and significant effect on job satisfaction, and Non-Physical Work Environment variables have a positive and significant effect on job satisfaction. The most dominant variable affecting job satisfaction is the non-physical work environment variable. The dependent variable job satisfaction can be explained by variables consisting of the physical work environment, and the remaining non-physical work environment is explained by other variables that were not examined in this study.

Keywords: *Physical Work Environment, Non-Physical Work Environment, Job Satisfaction.*

1. INTRODUCTION

Human resources are an important factor of production, bearing in mind that the utilization of other factors of production is fully carried out by humans. Humans are unique individuals who have differences from one another and can interact in various ways. Therefore humans need to be managed and coordinated properly in order to work together in achieving organizational goals.

Companies cannot assume that human resources are a tool to achieve goals alone. Companies can pay attention to the needs, desires and expectations of the workforce for the work they are doing. The expectations desired by employees with the existing reality can have a positive influence on the company. Everyday work, employees need to get supporting factors that are able to provide satisfaction.

The UPT Regional Revenue Samsat Office for the Makassar Region 1 is a state-owned enterprise that operates as a government agency that has authority in dealing with documents of completeness and ownership regarding motorized vehicles. The One-Stop Manunggal Administration System (SAMSAT) is an administrative system established to expedite and speed up

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Puput Amelia Darmayanti, Nurman, Tenri SP Dipoatmodjo, Amiruddin Tawe, Muhammad Ikhwan Maulana Haeruddin

services for the interests of the community whose activities are held in one building. A series of activities in the implementation of registration and identification of motorized vehicles, payment of motorized vehicle tax (PKB), Motorized Vehicle Transfer Fee (BBNKNB), and payment of Obligatory Traffic Accident Fund Donations (SWDKLL). In an effort to achieve company targets and goals, employees are required to provide maximum service for the satisfaction of society. To support the provision of good service, employees need good service as well. In the sense of a work environment that can support the process of achieving goals.

Companies need to pay attention to the conditions and facilities in their work environment. Not only paying attention to the physical work environment but also the non-physical work environment. In this case, one of the problems that employees have in the Makassar Regional Revenue UPT Samsat office regarding their work environment is the lack of communication and facilities (procurement of new computers) which have not been fulfilled. This can have an impact on employee job satisfaction and also have an impact on the survival of the company.

Table 1. Assessment of Job Satisfaction for UPT Samsat Office Employees Makassar Regional Revenue 1 Year 2023

Score	Information	Employee	Percentage %
91-100	Very good	3	14,3
81-90	Good	6	40
71-80	Enough	11	45,7
61-70	Not enough	-	0
	Total	20	100%

Source: UPT Samsat Office Regional Revenue Makassar Region 1

2. RESEARCH METHOD

This type of research is a quantitative research. The sampling technique uses a saturated sample. Saturated sample is a sampling technique when the entire population is used as a sample. The sample in the research is the entire population used as a sample for data collection using research instruments, data analysis is quantitative with the aim of testing the hypotheses that have been set.

In order to obtain a clearer picture of the variables to be studied, an operational definition of each variable is used. And Sugiyono 2010:2 variable measurement is a set of rules needed to quantify data from measuring a variable. Variable measurement serves to facilitate the analysis of data into formulas. Some variables are not directly expressed in numbers so that an instrument is needed to measure them. In an instrument, a measurement scale is used to determine the short length of the interval in the measuring instrument, so that the results can produce quantitative data (numbers).

To obtain the information data needed in this study, the data collection techniques used were: Observation is a data collection technique by making direct observations of research objects,

questionnaires or questionnaires, namely questions or statements prepared by researchers to find out the opinions or perceptions of research respondents about a variable under study and documentation is one of the techniques that can be used in collecting research data. Data collection was carried out by seeking information based on organizational archives related to research, such as organizational structure, number of employees, areas of work and company history.

The validity test tests how well an instrument is made to measure the particular concept you want to measure. Valid means that the instrument can be used to measure what should be measured. Ghozali 2013:47 reliability is to measure a questionnaire which is an indicator of a variable or construct. The reliability test is carried out on question items or statements that are declared valid. In other words, reliability shows the consistency of a measuring instrument in measuring the same symptoms.

Classical Assumption Test To ensure that the regression line obtained is linear and can be used (valid) to find forecasts, multicollinearity, heteroscedasticity, and normality assumption tests will be carried out. Ghozali 2018: 107 The multicollinearity test aims to test whether the regression model found a correlation between independent (independent) variables. This test is used to determine whether or not there is a correlation between the independent (independent) variables. This heteroscedasticity test was carried out to analyze whether in the regression model there is an inequality of variance between the residuals from one observation to another. Juliandi & Irfan 2013:79 data normality testing was carried out to see whether in the regression model, the dependent and independent variables have a normal distribution or not.

Zinaga, Zulkifli, Harun 2019:130 a linearity test is also needed as a prerequisite in correlation or linear regression analysis. The linearity test aims to determine whether the two variables have a linear relationship or not significantly. Multiple linear regression analysis is used to analyze the independent variables towards the dependent variable. So the analysis is to determine the effect of a work environment variable (physical and non-physical work environment) on employee job satisfaction.

3. RESULTS AND DISCUSSION

Table 2. Validity Test Results for Physical Work Environment Variables (X1)

No items	R _{Count}	R _{Table}	Information
1	0.714	0.196	Valid
2	0.756	0.196	Valid
3	0.595	0.196	Valid
4	0.793	0.196	Valid
5	0.552	0.196	Valid
6	0.616	0.196	Valid
7	0.708	0.196	Valid
8	0.616	0.196	Valid
9	0.730	0.196	Valid
10	0.696	0.196	Valid

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Puput Amelia Darmayanti, Nurman, Tenri SP Dipootmodjo, Amiruddin Tawe, Muhammad Ikhwan Maulana Haeruddin

11	0.597	0.196	Valid
12	0.540	0.196	Valid

Table 3 Validity Test Results for Non-Physical Work Environment Variables

No items	RCount	RTable	Information
1	0.833	0.196	Valid
2	0.749	0.196	Valid
3	0.877	0.196	Valid
4	0.686	0.196	Valid
5	0.682	0.196	Valid
6	0.761	0.196	Valid

Table 4 Validity Test Results of Job Satisfaction Variables

No items	RCount	RTable	Information
1	0.678	0.196	Valid
2	0.785	0.196	Valid
3	0.802	0.196	Valid
4	0.744	0.196	Valid
5	0.753	0.196	Valid
6	0.599	0.196	Valid
7	0.834	0.196	Valid
8	0.787	0.196	Valid
9	0.742	0.196	Valid
10	0.724	0.196	Valid
11	0.758	0.196	Valid

Table 5. Reliability Test

Variables	<i>Chronbach's alpha</i>	Information
Physical Work Environment (X1)	0.875	Reliable
Non-Physical Work Environment (X2)	0.852	Reliable
Job Satisfaction (Y)	0.917	Reliable

Table 6. Multicollinearity Test

Variables	<i>Chronbach's alpha</i>	Information
	tolerance	VIF
Physical Work Environment (X1)	0.726	1.378
Non-Physical Work Environment (X2)	0.726	1.378

Figure 3. Normality Test

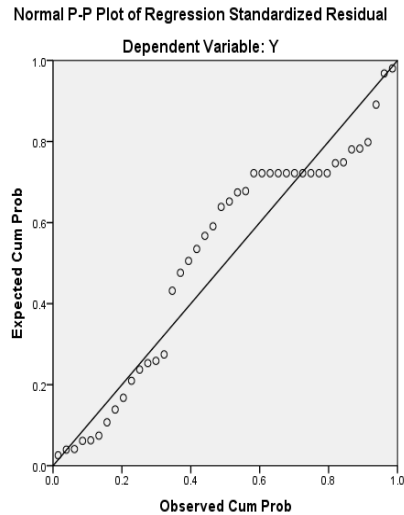


Figure 4. Heteroscedasticity Test

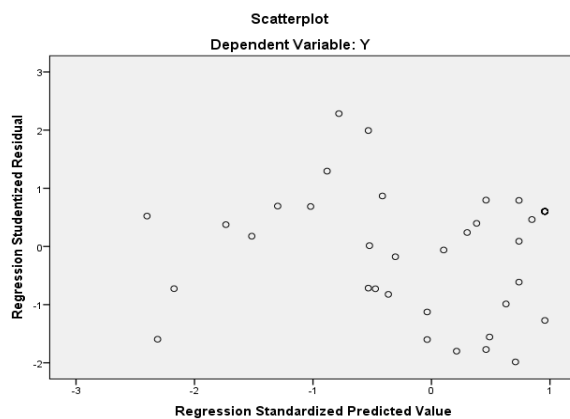


Table 7. Multiple Linear Regression Analysis

Coefficients ^a							
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
1 (Constant)	-.107	7.396		-.014	.989		
X1	.405	.185	.310	2.188	.035	.726	1.378
X2	.920	.298	.438	3.088	.004	.726	1.378

a. Dependent Variable: Y

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Puput Amelia Darmayanti, Nurman, Tenri SP Dipootmodjo, Amiruddin Tawe, Muhammad Ikhwan Maulana Haeruddin

Table 8. T_{Test} (Partial)

Coefficients ^a								
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-.107	7.396		-.014	.989		
	X1	.405	.185	.310	2.188	.035	.726	1.378
	X2	.920	.298	.438	3.088	.004	.726	1.378

a. Dependent Variable: Y

Table 9 F_{Test} (Simultan)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	563.181	2	281.590	14.737	.000 ^b
	Residual	745.224	39	19.108		
	Total	1308.405	41			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Table 4.16 Test of the Coefficient of Determination (R²)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.656 ^a	.430	.401	4.371

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

4. CONCLUSION

The explanation above explains that there is a positive and significant influence of the physical work environment and non-physical work environment on Job Satisfaction of employees of the UPT Regional Income Samsat Office Makassar Region 1 partially. Therefore, it would be nice if the non-physical work environment at the Makassar Regional Revenue UPT Samsat Office 1 needs to be maintained and improved. In addition, the physical work environment requires special attention and improvement so that it supports

employees to feel comfortable doing their work and will have an impact on what becomes employee job satisfaction.

From the results of the research that has been discussed previously and the conclusions obtained, the input or suggestions put forward are as follows:

Physical Work Environment Variables (X1) and Non-Physical Work Environment Variables (X2) simultaneously have a positive and significant effect on Job Satisfaction of Employees of the Samsat Office UPT Regional Income Makassar Region 1 and Physical Work Environment Variables (X1) and Non-Physical Work Environment Variables (X2) partially has a positive and significant effect on Job Satisfaction of Employees of the Samsat Office UPT Regional Income Makassar Region 1. It is recommended The Office of Samsat UPT Regional Income Makassar Region 1 with a good physical work environment, namely related to cleanliness, availability of CCTV, and regular layout of work equipment and a good non-physical work environment, namely related to good communication and cooperation between employees, therefore to maintain comfort and work facilities in terms of employee job satisfaction.

Non-Physical Work Environment Variable (X2) has a more dominant influence on Employee Job Satisfaction at the UPT Samsat Office Regional Revenue Makassar Region 1. It is recommended that the Samsat Office UPT Regional Revenue Makassar Region 1 physical work environment has been said to be good but needs to improve the non-physical work environment that related to lighting and color composition in the work space to increase employee job satisfaction.

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THE INFLUENCE OF THE WORK ENVIRONMENT ON JOB SATISFACTION OF SAMSAT OFFICE UPT REVENUE REGIONAL REGION OF MAKASSAR 1

Puput Amelia Darmayanti, Nurman, Tenri SP Dipoatmodjo, Amiruddin Tawe, Muhammad Ikhwan Maulana Haeruddin

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