

The Effect of Work Environment and Communication on Employee Satisfaction of Employees at the Population Department and Civil Registration of Palembang City

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Abstract

This study aims to analyze the effects of work environment and communication on employees' job satisfaction at the Palembang City Population and Civil Registration Service. Data of 106 respondents were collected through a questionnaire and analyzed employing the multiple linear regression method. The results of the investigation exhibit that partially each of work environment and communication has a significant effect on job satisfaction. Likewise, work environment and communication simultaneously have a significant effect on job satisfaction. These empirical findings can be beneficial for the Palembang City Population and Civil Registration Service. The leader in this government agency should pay attention to work environment and communication factors to optimize employees' job satisfaction.

Keywords: work environment, communication, job satisfaction, HR management

1. Introduction

Job satisfaction is a person's perspective, both positive and negative about his work or general attitude which is a reflection of several interrelated attitudes of a person towards his work at the company. The company will find it difficult to achieve its goals if the surrounding environmental conditions are inadequate so employee morale will be low and affect job satisfaction in the organization.

Policies in measuring employee job satisfaction are the main keys to the success of an organization to achieve a goal. Given the importance of job satisfaction in the running of the organization, it is mandatory to pay attention to the work environment of its employees. Therefore, superiors must motivate and guide their employees by paying attention to employee needs so that job satisfaction can be achieved. Therefore, human resources are the most important factor in an organization, including the Department of Population and Civil Registration (CAPIL). CAPIL's success cannot be separated from quality human resources. This is because CAPIL is an integral part of the service and cannot be separated from the Unitary State of the Republic of Indonesia. Activities in the Department of Population and Civil Registration include providing facilities and infrastructure in the field of population services. Every government activity and service must also always be in line with national policies.

In the face of many organizational structures and tasks that must be carried out by the

Population and Civil Disability Service of Palembang City, South Sumatra, it will cause dissatisfaction at work. This can be felt by some employees who complain of excessive working time. This condition causes boredom and fatigue in employees which reduces enthusiasm for work. Moreover, every human being has a different character and nature both from biological factors and social factors. This diversity is very difficult to put together if you do not have good communication and lack motivation from superiors.

The work environment and communication are interrelated to the level of employee job satisfaction, where a good work environment must meet the indicators of the work environment, among others, employee relations, noise levels in the workplace must also be considered and there are other indicators. Then communication is also important for employee job satisfaction, if miscommunication occurs it will greatly affect employee performance and there are also several indicators, including openness, empathy, support, positivity, and equality which will affect employee job satisfaction which and have an impact on employee work results. The impact of the phenomenon of the work environment and communication that is not harmonious will cause some employees to complain about work that is too monotonous, work that makes a lot of working hours excessive. Conditions like this cause boredom and fatigue in employees, therefore the work environment and communication are important factors in achieving job satisfaction.

Work environment and communication are considered necessary in increasing employee job satisfaction because if the communication that exists between leaders and employees, as well as fellow employees, is harmonious, it will create a pleasant climate so that employees can be comfortable at work. If the employee feels comfortable with his job, then the employee's job satisfaction can be achieved, and finally, the goal can be achieved

1.2 Research Problem

1. How is the Partial Effect of the Work Environment on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City?
2. How is the Effect of Partial Communication on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City?
3. How is the Effect of Simultaneous Work Environment and Communication on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City?

1.3 Research Objectives

1. The Effect of Work Environment on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City.
2. The Effect of Communication on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City.
3. The Effect of Work Environment and Communication on Employee Job Satisfaction at the Population and Civil Registration Office of Palembang City.

2. Literature Review

Work environment is a place for a number of groups in which there are several supporting facilities to achieve company goals in accordance with the company's vision and mission (Sedarmayanti, 2017). Nitisemito (2014) defines the work environment as a source of

information and a place to carry out activities, so good working environmental conditions must be realized so that employees feel more comfortable and comfortable in the workspace to complete their work that a high level of efficiency can be achieved.

According to Wiranto (2004) communication is the process of transferring understanding in the form of ideas or information from one person to another. The transfer of understanding involves more than just the words used in conversation, but also facial expressions, intonation, vowel breaking points, and so on. Meanwhile, according to Onong Efendy (2000) communication is the process of conveying thoughts or feelings by one person to another by using symbols that are meaningful to both parties in certain situations, communication uses certain media to change the attitude or behavior of a person or a number of people so that there is an effect. some expected.

Job satisfaction is a general attitude towards one's work as the difference between the number of rewards received by workers and the number of rewards that are believed to be received (Robbins, 2015). According to Priansa (2014), Job satisfaction is an employee's feeling towards his job, whether he likes it or doesn't like it as a result of employee interaction with his work environment or as a perception of mental attitude, as well as the result of an employee's assessment of his work.

The results of research from Indriyani (2015) that there is an influence between organizational communication partially on job satisfaction. Syawalludin (2016) and Rani Andika (2019) stated that there is a significant influence between the work environment on employee job satisfaction. The results of research from Wirawan and Sudharma (2015), Riadi (2015), Muhraweni, Rasyid and Gunawan (2017), Permitasari (2017), Yunsepa (2018), and Sitinjak (2018) that the physical work environment, non-physical work environment, and communication together (simultaneously) have a significant effect on employee job satisfaction.

3. Research Method

This research is a quantitative research using primary data and secondary data. Data collection techniques were obtained from questionnaires and documentation. The approach used in this study using a quantitative approach. analysis technique using SPSS program. The population in this study were employees of the Population and Civil Registration Office of Palembang City, totaling 144 people including the leadership and all employees of the Palembang City Population and Civil Registration Office. The sample in this study included 106 employees of the Palembang City Population and Civil Registration Service using the slovin formula with an error rate of 5%. The analysis method uses validity test, reliability test, normality test, multicollinearity test, descriptive analysis, multiple linear regression analysis, partial test (T-test), simultaneous test (F- test), correlation coefficient (R), and coefficient of determination (R^2).

4. Findings and Discussions

Berdasarkan hasil uji validitas menunjukan bahwa nilai r-hitung per item pernyataan bernilai positif dan lebih dari r-tabel yaitu 0.200 sehingga dapat disimpulkan bahwa semua item pertanyaan dalam kuesioner terbukti valid. Nilai *Cronbach's alpha* dari semua variabel lebih

besar dari 0,60 sehingga dapat disimpulkan indicator atau kuisioner yang digunakan pada variabel lingkungan kerja, komunikasi dan kepuasan kerja pegawai dinyatakan reliabel dan dapat dipercaya sebagai alat ukur variabel. Setelah data memenuhi uji validitas dan reliabilitas, selanjutnya dilakukan uji hipotesis. Berikut tabel hasil uji t

Table 1. t- Test results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	16.525	2.725		6.065	.000
	total_x1	.271	.095	.262	2.847	.001
	total_x2	.282	.098	.264	2.873	.004

a. Dependent Variable: total_y

Based on table 1, the Sig value for the work environment variable on employee job satisfaction is 0.001 < 0.05 so it can be concluded that the work environment has a partial effect on employee job satisfaction at the Palembang City Population and Civil Registration Service. while the Sig value for the communication variable on employee job satisfaction is 0.004 < 0.05 so it can be concluded that communication has a partial effect on employee job satisfaction at the Palembang City Population and Civil Registration Service.

To find out whether there is an effect of the work environment and communication variables together on job satisfaction, the results of the F test (simultaneous) can be seen as follows

Table 2. Simultaneous F Test

ANOVA ^a						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	81.050	2	40.525	10.705	.000 ^b
	Residual	393.716	104	3.786		
	Total	474.766	106			

a. Dependent Variable: total_y

b. Predictors: (Constant), total_x2, total_x1

Based on table 2, the F table value = 3.08. Because the calculated F value (10.705) > F table value (3.08) and the significance value (0.000) < 0.05, the work environment and communication simultaneously affect employee job satisfaction.

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