

The Effect of Job Satisfaction, Work Motivation and Work Environment on the Performance of PT. Kurnia Abadi Padang

Febsri Susanti¹, MHD Julizarmi Candra²

^{1,2} Sekolah tinggi ilmu Ekonomi "KBP" Padang

*Corresponding email: zarmicandra@gmail.com

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Abstract

This study aims to determine the effect of job satisfaction, work motivation and work environment on employee performance at PT Kurnia Abadi Padang. This type of research is quantitative research. The sample consisted of 63 employees of PT Kurnia Abadi Padang using total sampling. Analysis of the data used is multiple linear regression analysis, classical assumption test, and hypothesis testing. The results showed that variable job satisfaction and work environment has no effect on employee performance at PT Kurnia Abadi Padang. Work motivation have a positive and significant effect on Job Satisfaction at PT Kurnia Abadi Padang.

Keywords: Job Satisfaction, Work Motivation, Work Environment, Employee Performance

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I. Introduction

The era of globalization is one of the driving variables is to trigger a change. Every organization, both public institutions and business institutions, is required to be able to carry out the dynamics of change as a strategy to be able to adapt to the environment so that the organization can survive and *be sustainable*. Challenges and changes and the environment encourage organizations to always strive to be effective and efficient. One important figure that affects the effectiveness of organizations is human resources which are often called *human capital*. If the management of human resources can be carried out properly and appropriately, it will undoubtedly create quality and solid human resources in carrying out their duties (Superman, 2020).

Performance is the result of a person's work that describes the quality and quantity of the work done. Each individual tends to be faced with things that may not have been

foreseen in advance in the process of achieving the desired needs, so that through work and the growth of experience a person will gain progress in his life. Performance is a process carried out by a company in evaluating the performance of a person's work. The success of an organization both as a whole and various groups in a particular organization largely depends on the performance of the employee in question in an enterprise (Hariana, 2021).

PT. PT. Kurnia Abadi Padang is a company that has been established in 1996 with a total of 80 employees at that time engaged in iron electricity pole accessories, electrical tools, cables, panels electric, LS Board, Pin post, line post, arrester. The company is located in Polamas Complex Block C/17 Andalas Padang, West Sumatra, where it strives to always improve employee performance. Therefore PT. Kurnia Abadi Padang is expected as much as possible to be able to have qualified human resources or staff and non-human resources. Various types of internal and external programs have been carried out by PT. Kurnia Abadi Padang, which is tailored to the needs in order to improve professionalism. A decrease in employee performance or low employee performance can be indicated by the results of their work (output) whether the employee has high or low performance. Low output can be said to be a result of declining employee performance, this can be seen from the employee performance data of each section of PT Kurnia Abadi Padang for the 2019-2020 period:

Table 1
Employee Performance Every part of PT. Kurnia Abadi Andalas Padang
Period 2019-2020

No.	Goal	Target		Realization	
		Employee Performance	%	2019	2020
		Number of			
1	Production Section	Productions	75%	73,44%	71,09%
	Customer Service				
2	Section	Customer Service	70%	61,00%	65,35%
3	Finance Section	Operating Costs	90%	89,67%	87,37%

Source: PT. Kurnia Abadi Padang (2021)

Based on the table above, it can be seen that the achievement of employee performance of PT Kurnia Abadi Padang was not good in 2019 and 2020, because in 2019 and 2020 there was no achievement of employee performance targets. This can be seen in the production department, customer service section and financial part which is quite significant, so it is indicated that in 2019 and 2020 there were problems with employee performance. This performance appraisal is carried out once a year in December and is assessed by the assessing officer, namely the employee's immediate supervisor.

Job satisfaction is an important condition that must be possessed by every employee who works, where these humans are able to interact with the work environment and they will work passionately and earnestly so that the contribution to the achievement of company goals will increase (Widayati et al., 2020).

Another factor affecting performance is work motivation. Motivation comes from the word *movere* which means the impulse, driving force or force that causes an action or action. According to Mathis & Jackson (2006) Motivation is a personal state of a person that encourages an individual's desire to carry out certain activities to achieve a goal of work motivation related to the results of individual work while influencing organizational performance.

Another factor affecting employee performance is the work environment. Sedarmayanti (2011) defines the work environment as the overall tool and material faced, the surrounding environment where a person works, his work methods, and his work regulators both as individuals and as a group. The work environment is one of the important factors in creating employee performance, because although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process.

The Effect of Job Satisfaction on Employee Performance

Hariana (2021) conducted research at PT. Mekar Karya Mas with a total sample of 61 employees. This research uses an explanatory research approach. The results showed that job satisfaction has a positive and significant influence on employee performance. This means that the higher the satisfaction felt by employees, the more able to improve employee performance.

Widayati et al. (2020) where the object of this study was frontliner employees of PT Bank Mandiri (Persero), Tbk Tangerang Bintaro Area which amounted to 50 respondents. This research uses a quantitative approach. The data analysis used was a multiple linear regression test with spss 23 applications. Based on the processed results, it shows that job satisfaction has a positive and significant effect on employee performance, this means that if job satisfaction increases, employee performance also increases, on the other hand, if job satisfaction decreases, employee performance decreases.

Research Fatma et al. (2021) is a quantitative study. This study also used the method of multiple linear regression analysis. the sample that the researchers used was in PG. Kebon Agung Malang with a total of 69 permanent employees. The results showed that job satisfaction had a positive and significant effect on employee performance. This means that the higher the job satisfaction, the better the performance in the company.

Anggraeni & Sugiantara (2021) conducted a study involving 21 LPD employees of Pakraman Dukuh Village, Sidemen District, Karangasem Regency. The analysis used is

multiple linear regression. The results showed that the job satisfaction variable had a positive and significant effect on the performance of LPD employees in Pakraman Dukuh Village, Sidemen District, Karangasem Regency. This means that if job satisfaction increases, employee performance will increase, and vice versa.

Azhari et al. (2021) conducted research at the Berau Regency Manpower and Transmigration Office. The results showed that job satisfaction had a positive influence on performance but did not have a significant effect on employee performance at the Berau Regency Manpower and Transmigration Office. Increasing job satisfaction with employees can still be increased in order to improve employee performance.

H₁: It is Suspected that There is a Positive Influence of Job Satisfaction on Employee Performance at PT. Immortal Kurnia.

The Effect of Work Motivation on Employee Performance

Wulandari & Bagia (2020) research conducted on 32 employees of the Seririt III Health Center, the research design used in this study was a causal quantitative research design. Where the results showed that work motivation had a positive effect on employee performance at the Seririt III Health Center. This shows that the better the work motivation variable is applied, the more effectiveness of the performance variable will be.

Research by Fadhli & Hasanudin (2020) which examined the Effect of Work Motivation on Employee Performance at the Bait Qur'ani Ciputat Foundation with a sample of 50 respondents with a simple linear regression analysis. The results showed that there was a positive and significant influence of motivation on the performance of employees at the Bait Qur'ani At Tafkir Foundation. This means that the motivation provided is good, it will improve employee performance.

Research Seo et al. (2020) was carried out with the aim of knowing how work motivation affects the performance of PT. Telkom Tomohon City. The method used in this study is a quantitative method. The analysis technique used is Simple Linear Regression. The results showed that there is a positive and significant influence of work motivation on employee performance. the higher the work motivation, the higher the employee performance.

Research Noer et al. (2020) was motivated by the poor performance of billing management employees at PT. Haleyora Power ULP Sukabumi City. The research method used is the quantitative method. The data analysis used is a simple linear regression. The results showed that work motivation has a positive and significant effect on employee performance. This means that if work motivation is increased, the performance of Billing Management employees at PT. Haleyora Power ULP Sukabumi City.

Djaya's research (2021) involved all employees of PT. Kalla Inti Karsa which has a total of 97 people. Research in the type of *Explanatory research* with analytical tools using

SEM-WarpPLS 7.0. The result is that motivation has a negative and insignificant effect on the high performance of employees, this explains that low motivation in employees will not be able to make a real contribution in improving performance, another thing also explains that the relationship of motivation to performance is relatively low so that it does not have a significant impact in improving employee performance.

H₂: It is suspected that there is a Positive Influence of Work Motivation on Employee Performance at PT. Immortal Kurnia.

The Effect of the Work Environment on Employee Performance

Daspar's research, (2020) aims to determine the influence of variables of the work environment, motivation and work discipline on the performance of PT employees. Astra Honda Motor. The results of the study resulted in a positive and significant effect on employee performance, meaning that the better the work environment, the employee's performance will increase.

Sihaloho & Sergar's research (2019) with this type of research is descriptive quantitative. The number of samples in this study was 52 people. The results showed that the work environment had a positive and significant effect on the performance of PT. Super Loyal Sagita Medan. This means that the less comfortable the work environment felt by employees, the more performance of PT employees will decrease. Super Setia Sagita Medan, on the contrary, the more comfortable the work environment felt by employees, it will improve the performance of PT. Super Loyal Sagita Medan.

Liyas's research (2020) took all employees of PT. Bank Danamon Indonesia, Tbk 34 branches of Simpang Pasar Bawah Branch. Linear regression analysis is simple, namely as an analysis tool. The results showed that the work environment had a positive and significant effect on employee performance. This means that any improvement in the work environment will be able to improve employee performance at PT. Bank Danamon Indonesia, Tbk Lower Market Simpang Branch.

Syafrina & Manik (2018) research was conducted at PT. BankSyariah Mandiri Flamboyan Sub-Branch Office, Tapung District. The results showed that work environment variables had a positive and significant effect on employee performance at PT. Bank Syariah Mandiri Flamboyan Sub-Branch Office, Tapung District. A supportive work environment will be able to make it easier for employees to complete work and improve employee performance.

Suparman's research (2020) involved a sample of 55 respondents. The study was analyzed using Multiple Linear Regression Analysis. The results of the study of work environment variables partially did not affect the employee performance variables in the CV. Noble Prime. This means that work environment variables do not affect employee performance on cv. Noble Prime.

H₃: It is suspected that there is a Positive Influence of the Work Environment on Employee Performance at PT. Immortal Kurnia

II. Material and Method

This type of research is quantitative by using questionnaires as the main data collection tool. Sujarweni (2014) quantitative research is a type of research that produces discoveries that can be achieved (obtained) using statistical procedures or other means of quantification (measurement).

The type of data used by researchers in this study is the *Data Cross Section*. This *Cross Sectional* data is a study conducted in which data is collected no more than once, based on calculations in one of the periods from daily / weekly / monthly, in answering research questions (Sugiyono, 2017). Primary data is the data used, which is collected and obtained directly from the source through a shared questionnaire (Sugiyono, 2017).

This study has the main purpose of population in PT. Kurnia Abadi Padang as many as 63. The sampling method used is the non-probability sampling method, with a sampling technique, namely *total sampling*. *Total sampling* is one of the *non-probability* sampling techniques where researchers determine sampling by making the entire population into a sample. The sample used was an employee of PT. Kurnia Abadi Padang as many as 63 employees

III. Results and Discussion

Multiple Linear Regression Analysis

Table 8

Multiple Linear Regression Analysis Test Results

Variable	Coefficient
Constanta	50,513
Job Satisfaction (X1)	-0,067
Work Motivation (X2)	0,603
Working Environment (X3)	-0,876

Source: SPSS 23, 2022 Processed Data

In table 8, a multiple linear regression equation can be formulated:

$$Y = 50.513 - 0.067 X_1 + 0.603 X_2 - 0.876 X_3$$

Based on the results of the test, namely at a constant of 50,513, it shows that without free variabel (job satisfaction, work motivation and work environment) there is an increase in employee performance is the value of the constant generated by 50,513.

Job Satisfaction has a negative regression efficiency of 0.067, but every decrease in job satisfaction by 1 sor so will reduce employee performance by 0.067 by consider other variables in the model to be constant.

Work Motivation has a regression efficiency of a positive value of 0.603 artinya every increase in work motivation by 1 satuan will increase the employee performance variable by 0.603 by assuming other variables in the model are constant.

The Work Environment has a negative regression coefesiencence value of 0.876 , because every decrease in the work environment by 1 satuan will reduce the employee performance variable by 0, 876 by considering other variables in the model to be constant.

Hypothesis Testing

Table 9
T Test Results

Variable	T Calculate	T Table	Sig	Conclusion
Job Satisfaction (X1)	-0,457	2,057	0,650	Rejected
Work Motivation (X2)	2,329	2,057	0,023	Accepted
Working Environment (X3)	-1,365	2,057	0,177	Rejected

Source: SPSS 23 processed data

From table 9 above, it is known to obtain a calculated t value for job satisfaction of $-0.457 < 2.057$ with a significant $0.650 > 0.05$. Then **H1 ditolak**, means that there is no significant influence between Job Satisfaction (X1) on the performance of employees at PT. Kurnia Abadi Padang.

For the Work Motivation variable, there is a calculated t value of $2.329 > 2.057$ t table with a significant rate of $0.023 < 0.05$. Then **H2 is accepted**, meaning that there is a positive and significant influence between Work Motivation (X2) on the performance of employees at PT. Kurnia Abadi Padang.

For the work environment variable there is a calculated t value of $-1.365 < 2.057$ t table with a significant rate of $0.177 > 0.05$. Then **H3 is rejected**, meaning that there is no significant influence between the work environment (X3) on the performance of employees at PT. Kurnia Abadi Padang.

The Effect of Job Satisfaction on Employee Performance

From the results of data processing, it can be concluded that there is no significant influence between job satisfaction (X1) on employee performance means that H1 is rejected . This can happen because the characteristics of the work do not attach importance to satisfaction but rather prioritize the results of the employee's work. Then it can be stated that job satisfaction in this study cannot predict employee performance.

Job satisfaction according to Meidiansyah, Sularso & Tobin (2015) is a way for an employee to feel his job. Job satisfaction is a generalization of attitudes towards his work based on various aspects of his work.

The results of this study are in accordance with the research of Azhari et al. (2021) states that job satisfaction does not have a significant influence on employee performance. This can happen because the characteristics of the work do not attach importance to satisfaction but rather prioritize the results of the employee's work. Then it can be stated that job satisfaction in this study cannot predict employee performance.

The Effect of Work Motivation on Employee Performance

From the results of data processing, it can be concluded that there is a positive and significant influence between Work Motivation (X2) on employee performance means that H2 is accepted. Where the results showed that work motivation had a positive effect on employee performance. This shows that the better the work motivation variable is applied, the more effectiveness of the performance variable will be.

Motivation according to Hasibuan (2008) is the provision of driving force that creates a person's passion for work, so that they are willing to work together, work effectively and integrate all their efforts to achieve satisfaction.

The results of this study are in accordance with the observations that have been obtained by Wulandari & Bagia (2020) and Fadhli & Hasanudin (2020) stated that work motivation has a positive and significant effect on employee performance. If the employee has a strong push from within himself or a push from outside himself (for example from the company), then the employee will be encouraged to do something well. This means that better work motivation will increase the performance that employees are able to achieve.

The Effect of the Work Environment on Employee Performance

From the results of data processing, it can be concluded that there is no significant influence between the work environment (X3) on employee performance means that H3 is rejected. This is due to the physical and non-physical environment in PT. Kurnia Abadi Padang is inadequate and less supportive for work. This can be seen from the cramped workspace, unclean bathroom, limited parking area and yard. So that the work environment does not affect the improvement of the performance of teaching staff at PT. Kurnia Abadi Padang.

According to Nurtjahjono's research (2014) that the work environment is something that exists around the workers and can affect themselves in carrying out the duties charged. Based on this definition, it can be seen that the work environment is a condition or circumstance that affects quite a lot of employees in carrying out work or on the course of company operations.

The results of this study are in accordance with research that has been conducted by Arianto (2013) states that the work environment does not have a significant influence on

employee performance. This can be seen from the direct phenomenon found in the regional office of PT Bima Palma Nugraha where the location of this regional office is in an oil palm plantation area far from the city, so that the facilities found are limited and access is not easy

IV. Conclusion

Based on research that has been carried out on PT. Kurnia Abadi Padang, it can be concluded that: Job Satisfaction has an initial effect on employee performance at PT. Kurnia Abadi Padang. Work Motivation has an initial positive and significant effect on Employee Performance at PT. Kurnia Abadi Padang. The work environment has a significant effect on employee performance at PT. Kurnia Abadi Padang

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