



**THE INFLUENCE OF WORK ENVIRONMENT, COMPENSATION AND
WORKLOAD ON JOB SATISFACTION OF EMPLOYEE IN KASIH IBU
HOSPITAL RENGAT**

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Abstract

The research was conducted at Kasih Ibu Hospital. The problem of the study are the job satisfaction of hospital employees. The purpose of the study, namely to determine the effect of the work environment, compensation and workload on job satisfaction of employees in Kasih Ibu Hospital. This study used quantitative method. The population of the study is 135 employees of Kasih Ibu Hospital with 57 questionnaire respondents as sample of the research. The data analysis was using path analysis. Results shows that the work environment and compensation have a significant effect on the job satisfaction of Kasih Ibu hospital employees. On the other hand, workload does not have significant effect on the job satisfaction.

Keywords: *Work Environment, Compensation, Workload, and Job Satisfaction*

Abstrak

Penelitian ini dilakukan di RS Kasih Ibu. Masalah penelitiannya adalah kepuasan kerja pegawai rumah sakit. Tujuan penelitian yaitu untuk mengetahui pengaruh lingkungan kerja, kompensasi dan beban kerja terhadap kepuasan kerja karyawan RS Kasih Ibu. Penelitian ini menggunakan metode kuantitatif. Populasi dalam penelitian ini adalah karyawan RS Kasih Ibu yang berjumlah 137 orang dengan 57 sampel untuk distribusi kuesioner sebagai responden. Analisis data menggunakan analisis jalur. Hasil penelitian menunjukkan bahwa lingkungan kerja dan kompensasi berpengaruh signifikan terhadap kepuasan kerja karyawan RS Kasih Ibu. Sedangkan beban kerja tidak berpengaruh signifikan terhadap kepuasan kerja.

Keywords: *Lingkungan Kerja, Kompensasi, Beban Kerja, Dan Kepuasan Kerja*

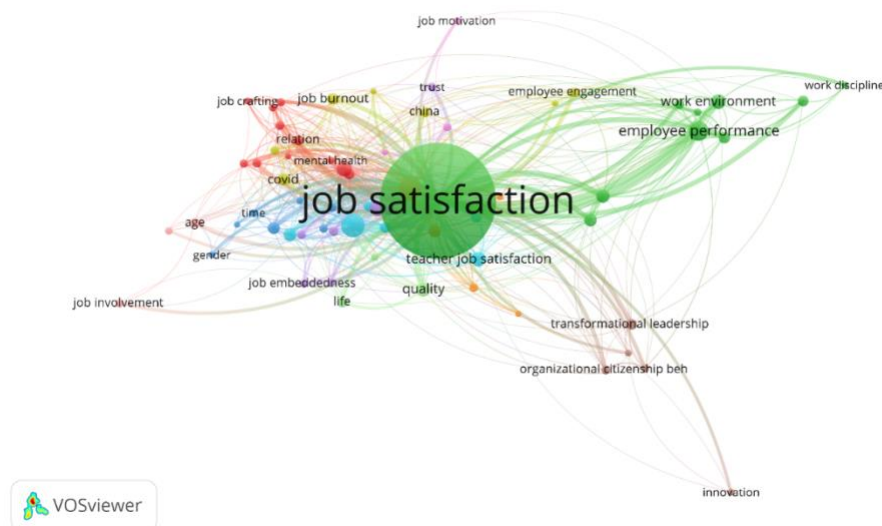
INTRODUCTION

When it comes to a company's or institution's long-term value and survival, resource management plays a major role. It is envisaged that human resources will expand and improve with improved management. As a result, management of a business needs to be aware of its workforce in order for performance to result in high quality as well as job satisfaction that workers get in a just and proper manner. To ensure that human resources can produce the best results, it is important to fully exploit their potential. In order for employees to support the organization's growth

and help it collaboratively reach its objectives, firms must consider how to best train their workforce. One aspect that can be seen is measuring job satisfaction.

At Kasih Ibu Rengat Hospital, researchers carried out studies. Hospitals offer reasonably priced, high-quality public health services. Job satisfaction is, of course, the most crucial component that supports these actions when providing services. Labor turnover rates among employees provide insight into job satisfaction. One of them is the amount of labor turnover from year to year. If the turnover rate of the company has dropped, it indicates that employee job satisfaction is high and their performance is good; on the other hand, if it has increased, it indicates that the company has not been able to sustain employee satisfaction. the activities of human resources, which leads to the unproductive and inefficient work that they accomplish.

Because researchers naturally require novelty in their work, the availability of VOSviewer can facilitate the completion of systematic literature reviews. The following visual display can be created using the data that PoP has gathered and saved in RIS format.



Picture 1
Vos Viewer Visualization

Figure 1 above uses a network graph to show Job Satisfaction based on 1000 searches from 2019 to 2023. The yellow dots represent a group from the meta-analysis of job satisfaction, which explains how workload, organizational culture, leadership style, and compensation relate to job satisfaction. Red dots, or research groups with field points from the Job Satisfaction study that have the most correlations with other points, are seen in Figure 1. In the visual aid, the dot appears large. The Job Performance subject group is represented by the next set of blue and purple dots, with the country dot being the largest dot. This group is related to the size of the organization and includes a scale of work pressure, attitude,

environment, and organization. A set of job performance subjects connected to the satisfaction point, which is the largest point, is shown by the green dot.

Based on the empirical and theoretical investigations performed, the researcher made constraints by picking the variable work satisfaction as variable Y. Here, Work Environment, Compensation, and Workload as variable X.

According to phenomenon explained above, the author is interested in conducting research with the following research questions

1. Does the work environment influence employee job satisfaction at Kasih Ibu Rengat Hospital?
2. Does compensation affect employee job satisfaction at Kasih Ibu Rengat Hospital?
3. Does workload affect employee job satisfaction at Kasih Ibu Rengat Hospital?

The objectives of the study:

1. To determine and analyze the influence of the work environment on employee job satisfaction at Kasih Ibu Rengat Hospital
2. To determine and analyze the influence of compensation on employee job satisfaction at Kasih Ibu Rengat Hospital
3. To determine and analyze workload on employee job satisfaction at Kasih Ibu Rengat Hospital

LITERATURE REVIEW

Job satisfaction is a collection of employee feelings about their work, whether they are happy or liked, unhappy or disliked, as a result of the employee's interaction with their work environment, as a perception of mental attitude, or as a result of the employee's evaluation of their work. (Priansa, 2015:290) The factors that determine job satisfaction are as follows: a) Turnover rate b) Work absence rate c) Age d) Job level e) Company size (Mangkunegara, 2019:119) Other experts believe that the following elements influence employee job satisfaction (Hasibuan, 2017:203). They are:

1. Just and suitable compensation.
2. Appropriate placement based on competence.
3. The lightness of the art.
4. Workplace atmosphere and surroundings.
5. Equipment that assists in the execution of work.
6. The leader's attitude towards his leadership.
7. Determine whether the work is monotonous or not.

Job satisfaction is influenced by two things: internal employee characteristics and work factors (Mangkunegara, 2019:120).

- a. Employee characteristics include intelligence (IQ), special skills, age, gender, physical condition, education, job experience, length of service, personality, emotions, thinking style, perceptions, and work attitudes.
- b. Job characteristics include the type of job, organizational structure, rank (class), position, quality of supervision, financial security, prospects for advancement, social contacts, and work connections.

The work environment is a highly significant component in employees doing work

activities. (Danang, 2012:13). Compensation is a financial and non-financial reward provided by the corporation in exchange for employee performance. Compensation is a difficult and complex issue since it combines practicality, logic, reason, and accountability, as well as emotional aspects from the labor perspective. (Kadarisman, 2016). An excessive workload can produce tension in a person, resulting in stress. This can be caused by a high level of competence required, a high work speed, and a vast volume of work. (Danang,2012:64)

Based on the explanation above, it can be designed hypothesis as follows:

- H1 It is assumed that the work environment influences job satisfaction among employees at Kasih Ibu Rengat Hospital.
- H2 It is assumed that compensation influences job satisfaction among employees of Kasih Ibu Rengat Hospital.
- H3 It is assumed that workload effects job satisfaction among employees at Kasih Ibu Rengat Hospital.

RESEARCH METHODS

Research methods can be defined as a scientific approach to gathering valid data with the goal of discovering, creating, and verifying specific information that can then be utilized to understand, solve, and foresee problems. (Sugiyono,2014:6). This study uses quantitative methods. It is analyzed by using path analysis. Path analysis equations are used to figure out the link between dependent variables. An equation expresses the relationship between variables, allowing the value of variable Y to be computed or predicted if the value of variable X is known. The questionnaire is distributed as instrument of the research and then Path analysis is used to determine the magnitude of the independent variable's contribution to the dependent variables. The formula for path analysis is as follows: $Y = P_{yx1}X1 + P_{yx2}X2 + P_{yx3}X3 + e$

The t-test is used to determine whether each independent variable has a substantial influence on the dependent variable. The decision criteria from (Ghozali,2011:85) are applied, which states that if $t_{count} > t_{table}$, the independent variable has a large influence on the dependent variable, indicating H_a . If $t_{count} < t_{table}$, H_a is rejected, indicating no substantial influence of the independent variable on the dependent variable.

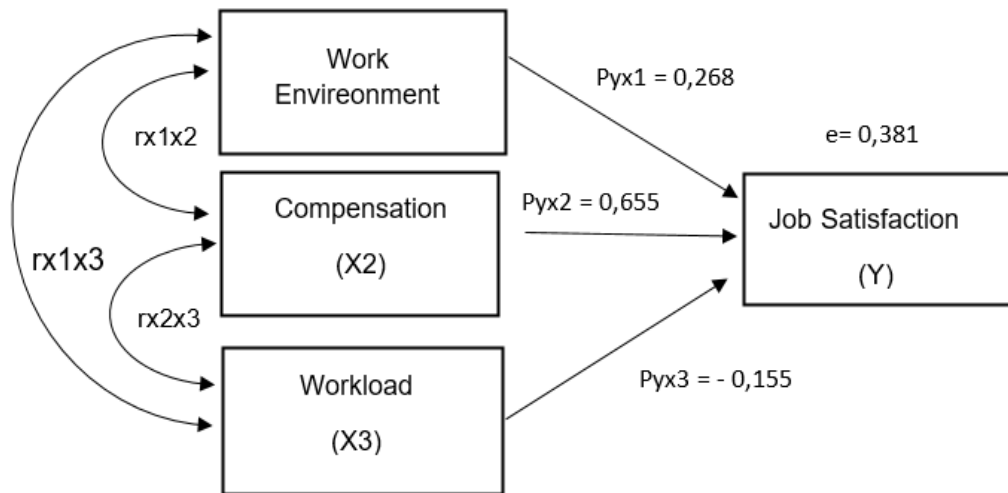
FINDINGS AND DISCUSSION

From the results of the analysis, the sig values of the linearity test were obtained at 0.393 (X1), 0.259 (X2) and 0.83 (X3) > 0.05 , so there is a linear relationship between variable X and variable Y. The Questionnaire has been distributed toward 57 respondents and gained the table 1 and Picture 2 explanation as follows:

Tabel 1 Test results
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.145	2.364		3.868	.000
	Work_Environment	.171	.063	.268	2.733	.009
	Compensation	.588	.093	.655	6.349	.000
	Workload	-.165	.096	-.155	-1.717	.092

a. Dependent Variable: Job_Satisfaction



Picture 2 Path Analysis Diagram

Based on the table above, the path analysis results are obtained as follows:

$$Y = 0.268X_1 + 0.655X_2 - 0.155X_3 + 0.381$$

The regression equation has the following meaning:

- a. The influence of the work environment on job satisfaction is 0.268.
- b. The effect of compensation on job satisfaction is 0.655.
- c. The effect of workload on job satisfaction is -0.155.
- d. The correlation between work environment and compensation is 0.502.
- e. The correlation between compensation and workload is 0.341.
- f. The correlation between workload and work environment is 0.258.
- g. The influence of other variables on the variables studied is $(e) = 1 - 0.619 = 0.381$

Based on the Table 1 above it is clearly shows that The work environment (X1) influences job satisfaction (Y) according to the following table, where t count $X_1 > t$ table = $2.733 > 2.00488$, rejecting H_0 and accepting H_a . Then, The t count $X_2 > t$ table = $6.349 > 2.00488$ in the preceding table indicates that salary (X2) affects work satisfaction (Y), rejecting H_0 and accepting H_a . At last, the workload (X3) has no effect on job satisfaction (Y) according to the table above, where t count $X_3 < t$ table = $-1.717 < 2.00488$, rejecting H_a and accepting H_0 .

Path analysis research results show the work environment improves employee

job satisfaction. The work environment refers to the surroundings that can promote comfort and tranquility, which can influence employee actions and relationships. A positive work atmosphere may increase employee job satisfaction.

Compensation has an impact on employee job satisfaction. Path analysis research results reveal that remuneration improves employee job satisfaction. Employees receive compensation for the services they have rendered to the organization. The corporation might provide compensation both directly and indirectly. As a result, the greater the salary, the more satisfied the employee will be with their employment.

Workload Has No Impact on Job Satisfaction for Employees. Workload has no bearing on how satisfied employees are with their jobs, according to research findings from path analysis. The entire quantity of work that employees or employees of a unit have to finish in a specific length of time is known as the workload. Employees' beliefs that workload has no impact on job satisfaction were confirmed by survey results showing that a large number of respondents were neither in agreement nor disagree with the amount of work that they do or do not currently have. In fact, the workload for employees is sometimes quite easy when there are fewer hospital patients than usual. Employees have the impression that their workload has no bearing on their level of job happiness because a high workload is associated with low job satisfaction, and a low workload is associated with high job satisfaction.

R Square value = 0.619. The contribution of the influence of work environment variables, compensation and workload to the job satisfaction variable is 61.9% and the remaining 38.1% is influenced by other variables not examined in this research

CONCLUSION

This research may conclude that the work environment and salary have a substantial impact on the job satisfaction of Kasih Ibu hospital employees based on the data analysis performed using route analysis. However, there is no discernible relationship between workload and job satisfaction.

LIMITATION & FURTHER RESEARCH

The promotion indicator has the lowest value for the job satisfaction variable. It is anticipated that by offering promotions, the hospital can help its staff grow. To ensure that workers obtain training to be better at different occupations and do not spend a lot of time in one area or unit. The noise indicator for the work environment variable is the lowest. There is still a decent amount of noise in the facility. The serenity of both inpatients and outpatients is impacted by this. It is believed that staff members will be able to maintain order and reduce noise in the facility. The bonus indication represents the compensation variable's lowest indicator. Bonuses for reaching performance targets are expected to be given to employees as well. In addition, workers should get paid more or receive a bonus if they continue to work

after their shift ends. At last Indicator for work conditions has the lowest value for the workload variable. In order to guarantee that staff members continue to do tasks for hospital or healthcare personnel, it is required that work environments deviate from Standard Operating Procedures (SOP). Employees may find it easier to interact effectively with superiors and with other staff members as a result of this decreasing work-related errors and reducing workload. It is recommended for other researcher to focus on noise, bonuses, work condition and SOP for further research related to employee satisfaction.

ACKNOWLEDGEMENTS

Thanks to Institute of Technology and Business Indragiri, as well as sponsor who assisted in supplying research fund. Special gratitude to Kasih Ibu Hospital Employees for the information of the research and thanks for employee assistance in completing this study.

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