

Analysis of the Influence of the Work Environment as a Moderation Between Training and Job Satisfaction Levels of Cleaning service Officers at RSU ROYAL PRIMA Marelana

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Abstract— High employee job satisfaction tends to increase employee work productivity which will also have a positive impact on achieving company goals. The purpose of this study is to analyze the Influence of the Work Environment as a Moderation Between Training and Job Satisfaction Levels of Cleaning service Officers at RSU ROYAL PRIMA Marelana. The research approach used in this study is a quantitative research method. The population that will be used in this study is the Cleaning service officers of Royal Prima Marelana Hospital which amounts to 53 people. The sample determination technique is saturated sampling. The validity test compares the r-count value with the r-table for the degree of freedom = n- k, in alpha 0.05. Reliability test with Cronbach Alpha statistical test > 0.70. Data analysis using multiple regression analysis models ($Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$), coefficient of determination (R^2), F test (simultaneous testing), and t-test (partial testing). Partial test results (t-tests) of training variables, t-count values of > t-table (5.887 > 1.67) and significance values of $0.002 < 0.05$. Partial test results (t-tests) of work environment variables, t-count values of > t-table (4.995 > 1.67) and significance values of $0.008 < 0.05$. T-tests calculate training variables, obtained t count (5,887) > t table (1.67) and probability values ($0.002 < 0.05$) then H1 is accepted, work environment variables, t-count of (4,995) > t-table (1.67) and probability values ($0.008 < 0.05$), then H2 is welcome. In conclusion, from the results of partial and simulated tests, the variables of the work environment and training influence worker satisfaction with t counting greater than t-table and probability values < 0,05.

Keywords— Training, Work Environment, Satisfaction.

I. INTRODUCTION

One of the goals of human resource management in a company is the creation of job satisfaction for members of the organization / company (1). High employee job satisfaction tends to increase employee work productivity which will also have a positive impact on achieving company goals (2). Job satisfaction is a way of looking at a person, both positive and negative about his work (3). Satisfaction at work is one of the factors that play a role in improving the performance of an employee. Job satisfaction is an employee's emotional state where there is or does not occur a meeting point between the value of employee repayment from the company and the level of repayment desired by the employee concerned (4); (5).

Changes in a process, be it the application of knowledge, facilities, and human resources, require companies to shift from previous conditions, towards the direction of creating job satisfaction for employees and have an impact on improving employee performance (6). To be able to achieve this goal, it requires awareness and mutual willingness of employees to change through changes in mindsets, changes in attitude sets, and changes in action sets which will ultimately result in a change in organizational culture (organization cultural change) (7). One of the programs to build quality human resources is an employee development program through education and training (8). This program is considered quite good because the company can improve the abilities

of employees owned by the company so that with the provision of skills obtained during the training these employees can help the company achieve company goals and be able to support the company's competitiveness on an ongoing basis (9); (10).

In addition to training, there are other factors in ensuring the improvement of employee performance, namely the working environment conditions (11). The work environment has significance in influencing performance (5). A good work environment will provide a sense of comfort to employees in carrying out their work (6). Research conducted by Wokas, (2022) states that the improvement in employee performance is partially influenced by the work environment (12). According to Supatmi (2012), states that the work environment plays an important role for employees in the workplace that can affect their performance (13). Based on the background description above, the author is interested in conducting a study with the title Analysis of the Influence of the Work Environment as a Moderation Between Training and Job Satisfaction Levels of Cleaning service Officers at ROYAL PRIMA Marelان Hospital.

II. LITERATURE REVIEW

The work environment is everything that exists around the workers and that can affect him in carrying out the tasks charged. The work environment is a very important component part when employees carry out work activities. By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on the excitement or enthusiasm of employees at work. A conducive work environment provides a sense of security and allows employees to be able to work optimally. Training is a process of teaching certain knowledge and skills and attitudes so that employees are more skilled and able to carry out their responsibilities better, according to standards. Good training will increase employee job satisfaction (14); (15); (16).

Training is a short-term educational process using systematic and organized procedures by which people, in addition to managers, learn knowledge and skills to achieve certain goals). Training is a process that includes a series of actions (efforts) that are carried out deliberately in the form of providing assistance to the workforce carried out by coaching professionals in a time aimed at improving the work ability of participants in certain fields of work in order to increase effectiveness and productivity in an organization (17). Job Satisfaction is a positive feeling of an employee that affects the work or work situation.

III. RESEARCH METHODS

The research approach used in this study is a quantitative research method. The population that will be used in this study is the cleaning service officers of Royal Prima Marelان Hospital which amounts to 53 people. The sample determination technique is saturated sampling. The validity test compares the r-count value with the r-table for the degree of freedom = n- k, in alpha 0.05. Reliability test with Cronbach Alpha statistical test > 0.70.

TABLE I. VARIABLE INSTRUMENT RELIABILITY TEST RESULTS

Variable	Cronbach's Alpha	No of Items	Information
Working environment (X)	0.821	10	Reliable
Job satisfaction (Y)	0.819	8	Reliable
Training (Z)	0.830	10	Reliable

Source: Research Results, 2022 (Data processed)

Based on Table 1, the reliability value of each instrument from the variables of work environment, Job satisfaction, and Training is greater than 0.70 and it can be concluded that all variables are reliable. Data analysis using multiple regression analysis models ($Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$), coefficient of determination (R^2), F test (simultaneous testing), and t-test (partial testing).

IV. RESULTS AND DISCUSSION

In the study at RSU Royal Prima Marelان, the independent variable observed was the Working environment (X) while the mediation variable was Training (Z) and the dependent variable was Job satisfaction (Y). In Table 2, it is known that the Training (Z) variable with a sample of 53 respondents had an average of 28.12 minimum values of 17.00, and a maximum of 44.00 with a standard deviation of 8.33. The Working Environment (X) variable with a sample of 53 respondents had an average of 25.33, a minimum value of 18.00, and a maximum of 42.00 with a standard deviation of 7.85. The Job satisfaction (Y)

variable with a sample of 53 respondents had an average of 29.67, a minimum value of 17.00, and a maximum of 41.00 with a standard deviation of 8.49.

TABLE II. DESCRIPTIVE STATISTICAL ANALYSIS

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Training	53	17.00	44.00	28,12	8,33
Working environment	53	18.00	42.00	25.33	7,85
Job satisfaction	53	17.00	41.00	29,67	8,49

Source: Research Results, 2022 (Data processed)

TABLE III. MULTIPLE LINEAR ANALYSIS

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.109	2.301		2.440	.028
Training	.544	.128	.509	5.053	.007
	.507	.144	.415	4,665	.016

Source: Research Results, 2022 (Data processed)

Job satisfaction Of Cleaning Service Officers = 5,109 + 0,544 Training + 0.507 Work environment. The meaning of the multiple linear regression equation above is:

1. Constant of 5,109 states that if the Training and Working environment is not there or constant then the Job satisfaction of cleaning service officers at Royal Prima Marelán General Hospital is 5,109 units.
2. Training regression coefficient of 0.544 and positive value, this states that every increase in Training 1 unit will increase the Job satisfaction of cleaning service officers at Royal Prima Marelán Hospital
3. Working environment regression coefficient of 0.507 and positive value, this states that every increase in Working environment 1 unit will cause an increase in Job satisfaction of cleaning service officers at Royal Prima Marelán General Hospital.

TABLE IV. COEFFICIENT OF DETERMINATION TEST

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.872a	.809	.809	3.22267

Source: Research Results, 2022 (Data processed)

The results of the Coefficient of Determination Test obtained an Adjusted R square value of 0.809, this means that 80.9% of the variation in the dependent variable Job satisfaction of cleaning service officers at Royal Prima Marelán General Hospital which can be explained by the variation in independent variables Training and Working environment the remaining 19.1% (100%-80.9%) is explained by other variables that were not studied in this study, such as leadership, compensation, and others.

The F test is used to show whether all the independent variables entered in the model have a joint influence on the dependent variables.

TABLE V. SIMULTANEOUS TEST (F TEST)

ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	2786.31	2	20.998.10	72.605	.004b
Residual	2256.09	53	22.702		
Total	4453.11	55			

Source: Research Results, 2022 (Data processed)

The fable value is obtained from:

- $df1 = k-1 = 3-1 = 2$, where k is: the number of dependent and independent variables
- $df2 = n-k = 53-3 = 50$, where n is: the number of samples can be seen from the 53rd row, the 2nd column. The f-table according to table F is 2.79.

From the table above, it can be seen that the calculated F value is 72,605 with a probability of 0.004, because the probability is smaller than 0.05, the regression model can be used to predict the job satisfaction of the cleaner. This can also be seen from the F-count ($72,605 > F\text{-table} (2.79)$), then H3 is accepted which means that the training and working environment variables affect the Job satisfaction of cleaning service officers at Royal Prima Marelan General Hospital. T-test testing is used to show how far one independent variable affects a dependent variable.

The value of t is determined to be significant 5% and the degree is free: $df = n-k$ (df = number of samples and k = number of overall variables) i.e. $df = 53-3 = 53$. The calculated t test carried out is: Two-way test then the ttable used is t 5% or t 0.05 (53) = 1.67. From the results of the t test above, it can be concluded that for the Training variable, obtained t count (5,887) $>$ t table (1.67) and probability value (0.002) $<$ 0.05 then H1 is accepted means that there is an influence of Training on the Job satisfaction of Cleaning service officers at Royal Prima Marelan General Hospital. Then for the work environment variable, a calculation (4,995) $>$ t-table (1.67) and probability value (0.008) $<$ 0.05, then H2 is accepted means that there is an influence of Working environment on job satisfaction officers Cleaning service at Royal Prima Marelan Hospital

TABLE VI. PARTIAL TEST (T TEST)

Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.178	2.098		3.028	.019
Training	.511	.112	.508	5.887	.002
Working environment	.509	.124	.499	4.995	.008

Source: Research Results, 2022 (Data processed)

The Effect of Training on Job satisfaction of Janitors.

The results of the research conducted by researchers prove that there is an influence of training on the job satisfaction of cleaning service officers at Royal Prima Marelan Hospital. In line with the first hypothesis (H1). This can be seen from the results of the partial test (t-test) where the t-count of the $>$ t-table ($5.887 > 1.67$) and the significance value of $0.002 < 0.05$. So that the results of the study rejected H0 and accepted Ha.

Training is one of the important components in the development of human resources (HR) in an institution. Training is meaningful as an effort made to acquire knowledge, skills, and attitudes that can be used immediately to improve performance. The implementation of the Training program is expected to increase the knowledge, skills, and positive attitudes of human

resources which are assets that are important asset assets in the institution. The increase in knowledge, skills, and attitudes due to the implementation of the Training program is expected to improve the performance of institutions in the face of changes and external competition (16); (9). The results of this study are in line with Novitasari's research (2012), which states that the results of the study show that there is the influence of the principal's leadership, work environment, education, and training on job satisfaction in high school economics/accounting teachers throughout Kendal Regency (18). According to Sugiyono 2002 in Andriana (2018), it is stated that workers' abilities are influenced by several factors, such as basic potential, educator qualifications, education/training, and experience (14). Skills can be obtained from training, the more skilled the education personnel will be better able to work and use facilities (16); (17); (19).

The Effect of Working Environment on Job satisfaction of Janitors

The results of the research conducted by the researcher proved that there is an influence of the working environment on the job satisfaction of cleaning service officers at RSU Royal Prima Marelán. In line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the t-count value $>$ t-table ($4.995 > 1.67$) and the significance value of $0.008 < 0.05$ so the research results rejected H_0 accepting H_a .

One of the factors that affect the performance and Job satisfaction of employees in carrying out their duties is the Working environment, which is everything around the worker, which can affect him in carrying out his duties (5). The working environment is also a series of conditions or conditions Working environment of an agency is the place of work of employees who work in the environment (20); (21); (22).

The results of this study are in line with Aruan's research (2015), which states that partially the factors of physical Working environment and non-physical Working environment have a positive and significant influence on employee Job satisfaction. Simultaneously, physical working environment and non-physical working environment factors significantly affect the job satisfaction of employees in the Grasberg Power Distribution Department of PT. Freeport Indonesia (8). An unsatisfactory working environment can reduce morale and ultimately reduce employee work productivity (23); (23).

V. CONCLUSION

Based on the results of the research and discussion that has been described in the previous chapter, the following conclusions can be drawn:

1. Partial testing of results shows that training partially has a positive and significant effect on the Job satisfaction of cleaning service officers at Royal Prima Marelán General Hospital.
2. Partial testing of the results showed that the Working environment partially had a positive and significant effect on the Job satisfaction of cleaning service officers at Royal Prima Marelán General Hospital.
3. Simultaneous testing of results shows that training and the working environment simultaneously have a positive and significant effect on the job satisfaction of cleaning service officers at Royal Prima Marelán Hospital.

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