

Effect Of Job Characteristics, Motivation, And Work Environment On Employee Job Satisfaction At LPD In Pakraman Peraupan Traditional Village Denpasar Peguyangan

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ABSTRACT. This study aims to determine and examine the effect of job characteristics on employee job satisfaction at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar, to determine and examine the effect of motivation on employee job satisfaction at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar. And to find out and test the effect of the work environment on employee job satisfaction at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar. Sampling was carried out using a saturated sampling technique with a total of 32 employees at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar. Data processing using SPSS Version 24 For Windows analysis technique. The results of the analysis conclude that job characteristics have a positive and significant effect on employee job satisfaction. Motivation has a positive and significant effect on employee job satisfaction. The work environment has a positive and significant effect on employee job satisfaction. The limitations of the research object used only focus on job characteristics, work motivation, work environment and employee job satisfaction so that it cannot analyze or reach more deeply the factors that can affect employee performance.

INTRODUCTION

Companies in obtaining profits carry out activities that use production factors such as human resources, natural resources, capital, and technology, thus requiring efforts to improve and develop human resources. Human resources are the most important asset in an organization, both large and small, because it is a source that moves and directs the organization as well as maintains and develops the organization in the various demands of society(1). Job satisfaction is a driver of employee and organizational outcomes because job satisfaction is the result of employees' perceptions of how well their work provides things that are considered important(2). The level of job satisfaction can have an unequal impact. It really depends on the mental attitude of the individual concerned.

One of the factors that influence employee job satisfaction is job characteristics. Job characteristics are basically a group of positions that are somewhat similar in terms of the elements of the job, tasks and responsibilities covered by the same job description(3). Research on the relationship of job characteristics to job satisfaction refers to the research conducted by Putra, et, al., (2018) Abdullah, et, al., (2019) Research by Roy, et, al., (2017) Sulistiyo, et, al., (2019) job characteristics have a positive and significant effect on job satisfaction. This means that if the nature of the task that includes the responsibilities given is good, it will provide employee satisfaction at work.

Another factor that determines job satisfaction besides job characteristics is motivation(4). Motivation is an impulse that makes a person act or behave in certain ways with the possibility of fulfilling personal goals or needs at work. Research on the relationship of motivation to job satisfaction refers to research conducted by Rosalia, et.al., (2020), Research by Carvalho, et.al., (2020) Research by Manalo, et.al., (2020) with the results of his research that motivation positive and significant effect on job satisfaction. This means that if employees reflect the desire to have close, cooperative and friendly relationships with other parties, then employee job satisfaction will increase.

Another factor that determines job satisfaction besides motivation is the work environment(5). The definition of the work environment is the overall tools and materials encountered, the surrounding environment in which a person works, work methods, and work arrangements both as individuals and groups(6). The work environment as a whole work infrastructure that is around employees who are carrying out work that can affect the work itself. Research on the relationship of the work environment to job satisfaction refers to research conducted by Tumboimbela (2018), Jayanti Research (2020), Research Pawirosumarto et al., (2016) The results show that the work environment has a significant effect on job satisfaction. This means that if the work

environment around workers is considered, such as lighting (bright light) but not dazzling, lighting is very beneficial for employees in order to get safety and smooth work, with good lighting arrangements around employees who work, job satisfaction employees will increase Village Credit Institution (LPD) Peraupan Penguyangan Traditional Village, Denpasar. According to the Regional Regulation of the Province of Bali No. 8 of 2002 where the LPD is one of the containers for village wealth that carries out its functions in the form of efforts towards improving the standard of living of village manners and in its activities supports village development a lot. However, in the development of its business, problems emerged related to the workforce at the Village Credit Institution (LPD) of the Penguyangan Traditional Village in Denpasar, where based on the results of observations, there were various main obstacles that arise such as employee job satisfaction at the Village Credit Institution (LPD) of the Peraupan Penguyangan Denpasar Traditional Village. At this time it can be said that it is not good, as shown by the results of interviews with the head of the LPD of the Peraupan Penguyangan Traditional Village, Denpasar, namely Mrs. Ni Wayan Wardani, obtained information related to employee job satisfaction, namely payment of salaries and incentives received by employees in 2020 is an average the average is below the UMK Denpasar City, which is Rp. 2,770,000, the salary system is in accordance with the level of work held by the employee and based on the presence of the employee. In the provision of bonuses / incentives are obtained depending on the achievement of the results achieved every month.

The results of observations and interviews of researchers with 10 employees indicated that the low job satisfaction of employees at LPD Desa Adat Pakraman Peraupan Peguyangan Denpasar was a lack of job variety, namely not having the skills or methods or methods needed to complete tasks, unable / not having skills and variations. task according to task worked on. This causes morale in work to decrease, thus affecting employee satisfaction itself.

The results of the researcher's interview with the general section where there are some employees who do not have the desire to pursue achievement at work, and do not have the desire to achieve success. challenging difficult jobs, no desire to compete among employees for achievement, unwilling to accept relatively high risks, desire to get feedback about their work, and desire to take responsibility for problem solving.

The results of observations and interviews of researchers with 10 employees at the Peraupan Penguyangan Denpasar Traditional Village LPD, it was found that the cause of the decrease in job satisfaction at the Peraupan Penguyangan Denpasar Traditional Village LPD was the employee's relationship with other employees was not harmonious. Because to achieve company goals will be faster if there is togetherness in carrying out the tasks that are assigned.

Differences in the results of one study with other studies cause it is necessary to conduct a review of job characteristics, motivation and work environment on employee job satisfaction.

The purpose of this study was to answer the formulation of the research problem, namely to find out and partially test the effect of job characteristics, motivation and work environment on employee job satisfaction at LPD Desa Adat Pakraman, Peraupan Penguyangan Denpasar.

LITERATURE REVIEW

Job characteristics

Job characteristics such as providing opportunities to use their abilities and skills, freedom, and feedback make employees prefer their work and do not cause boredom(7). Job characteristics are the nature of the task which includes responsibilities, types of tasks and the level of satisfaction obtained from the work itself. Jobs that are intrinsically satisfying and more motivating for most people than jobs that do not satisfy Stoner(3).

Motivation

What is meant by motivation is the driving force that causes a member of the organization to be willing and willing to mobilize abilities in the form of expertise or skills, energy and time to carry out various activities that are their responsibility and fulfill their obligations in the context of achieving goals and various activities. predetermined organizational goals(8). Motivation is a mental state and human mental attitude that provides energy, encourages activity or movement and directs or channels behavior towards achieving needs that provide satisfaction or reduce imbalances(9).

Work environment

The work environment is the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and groups(6). The work environment as the entire work infrastructure around employees who is carrying out work that can affect the work itself. Meanwhile, according to Nitisemito (2016: 195) argues is everything that is around the worker and can affect him in carrying out the tasks assigned(10).

Job satisfaction

Job satisfaction is a general attitude towards one's work, the difference between the amount of rewards a worker receives and the amount they believe they should receive(11). Job satisfaction is an employee's emotional state in which a meeting point occurs or does not occur between the value of employee remuneration from the employee concerned(12).

Hypothesis

- H-1: Job characteristics have a positive effect on employee job satisfaction at LPD Peraupan Peguyangan Traditional Village Denpasar
- H-2: Motivation has a positive effect on employee job satisfaction at the LPD of Peraupan Peguyangan Denpasar Traditional Village
- H-3 : Work environment has a positive effect on job satisfaction of LPD employees in Peraupan Peguyangan Traditional Village Denpasar

METHODOLOGY

This research was conducted at the LPD Indigenous Village of Peraupan Peguyangan Denpasar, which is located at Jalan Antosura, precisely in front of Pure Village, Peraupan Peguyangan Kangin, North Denpasar, Denpasar-Bali. The sample was collected by distributing questionnaires to 32 respondents who were determined through the saturated sampling technique, while the data analysis technique in this study used multiple linear regression, because this analysis is able to interpret and explain the independent variables that affect the dependent variable and explain the linear relationship between individual characteristics. , job characteristics and work environment on employee job satisfaction. This study focuses on the relationship between job characteristics, motivation, work environment and job satisfaction described through the following conceptual framework

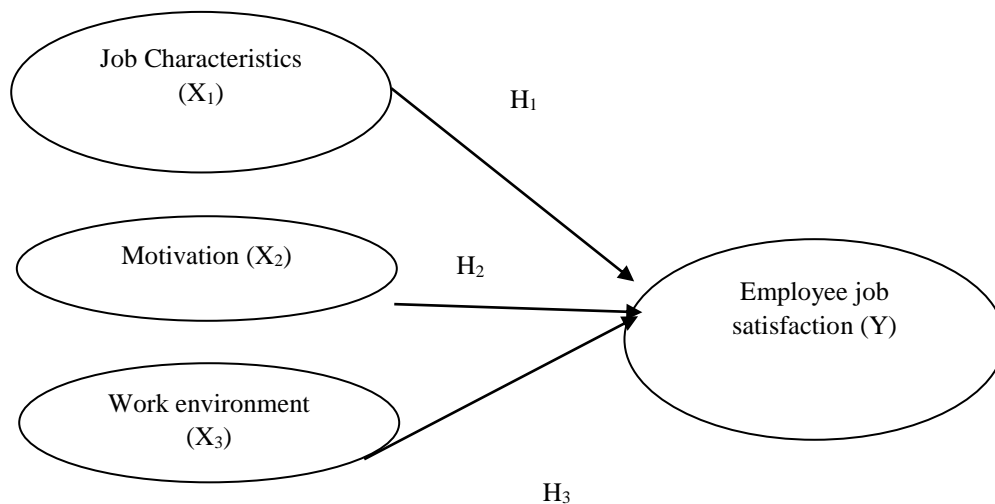


FIGURE 1. Research Model

RESULTS AND DISCUSSION

Classical Assumption Test Results

- a) Normality Test

Normality testing was carried out with the One Sample Komogorov-Smirnov test using a significance level of 0.05 where the data was said to be normally distributed if the significance was greater than 5% or 0.05. From the results of the analysis in Appendix 6, the results are as shown in the following table:

TABLE 1. Normality test results One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		32
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.04062063
	Most Extreme Differences	
	Absolute	.073
	Positive	.045
	Negative	-.073
Test Statistic		.073
Asymp. Sig. (2-tailed)		.200 ^{c,d}

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

From the table above, it can be seen that asymp. Sig (2-tailed) residual is 0.200 greater than 0.05, thus it can be said that the variable is normally distributed.

b) Multicollinearity Test Results

A guideline that a regression model that is free of multicollinearity is by looking at the coefficient of vif (variant influence factor) if vif is less than 10, it can be concluded that there is no multicollinearity. the value of vif for each variable can be seen in the following table:

TABLE 2. Multicollinearity Test Results

Dimensi Variabel Bebas	Tolerance	Variance Inflation Faktor (VIF)
Karakteristik pekerjaan	0,432	2,317
Motivasi	0,980	1,020
Lingkungan kerja	0,431	2,321

From the table above, it can be seen that all independent variables have a VIF coefficient less than 10 and a tolerance greater than 0.1. Thus it can be concluded that all independent variables in the study are free from multicollinearity symptoms.

c) Heteroscedasticity Test

Heteroscedasticity test was conducted to find out that in the regression model there was an inequality of variance. To detect the presence or absence of heteroscedasticity, the Glejser model is used. This model is done by regressing the absolute value of e_i with the independent variable.

If there is no independent variable that has a significant effect on the dependent variable (absolute value e_i), then there is no heteroscedasticity(13).

From the results of the Glejser test in Appendix 6, it was found that there were no independent variables, namely job characteristics, motivation and work environment that had a significant effect on the dependent variable, namely job satisfaction. And more can be seen in the following table.

TABLE 3. Glejser Test Results

		Coefficients ^a			
		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	t
1	(Constant)	.916	.698		1.312
					.195

Karakteristik pekerjaan	.051	.071	.166	.715	.478
Motivasi	.123	.069	.511	1.791	.079
Lingkungan kerja	-.131	.073	-.437	-1.783	.080

a. Dependent Variable: RES

From the table above, it can be seen that the significance for each independent variable, namely job characteristics (X1), motivation (X2) and work environment (X3) is greater than 0.05, thus none of the independent variables has a significant effect on dependent variable (absolute value ei), then there is no heteroscedasticity.

Multiple Linear Regression Analysis

The analytical model used in this study is multiple linear regression using the SPSS version 24 for window computer program. Multiple linear regression model is used to determine the effect of independent variables, namely job characteristics (X1), motivation (X2) and work environment (X3) the dependent variable is job satisfaction (Y). The results of multiple linear regression analysis can be seen in the following table:

TABEL 4. Multiple Linear Regression Analysis Results

Model	Unstandardized Coefficients		Standard Coefficient	t	Sig.
	B	Std. Error	Beta		
(Constant)	8,620	3,162		2,7	0,0
Karakteristik pekerjaan (X ₁)	0,067	0,177	0,113	26	11
Motivasi (X ₂)	0,643	0,116	0,720	0,5	0,5
Lingkungan kerja (X ₃)	0,514	0,112	0,434	78	68
R				5,5	0,0
Adjusted R square	0,735			59	00
	0,491			4,1	0,0
				75	00

From the table above, the multiple linear regression equation is obtained as follows: $Y = 8.620 + 0.067X_1 + 0.643X_2 + 0.514 X_3$

From the results of the equation above, it can be explained that the effect of the variable work characteristics (X1) Motivation (X2) and work environment (X3) is positive, meaning that if the job characteristics (X1) Motivation (X2) and work environment (X3) increase, it will followed by an increase in employee job satisfaction at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar.

Multiple correlation analysis results

The results of multiple correlation analysis were used to determine the magnitude of the relationship between job characteristics (X1) Motivation (X2) and work environment (X3) with the dependent variable employee job satisfaction (Y).

TABEL 4. Multiple correlation analysis results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.735	.540	.491	1.43589

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.735 ^a	.540	.491	1.43589

a. Predictors: (Constant), X3, X2, X1

From the table above, it can be seen that the correlation value (R) of 0.735, the magnitude of the R value of 0.735 is between 0.60 to 0.799, which means that there is a strong relationship between job characteristics (X1) Motivation (X2) and work environment (X3), on satisfaction. employee work (Y) at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar.

Result of determination analysis (R²)

To determine the magnitude of the influence between job characteristics (X1) Motivation (X2) and work environment (X3) with the dependent variable Employee job satisfaction (Y), then the analysis of determination is used.

TABEL 5. Result of determination analysis
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.735 ^a	.540	.491	1.43589

a. Predictors: (Constant), X3, X2, X1

From the table above, it can be seen that the Adjusted R.square value = 0.491 or 49.1%, meaning that the characteristics of work (X1) Motivation (X2) and work environment (X3) are able to explain employee job satisfaction (Y) at LPD Desa Adat Pakraman Penguyangan Denpasar's revenue was 49.1%. And the remaining 50.9% is influenced by other variables that are not included in this study.

Hypothesis testing (F-test)

To test the real or not the effect of the independent variables of work characteristics, motivation and work environment on employee job satisfaction, a test is carried out using the F test (F-test) with the testing steps as follows:

TABEL 6. F-test results
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	67.771	3	22.590	10,967	.000 ^b
Residual	57.729	28	2.062		
Total	125.500	31			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X1, X2

Based on the table above, it is known that the significance value is 0.000, which is smaller than 0.05. This means that the characteristics of work, motivation, and work environment simultaneously (together) have a significant effect on employee job satisfaction at LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar.

Results of t-test (t-test)

This t statistic test is used to determine whether the independent variables, namely job characteristics (X1), motivation (X2) and work environment (X3), have a significant effect on employees (Y).

Based on Table 6, the significance for each variable is as follows:

a) The Effect of Job Characteristics (X1) on Job Satisfaction

From Table standardized Coefficient Beta for the variable Characteristics of work (X1) shows a positive direction of 0.113 and with a significance t-count for the variable Characteristics of work (X1) $0.001 < 0.05$, this means that H_0 is rejected, meaning that there is a significant influence between the Characteristics Job satisfaction (X1) on employee job satisfaction (Y) at LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar, this means that if the employee's job characteristics increase, then employee job satisfaction will increase, and Hypothesis 1 (H1) is proven. This study is in line with the results of research from Putra et al. (2018). Job characteristics have a positive effect on job satisfaction, meaning that if the opportunity to use their abilities and expertise is good, employee job satisfaction will also increase, namely the low level of absenteeism.

b) The effect of motivation on job satisfaction.

From Table 6 the standardized Coefficient Beta for the Motivation variable (X2) shows a positive direction of 0.720 and with a significance t-count for the Motivation variable (X2) $0.000 < 0.05$, this means that H_0 is rejected, meaning that there is a significant influence between Motivation (X2) on employee job satisfaction (Y) at LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar, meaning that if motivation is increased, employee job satisfaction will increase and Hypothesis 2 (H2) is proven. This is in line with the results of research from Rosalia, et.al., (2020) showing the results of his research that motivation has a significant effect on job satisfaction. This means that if the motivation of employees to get feedback about their work and the desire to take responsibility for solving problems. Then employee job satisfaction will increase.

c) Effect of work environment on job satisfaction.

From the table above, the standardized Coefficient Beta for the work environment variable (X3) shows a positive direction of 0.434 and with a significance t-count for the Motivation variable (X2) $0.000 < 0.05$, this means that H_0 is rejected, meaning that there is a significant influence between the environment (X3) on employee job satisfaction (Y) at LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar, meaning that if the work environment is improved, employee job satisfaction will increase and Hypothesis 3 (H3) is proven. This is in line with the results of research from Tumboimbela (2018) which shows that the work environment has a positive and significant effect on job satisfaction. This means that if the surrounding environment in which a person works, work methods, and work arrangements are good, then employee job satisfaction will increase.

CONCLUSION

Conclusion

Based on the results of the study and the results of the discussion, it can be concluded as follows:

- 1). Job characteristics have a positive and significant effect on employee job satisfaction. The results of this analysis can be interpreted that if the employee's job characteristics increase, the job satisfaction of employees at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar will increase.
- 2). Motivation has a positive and significant effect on employee job satisfaction. The results of this analysis can be interpreted that if employee motivation increases then employee job satisfaction at LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar will increase.
- 3). The work environment has a positive and significant effect on employee job satisfaction. The results of this analysis can be interpreted that if the work environment is improved, the job satisfaction of employees at the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar will increase.

Suggestion

Based on the discussion in the previous chapter, the authors would like to convey suggestions that if they are useful for the LPD Desa Adat Pakraman Peraupan Penguyangan Denpasar are as follows:

1). Advice for companies.

- a) Job characteristics have a significant effect on employee job satisfaction, then in the description of the job characteristics variable, namely the Job Variation indicator gets the lowest average value, the researcher suggests to the leadership of the LPD company in Desa Adat Pakraman, Peraupan Penguyangan

- Denpasar, to be able to increase job variations, namely skills or abilities. the method or means required by employees to complete tasks, skills and variety of tasks.
- b) Motivation has a significant effect on employee job satisfaction, then in the description of the motivational variable, namely the physiological indicator to obtain the lowest average value, the researcher suggests to the leadership of the LPD company at Desa Adat Pakraman, Peraupan Penguyangan Denpasar, to increase the physiological needs of employees, namely the most basic need for can live like eating, drinking, housing, oxygen, sleeping and so on.
 - c) The work environment has a significant effect on employee job satisfaction, then in the description of the work environment variables, namely the indicators of air temperature and noise get the lowest average value, the researchers suggest to the leadership of the LPD company in Peraupan Penguyangan Traditional Village, Denpasar, to pay attention to temperature. air, namely by adding cooling air (AC) facilities so that it can be regulated how much temperature is in an employee's workspace. Room air temperature that is too hot or too cold will be a pleasant place to work. While the noise Noise is the level of sensitivity of employees that affect the activities of workers. For example, providing silencers in the employee's workspace.
- 2) Suggestions for further research are suggested if you want to research about employee job satisfaction to keep taking variables that do not have a significant effect, namely organizational culture, work motivation, and besides that the following researchers remember that there are other variables that can affect employee job satisfaction

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