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The Influence of Job satisfaction and work environment on employee performance in the north lombok regency's transportation delation

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INFO ARTIKEL

Abstract

Keywords:

*Job Satisfaction, Work
Environment and
Performance.*

This research aims to determine the influence of job satisfaction and the work environment on the performance of North Lombok Regency Transportation Service employees . The type of research used in this research is associative research using a quantitative approach. The data collection method used was the census method because all employees were sampled as 75 people. Data were analyzed using multiple linear regression analysis. The research results show that: 1. Job satisfaction has a positive and significant effect on employee performance at the North Lombok Regency Transportation Service. 2. The work environment has a positive and significant effect on the performance of North Lombok Regency Transportation Service employees. The research results show that the job satisfaction variable has the highest relationship compared to the work environment variable.

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Introduction

Background

Human resources (HR) play a crucial role in the context that every human individual is a basic element that is always present in an organization. Technology impacts organizational and business performance (Purnomo et. all, 2021). In fact, HR is a key asset in an organizational field because it involves people who contribute their energy, expertise, innovation and dedication to the progress of the organization (Handoko, 2001). Having a reliable human resources team allows organizations to participate optimally in achieving their overall success.

Competence is the ability to apply knowledge, skills, behavior and personality to carry out individual and organizational tasks in order to achieve superior work performance (Hidayat et.al, 2022). The importance of human resource management cannot be underestimated, because apart from technology and finance, people are the main factor that determines the performance of an organization. Therefore, measuring the success of an organization can be done through the maximum performance shown by each member of its staff .

Based on the results of interviews with service secretaries, it was revealed that employee performance had not reached optimal standards. Efficiency can be improved by identifying the distribution of marketing costs among various intermediaries in the marketing channel (Syarif et al., 2022). In this analysis, it can be seen that the achievement of work targets is still not satisfactory. This problem arises due to a lack of sense of responsibility in carrying out tasks, causing a backlog of work and an inability to complete tasks on time. Another study explains that hospitality is not an absolute factor that can improve tourist destinations (Arief et. al, 2022). Apart from that, there are violations of working hours and a low level of employee assertiveness, especially in the traffic sector towards motorists. All of these factors are thought to be the main cause of the employee's low performance.

The North Lombok Regency Transportation Service records performance achievements every year. The following is a table showing the performance results of North Lombok Regency Relations Department employees:

Table 1. 1 Performance Achievements of the North Lombok Regency Transportation Service

No	Target Items	Target	Realization	Achievement %
1	Coverage of availability of road safety facilities	65	64.61	99.40
	Public transport Load factor level	74	63	85.14
	Percentage of public transport that is roadworthy	100	64.96	64.96
	Percentage of public transportation drivers who hold a regular driving license (SIM).	100	100	100

	Percentage of road user compliance in traffic	85	83.49	98.22
	Ratio of private public transportation users	17	13	76.47
2	Number of traffic accidents	36	79	45.57
	On average, maritime transport Accidents via the pier result in death or serious injury per year	0	0	100

Source: Transportation Service Lombok

From table 1.1 that has been presented, it can be seen that the performance of North Lombok Regency Transportation Service employees was lowest in the target number of traffic accidents. Focus on technologies that enable MCS to be implemented in smart cities, such as task management, data collection, incentive systems, monitoring, and cost-saving tools (Wildan et. al, 2023). This decline in performance was caused by a lack of employee assertiveness. Therefore, it is hoped that North Lombok Regency Transportation Service employees will be more assertive in their actions to reduce the number of traffic accidents.

From the results of interviews with officers from the North Lombok Regency Transportation Service, it was found that several employees were dissatisfied with work that did not match their skills. High Quality of Service and client-based communication with AI-enabled services is determined by Quality of Experience (QoE) (Padmapriya et. al, 2022). This situation causes their task completion to be below the expected standards. Employees also feel that the job demands given do not take their complaints into fair consideration, so this hampers work morale and makes them feel unable to achieve the goals they have set. Of course, this condition has an impact on the company's operational effectiveness .

The results of interviews with employees indicated that the work environment was considered not conducive. One of the elements that plays an important role in development is the social capital owned by the community (Rashid et al., 2023). This is caused by the location of the office next to other official offices, causing a lack of focus and discomfort at work. Some employees also complained about inadequate office facilities, for example a lack of air conditioning which made air circulation in the room worse . In addition, a work space that is not conducive causes discomfort because employees enter and leave

the room carelessly, resulting in noise and making it difficult for other employees to concentrate while working .

Environment in this context refers to the physical and psychological conditions that exist in an organization. Human Activity Recognition has been researched for the past few years (Victoria et. all, 2022). Therefore, companies/organizations must provide a work environment that is adequate, including physical conditions such as a very comfortable office space, cleanliness and good air circulation. Apart from that, non- physical aspects are also important, such as employee welfare, work atmosphere, relationships with fellow employees and with leadership.

Research Problems

From the background description that has been presented, there are several issues in this research related to employee performance that has not reached optimal levels. This problem is thought to arise due to a lack of job satisfaction among some employees. Online shopping refers to the transaction process that occurs between a seller and a buyer on a website (Wantara & Suryato, 2023). This is caused by a lack of cooperation between employees in providing assistance when facing difficulties at work, as well as a work environment that is considered not yet comfortable and conducive . One of the things that influences this situation is office location close to other service offices. O lh , the reason is , the research problem is formulated as follows: "What are the factors that contribute to the less than optimal performance of North Lombok Regency Transportation Service employees ?"

Research question

1. Does Job Satisfaction have a positive and significant effect on the Performance of North Lombok Regency Transportation Service Employees ?
2. Does the work environment have a positive and significant effect on the performance of North Lombok Regency Transportation Service employees?

RESEARCH METHODS

This research uses an associative research method, which aims to identify relationships between two or more variables. Internet users use the internet to communicate and make transactions, sell goods, do business, and work (Andriani at. all, 2022). With this approach, research has the potential to form a concept that can explain, control and predict the phenomenon under study (Sujarweni, 2015). This research aims to determine the relationship between satisfaction and the work environment as an independent variable and performance as a dependent variable.

This research was carried out at the North Lombok Regency Transportation Service, which is located on Jalan Raya Tanjung Bayan, Gondang Village, West Nusa Tenggara. The Transportation Service is an agency implementing regional autonomy in transportation matters, which is under the

control of the governor and is responsible to the Regional Secretary (SEKDA). The main task of the Department of Transportation involves the administration of regional government affairs in the field of transportation, with reference to the principles of regional autonomy and assistance duties .

Population is a general group formed from objects and subjects with certain qualities and characteristics, which have been determined by observers/researchers to be investigated and drawn conclusions (Sugiyono, 2009). The population in this research is employees of the North Lombok Regency Transportation Service, totaling 75 people.

Table 3.I Total Employee Population

No.	Part	Number of people)
1	Sub.Sec. General and Staffing	13
2	Sub.Sec. Programs and finances	7
3	Traffic and Transportation Sector	30
4	Infrastructure and Safety Sector	20
5	UPTD	5
Total		75

Source: North Lombok Regency Transportation Service

In this research, data was collected using a saturated sampling or census method. Besides saturation, there is a sampling technique where all members of the population are used as samples. In other words, census is another term for saturated sampling, where all members of the population are included as a sample (Garaika & Darmanah, 2018).

In this research, quantitative data is used, which consists of scores or numbers derived from respondents' responses to questionnaires. These data will be processed using SPSS software and then analyzed.

RESULT

Characteristics of Respondents Based on Gender

Table 4.1 Characteristics Based on Gender

No	Gender	Number of Respondents	Percentage
1	Boy	52	69%
2	Woman	23	31%
TOTAL		75	100%

Based on the data in table 4.1, it can be seen that 69% of the total research respondents were men, namely 52 people. Meanwhile, only 31% of the total, or 23 people, were women who answered. From the results of these data, it can be concluded that the majority of research respondents were men.

Characteristics Based on Level of Education

Table 4.2 Characteristics Based on Education Level

No	Educational level	Number of Respondents	Percentage
1	high school	38	51%
2	D II/III/IV	18	24%
3	SI	17	23%
4	S II	2	3%
Total		75	100%

Based on table 4.2 above, it can be seen that the number of research participants who had a secondary level educational background (high school) was 38 people with a percentage of 51%, D 2/3/4 was 18 people with a percentage of 24%, S1 was 17 people with a percentage of 23%. , S2 numbered 2 people with a percentage of 3%. So it can be concluded that the respondents in this research were dominated by respondents who had completed high school education. This shows that the North Lombok District Transportation Service prioritizes and requires employees who have work abilities with at least a high school education to carry out existing duties and jobs .

Characteristics of Respondents Based on Age

Table 4.3 Characteristics of Respondents Based on Age

N0	Age	Frequency	Percentage
1	21-30	22	29%
2	31-40	26	35%
3	41-50	18	24%
4	51-60	9	12%
Total		75	100%

Based on table 4.3, it can be seen that the highest number of employees is employees with an age range between 31-40 years, namely 26 people with a percentage of 35%. So it can be concluded that the respondents in this research were dominated by employees aged 31-40 years. This shows that this age is a productive period for carrying out work duties and is experienced enough to take action well enough at work so that employees are expected to have good performance for the agency.

Multiple Linear Regression Analysis

Table 4.4 Results of Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,380	4,341		,548	,585
	Job satisfaction	,626	,082	,508	7,665	,000
	Work environment	,602	,077	,520	7,838	,000
a. Dependent Variable : Performance						

Formula:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

$$Y = 2.380 + 0.626X_1 + 0.602X_2 + e$$

The results of the regression equation and interpretation of the multiple linear regression analysis are:

1. The constant value (a) is 2.380. This means that if there is no influence of the independent variable consisting of job satisfaction and work

environment variables equal to zero, then the size of the dependent variable (performance) is 2.380.

2. The regression coefficient value of the job satisfaction variable (b1) is 0.626 with a positive direction. This happens if every increase in the job satisfaction variable will increase the performance variable by 0.626 provided that the other independent variables do not change.
3. The regression coefficient value for the work environment variable (b2) is 0.602 with a positive direction. This means that if every increase in the work environment variable occurs, the performance variable will increase by 0.602, provided that the other independent variables do not change.
4. The regression coefficient of each independent variable, namely job satisfaction and work environment, has a positive value, meaning that the two independent variables have a positive effect on the dependent variable, namely performance.

CLASSIC ASSUMPTION TEST Normality test

Table 4.5 One-Sample Kolmogorov-Smirnov Test

One – Sample Kolmogorov-Simnov Test		
		Unstandardized Residual
N		75
Normal Parameters a,b	Mean	.00000
	Std. Deviation	3.14469642
Most Extreme Differences	Absolute	.063
	Positive	.047
	Negative	-.063
Statistical Test k		.063
Asymp. Sig. (2-tailed)		.200 ^{c,d}

Based on the normality test using the Kolmogorov-Smirnov test in table 4.5 with a confidence level of 5%, the requirement for data normality is if the Asymp.Sig (2-tailed) value is > 0.05, the data is considered normal. Conversely, if the Asymp.Sig (2-tailed) value is <0.05, the data is considered not to have a normal distribution. The results of the normality test on research variables, such as job satisfaction and work environment, which were analyzed using the IBM SPSS 25 program show that the Asymp.Sig (2- tailed) value is 0.200, which is greater than 0.05. Thus, it can be concluded that these data have a normal distribution .

Normal Probability Plot Graph

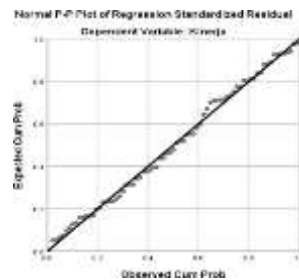


Figure 4.1 Normal Probability Plot Graph

From figure 4.1, it is understood that in the fixed line area, the values tend to remain straight and do not vary too much. Thus, it can be concluded that the considered model is consistent with a normal distribution, and therefore, this model can be applied appropriately.

Multicollinearity Test

Table 4.6 Multicollinearity Test Result

No	Variable	Tolerance	VIF
1	Job satisfaction	0.855	1,169
2	Work environment	0.855	1,169

Based on table 4.6, it can be seen that the *tolerance value of the independent variable* job satisfaction is $0.855 > 0.10$ and the VIF value is $1.169 < 10$ (no multicollinearity) and the work environment variable has a *tolerance value* of $0.855 >$

0.10 and a VIF value of $1.169 < 10$ (no multicollinearity).

Heteroscedacity Test

Regression model there is inequality in the residual variation from one observation to another.

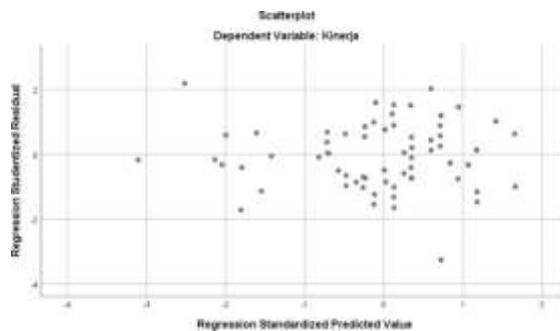


Figure 4. 1Heteroscedasticity Test Results (Scatterplot)

Based on Figure 4.2, it shows that there are no symptoms of heteroscedasticity, because the residual distribution forms a distribution of points in the data that is not patterned and/or wavy.

HYPOTHESIS TEST

F test

Table 4.7 F Test Results

F Count	F Table	Sig.	Note.
96,958	3.97	,000	Valid

From the F test results in table 4.15, it can be seen that the calculated f value is 96.958 and the f table value is 3.97, and the significance value is 0.000. because the calculated f value is greater than the f table ($96.958 > 3.97$) and the significance value is below 0.05 ($0.000 < 0.05$), it can be concluded that the research equation model is valid, so that the independent variables (satisfaction and work environment) can influence performance. North Lombok Regency Transportation Department .

U ji t

Coefficients ^a				
	Unstandar dized Coeff icients	Standar dized Coefficients		

Table 4.8 t test

Model		B	Std. Error	Beta	Q	Sig.
1	(Constant)	2,380	4,341		,548	,585
	Job satisfaction	,626	,082	,508	7,665	,000
	Work environment	,602	,077	,520	7,838	,000
a. Dependent Variable: Performance						

results

1. The calculated t value of the job satisfaction variable (X1) was 7.665 with a significance level of 0.000. So the calculated t value is greater than the t table value ($7.665 > 1.993$) and the significance level is smaller than the standard significance level ($0.000 < 0.05$). Then H_0 is rejected and H_1 is accepted. From these criteria, the hypothesis is accepted, which means that the individual job satisfaction variable has a positive and significant effect on the performance of North Lombok Regency Transportation Service employees .
2. The calculated t value obtained from the work environment variable (X 2) was 7.838 with a significance level of 0.000. So the calculated t value is greater than the t table value ($7.838 > 1.993$) and the significance level is smaller than the standard significance level ($0.000 < 0.05$). Then H_0 is rejected and H_1 is accepted. From these criteria, the hypothesis is accepted, which means that individual work environment variables have a positive and significant effect on the performance of North Lombok Regency Transportation Service employees.

Coefficient of Determination Test

Table 4.9 Coefficient of Determination Test Results

Model Summary ^b		
R	R Square	Adjusted R Square
,854 ^a	,729	,722

1. Based on the table above, the figure $R = 0,854$ or 85.4 % is obtained. This shows that there is a fairly strong relationship between job satisfaction variables and the work environment on employee performance .
2. Based on the table above, it can be seen from the R Square value that it is 0.729 or 72.9%, which means that performance variables can be influenced by 72.9% by job satisfaction and work environment variables.

The difference is 27.1% (100% - 72.9%) of the variance in the dependent variable which is explained by other factors .

3. The adjusted R square value of 0.722 shows that the independent variables, namely job satisfaction (X 1) and work environment (X 2) on employee performance (Y) are 72.2%, while the remaining 27.8% is explained by other variables not studied such as leadership style and so on.

The Effect of Job Satisfaction on Employee Performance

Based on the research results, it was found that job satisfaction had a positive and significant effect on the performance of North Lombok Regency Transportation Service employees. This is proven by the results of the multiple linear regression test which obtained a regression coefficient value of 0.626 and the t test which obtained a calculated t value greater than the t table ($7.665 > 1.993$) and the level of significance value was smaller than 0.05 ($0.000 < 0, 05$). From the results of these criteria, it can be interpreted that the job satisfaction variable has a positive and significant effect on the performance of North Lombok Regency Transportation Service employees. Organizations with more satisfied employees tend to be more effective and productive (Safrizal et al.,2020)

The Influence of the Work Environment on Employee Performance

Based on the research results, it was found that the work environment had a positive and significant effect on employee performance at the North Lombok Regency Transportation Service. This is proven by the results of multiple linear regression testing which obtained a regression coefficient value of 0.602 and the t test which obtained a calculated t value greater than the t table ($7.838 > 1.993$) and the level of significance value was smaller than 0.05 ($0.000 < 0.05$). From these criteria it can be interpreted that work environment variables have a positive and significant effect on the performance of North Lombok Regency Transportation Service employees.

CONCLUSION

1. The Job Satisfaction variable has a positive and significant effect on the performance of North Lombok Regency Transportation Service Employees. This means that if job satisfaction increases, employee performance will increase. Conversely, if job satisfaction becomes increasingly dissatisfied, employee performance will decrease.
2. Work Environment variables have a positive and significant effect on the Performance of North Lombok Regency Transportation Service Employees. This means that if the work environment provided is more comfortable , then employee performance will increase. Conversely, if the work environment becomes less comfortable, employee performance will decrease.

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