EFFECT OF WORK ENVIRONMENT AND JOB SATISFACTION ON THE PERFORMANCE OF EMPLOYEES AT THE OFFICE OF BANK INDONESIA MEDAN NORTH SUMATERA

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Abstract

The purpose of this study was to analyze the effect of each variable that I researched. And the benefits of this research is to expand knowledge of the author of human resources, particularly about lingkungankerja, kepuasankerja general performance of employees at Bank Indonesia Representative Office Medan, North Sumatra. The population in this study were all employees of Bank Indonesia Representative Office of North Sumatra, amounting to 95 people. And the number of samples used in this study is the entire population berjumpah 95 employees. Data analysis technique used is multiple linear regression, classical assumptions, hypothesis testing (t test and f) and the coefficient of determination. The results of multiple linear regression Y = -16.029 + 0.458 X2 + 0.451X1. From the Work Environment variables t test obtained by value t =8.056 > Table = 1.990 with sig 0.000 <0.05. From these results we concluded that Ha is received which indicates that the working environment (X1) has significant influence on employee performance (Y). Then the job satisfaction variables (X2) obtained tcount4,109 > Table = 0.2017 with sig 0.000 <0.05 thus concluded that Ha is received which indicates that the motivation (X2) effect on employee performance (Y). From the test of F =36.683 > 3,115 with sig 0.000 <0.05, which indicates that the working environment and job satisfaction simultaneously affect the performance of employees at Bank Indonesia Representative Office Medan, North Sumatra. Obtained from the coefficient of determination R-square value of 0.444 or 44.4% variable employee performance (Y) influenced the work environment (X1) and job satisfaction (X2) and the rest55.6% which means that the influence of the working environment and job satisfaction to employee performance.

Keywords: Work Environment, Job Satisfaction, Employee Performance

PRELIMINARY

All Bank would require a business management related to efforts to achieve a specific goal for the bank. In addition to private banks, state banks, namely Bank Indonesia also requires good management in order to provide services to the public or the public. Success or failure of an organization in achieving its objectives depends on the individual's own success in carrying out their duties. (Parlinda, V. and Wahyuddin, M. 2008).

So the performance of employees at Bank Indonesia is important for the company. Efforts to improve the performance of employees at Bank Indonesia, including by taking into account the working environment. Nitisemito in Nuraini (2013, p. 97) states the working environment is everything that is around employees and can affect in
carrying out the tasks entrusted to him for example with the air conditioner (AC), adequate lighting and so on.

And according to a survey in Indonesia Bank Office Regional Medan North Sumatra Province on the Work Environment found there is a tendency Still there are some employees who do not comply with work rules so that the lack of a good working environment.

While in the initial survey on job satisfaction was found there was a lack of existence of great influence between job satisfaction and employee performance in order to improve performance more effectively, so that employees tend to be late in reporting the results of work to his boss.

LITERATURE REVIEW

1. Employee performance

According Wirawan (2009) in research Lidya T Rumengan (2015, p. 892) states that "the performance of employees is the output produced by functions or indicators of a job or a profession in a given time. According Mangkunagara (2002) in the study EMBA (2015, p. 892) states that "employee performance is the result of the quality and quantity of work accomplished by an employee in carrying out their duties in accordance responsibilities given to him.

According to Moorhead and Chung / Megginson, in research Sugiono (2009, p. 12) the employee's performance is influenced by several factors, namely:

1) Work quality (Quality of Work)
2) Quantity Employment (Quantity of Work)
3) Knowledge Jobs (Job Knowledge)
4) Teamwork (Teamwork)
5) Creativity (Creativity)
6) Innovation (Innovation)
7) Initiative (initiative)

Relative to the size of the performance appraisal, the performance of employees, according to Simamora (2004) in research Ade (2014), was measured by the following indicators:

1) The quantity of work, which includes the amount of production resulting activity.
2) Quality of the work, which is covering the suitability of the production activity by reference to the applicable regulations as a standard process of implementation as well as the plan of the organization.
3) Timeliness of completion of the work, which is the fulfillment of the suitability of the time required or expected in the implementation of activities.

2. Work environment

According to Robbins (2010) environments are institutions or forces beyond that could potentially affect the performance of the organization, the environment was formulated into two general environment and specific environment. Sofyandi Herman (2008: 38) defines "work environment as a set of factors that affect the performance of the functions / activities of human resource management which consists of internal factors originating from within the organization".

According to the research Sedarmayanti Wulan (2011, p. 21) Declare that, generally speaking, the type of work environment is divided into two factors: physical work environment factors and non-physical work environment factors.

1) Environmental Factors Physical Work
a) coloration
b) Lighting
c) Air
d) clunk
e) latitude
f) Security
g) Cleanliness

2) Non Physical Factors Work Environment:
   a) Structural work
   b) Job responsibilities
   c) Attention and support from leaders
   d) Cooperation between groups
   e) smooth communication

The indicators used to measure the working environment according to Sedarmayanti (2004, p. 46) is as follows:
   1) Lighting / light in the workplace
   2) Temperature / air temperature in the workplace
   3) Air humidity in the workplace
   4) Air circulation in the workplace
   5) Mechanical vibration in the workplace
   6) The odor in the workplace
   7) Color management in the workplace
   8) The decor in the workplace
   9) Music in the workplace
   10) Safety in the workplace

3. Job satisfaction

According to Edy Sutrisno (2014, p. 73) satisfaction of crimes to be a problem that is quite interesting and important, because it proved beneficial for the individual, industry and society.

According to Handoko (2012, p. 193) job satisfaction (job satisfaction) is an emotional state that is pleasant or unpleasant for a job. Job satisfaction is closely related between employee attitudes toward a variety of work, among others: the employment situation, social influence in the workplace, rewards, and leadership.

According to Smith, Kendall and Hubin Fred (2005, p. 104) that there are five factors that influence job satisfaction, namely:
   1) The job itself
   2) Level of wages
   3) promotion opportunities
   4) Leader
   5) Co-workers

Malay SP Hasibuan (2012, p. 202), expressed job satisfaction indicators are as follows
   1) please work
   2) loves his job
   3) morale
   4) Discipline
   5) Work performance
RESEARCH METHODS

The approach in this study is to use an associative approach. This research was conducted at the Representative Office of Bank Indonesia Medan North Sumatra province, located on Jl. No.04 City Hall Medan. The population in this study is limited to employees of Bank Indonesia Medan North Sumatra province of around 95 employees, the sampling technique used is total sampling study, in which researchers samples taken from the total population of as many as 95 employees. Data collection techniques used were: Interview, Questionnaire (Questioner), which was tested by Test Validity, and Test Reliability. Data analysis techniques used in this study is quantitative. Linear Regression is used to determine the effect of independent variables on the dependent variable. The regression equation in this study were tested by classic assumption Normality Test, Test Multicollinearity, heterocedastity Test, Hypothesis Testing, Test Partial (Test T), Simultaneous Test (Test F), and the coefficient of determination.

RESULTS AND DISCUSSION

To determine whether the regression model is a good model or not, performed classical assumption. The classical assumption is as follows:

a. Normality test

Data normality test done to see if the regression model, the dependent and independent variables have a normal distribution or not, if the data spread around the diagonal line and follow the direction of the diagonal line of the regression model to meet the assumption of normality.

![Figure 1 Test Normality](image1)

From the picture above we can conclude that the regression model has to meet the assumptions of normality, since data spread around the line and follow the direction of the diagonal line.

![Figure 2 Test of Normality](image2)

In the histogram approach normal distribution of data when the data distribution impartial disposed on either the left or right as shown above.

b. test Multicollinearity

Multicollinearity test was used to test whether the regression model found a strong correlation between the independent variables. Multicollinearity occurs when the value of tolerance is less than or equal to 0.10 and multicollinearity does not occur if the tolerance value is greater than 0.10 or VIF no more than 4 or 5 then it does not happen multikolinearitas.
c. **test heterokedastisitas**
   This test has the aim to determine whether in the case of inequality model regresi variant of an observation to observation residual variance of residual other. If some observations to other observations remain, then disebuthomokedastisitas. Conversely, if the different variants of the so-called heterokedastisitas

![Figure 3 Test Heteroskidastity](image)

From the picture above we can conclude dots spread randomly and form a certain pattern that is obvious and spread both above and below the number 0 on the Y axis, this means heterokedastisitas in regression models, so the regression model completely unfit for the independent variable and the independent variables.

The results of data processing with SPSS on the influence of the working environment variables (X1) and job satisfaction (X2) on employee performance (Y) can be seen in the following table:

Value $\beta = -16.029$ shows that if the independent variable is the work environment (XI) and job satisfaction (X2) in a state of constant or unchanged (equal to the change (equal to 0), then the employee performance (Y) is equal to -16.029. Values XI regression coefficient = 0.451 shows that if the work environment has increased by 100% then it will mengakibat of increasing employee satisfaction 45.10%. Values of regression coefficients $X2 = 0.458$ showed increased job satisfaction when working at 100% then it will lead to an increase job satisfaction by 45.80%.

The equation above shows that all independent variables (XI and X2) has a positive coefficient, meaning all independent variables have a direct effect on the dependent variable (Y).

1. **Hypothesis testing**
   a. **Partial test (t test)**
      
      T value for $df = n-2 = df = 95-2 = 93$ is 1.990 tabel $\alpha = 0.05$

      **Table I**
      t test
      Coefficientsa

      | Model                  | Coefficients unstandardized | standardized Coefficients | T   | Sig.  |
      |------------------------|-----------------------------|---------------------------|-----|-------|
      |                        | B              | Std. Error | beta |      |       |
      | (Constant)             | -16.029        | 5.921       | -2.707 | 008  |
      | Working Environment    | 0.451          | 0.056       | 634  | 8.056 | 000   |
      | (X1)                   |                |             |      |       |
      | Job Satisfaction       | 0.458          | 0.112       | 323  | 4.109 | 000   |
      | (X2)                   |                |             |      |       |

a. Dependent Variable: Performance Officer (Y)
1) Against Work Environment Influence Employee Performance

From Table IV-11 values obtained as follows:
\[ t = 8.056 \]
While table = 1.990

With decision-making criteria:
Ho accepted if: -1.990 < \( t < 1.990 \)
Ha accepted if: \( t > 1.990 \) and -hitung<1.990

Based on the partial test results influence affective commitment to Working Environment (XI) on the performance pegawai diperoleh \( t = 8.056 \) while table = 1.990, and has a significant number of 0.00 <0.05 means that Ho refused and Ha accepted correlation value of 0.451. This shows the strong influence of the work environment on employee performance in Bank Office Indonesia Medan North Sumatra Province.

2) Effect of Job Satisfaction Against Employee Performance

From Table IV-11 values obtained as follows:
\[ t = 4.109 \]
While table = 1.990

Based on the partial test results influence job satisfaction (X2) to employee performance obtained \( t_{hitung} = 4.109 \) while table = 1.990 and has a significant number of 0.00 <0.05 means that Ho rejected and Ha received correlation value of 0.458. It showed no significant effect of job satisfaction on the performance of employees at Bank Office Indonesia Medan North Sumatra Province.

b. Simultaneous Test (Test F)

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>687.591</td>
<td>2</td>
<td>343.796</td>
<td>36.683</td>
<td>.000b</td>
</tr>
<tr>
<td>residual</td>
<td>862.240</td>
<td>92</td>
<td>9.372</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1549.832</td>
<td>94</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

a. Dependent Variable: Performance Officer (Y)

From the above table it can be seen:
\[ F_{table} = N - k - 1 = 95 - 2 - 1 = 92 \] is 3.095
\[ F_{hitung} = 36.683 \]
\[ F_{table} = 3, 095 \]

Based on the data table F test known to have sig 0.000 <0.05 while \( F_{table} \) known value of 3.095. From these calculations concluded that Ha received \( F_{hitung} > F_{table} \) artifacting the job satisfaction together was significant positive effect on employee performance in Bank Office Indonesia Medan North Sumatra Province.

2. Coefficient of Determination

To determine the extent of the contribution or a percentage of the influence of the working environment (X1) and job satisfaction (X2) on employee performance (Y) it can be seen through the test of determination as follows:
Table III
The coefficient of determination (R-Square)

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
<th>Durbin-Watson</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.666a</td>
<td>.444</td>
<td>.432</td>
<td>3.061</td>
<td>1.523</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant), job satisfaction (X2), Working Environment (X1)
b. Dependent Variable: Performance Officer (Y)
Source: SPSS Version 22 (2018)

\[ D = R^2 \times 100\% \]
\[ = 0.444 \times 100\% \]
\[ = 44.4\% \]

Based on the test results of coefficient of determination in the above table, the value R-square in the regression model was 44.4% or 44.40%. This means that the contribution made kerjadan environment job satisfaction on the performance of employees at Bank Office Indonesia Medan North Sumatra province remaining 44.4% 55.6% influenced by other variables not examined in this study.

DISCUSSION
From the test results seen two independent variables (the work environment and job satisfaction) bepengaruh the dependent variable (performance of employees), the results of the analysis and testing can be described in more detail as follows:

1. **Against Work Environment Influence Employee Performance**

   From the test results indicate that lingkungankerja significant effect on the performance of employees at Bank Indonesia Representative Office Medan, North Sumatra. The work environment is a measuring instrument that will affect the performance of an employee if the working environment at the agency well. According Colquit (2011) in research Wibowo (2016) states that "the performance of employees is the value of a series of employee behavior that contributes both positively and negatively on the completion of the company's goals."

2. **Effect of Job Satisfaction Against Employee Performance**

   From the test results showed that job satisfaction have a significant effect on employee performance. Where is basically that someone at work will feel comfortable with a high loyalty to the Bank Indonesia Representative Office Medan North Sumatra province where the job gain job satisfaction in accordance with what is desired. job satisfaction is a positive attitude that is reflected by the employees both inside and outside of work. Attitudes such as discipline and achievement in carrying out the work.

3. **Effect of Work Environment and Job Satisfaction Employee Performance**

   Robbins and coulter (2010, p.37) says that the working environment and job satisfaction can certainly affect the performance of an employee because of these two factors can have high impact on employee performance.
CONCLUSION

Based on the results of research and discussion conducted by the authors regarding the influence of the working environment and job satisfaction to employee performance in Bank Office Indonesia Medan North Sumatra Province, it can be drawn the following conclusions:

1. From the results of this study indicate that the working environment has a significant influence on the performance of employees at the Bank Office Indonesia Medan North Sumatra Province.

2. From the results of this study indicate that job satisfaction has a significant influence on the performance of employees at Bank Indonesia Representative Office Medan, North Sumatra. If the working environment is very good around the office, then the performance of employees will increase.

3. From the results of this study indicate that the working environment and job satisfaction simultaneously have a significant influence on the performance of employees at the Bank Office Indonesia Medan North Sumatra Province.

SUGGESTION

Based on the above conclusions, the advice given researchers as follows:

1. Job satisfaction at Bank Indonesia Representative Office Medan North Sumatra province has been going well. But it is not without the necessary attention, because job satisfaction if not handled properly will be a problem in a company.

2. Work environment and job satisfaction of Bank Indonesia Representative Office Medan North Sumatra province has been going well so it needs to be maintained to provide an opportunity for employees who improve the performance for the future, especially for employees who develop ideas to solve the problem in a job.

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