

# ANALYSIS OF THE EFFECT OF TRAINING AND WORK ENVIRONMENT ON THE LEVEL OF JOB SATISFACTION OF JANITORS AT RSU ROYAL PRIMA MARELAN

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## ABSTRACT

*In every organization, public and business, human resources are the primary resource, as are various other resources. This is because humans are the main actors who drive the organization's multiple resources. This study aims to analyze the effect of training and work environment on the level of job satisfaction of janitors. The research approach is quantitative; the research location is Royal Prima Marelán Hospital. The population is all hospital cleaning staff totaling 28 people; the sampling technique is total sampling. The research data analysis model used in this study is a multiple regression analysis model, analysis of the coefficient of determination ( $R^2$ ) statistical test  $f$  and statistical test  $t$ . The results of the Adjusted  $R$  square value of 0.840 mean 84%. The  $f$ -count value is 45.267 with a probability of 0.008; because the likelihood is less than 0.05, the regression model can be used to predict the job satisfaction of janitors. The  $t$ -test results for the training variable obtained a  $t$  count (1.624) >  $t$  table (1.31). A probability value (0.000) < 0.05 for the work environment variable, received a  $t$  count (1.543) >  $t$  table (1.31) and probability value (0.000) < 0.05, then  $H_1$  and  $H_2$  are accepted, meaning that there is an effect of training on job satisfaction of janitors at Royal Prima Marelán Hospital. In conclusion, partial and simultaneous testing of training and work environment variables affects job satisfaction, with an Adjusted  $R$  square value of 0.840, which means 84%.*

**Keywords:** *Work Environment, Training, Job Satisfaction*

## 1. INTRODUCTION

A company is an institution organized and run to provide goods and services to meet consumer demand. In carrying out its production process, a company needs production factors supporting the achievement of company goals: raw materials, capital, and people (1); (2). In the increasingly competitive business environment, both locally and globally, many companies today are trying to identify innovative compensation strategies directly related to improving organizational performance. This has led to a paradigm shift from traditional to modern organizations. This condition must be fully realized and prepared proportionally. This preparation is mainly on quality human resources with appropriate qualifications. Human resources are one of the resources in a company as other resources such as capital, materials, and machinery (3).

In every organization, public and business, human resources are the primary resources, as are various other resources. This is because humans are the main actors who drive the organization's various resources. Therefore, the main thing in managing multiple resources in the company is human resources (4). In other words, if not followed by the competence of human resources, various abundant resources will be useless because they cannot be managed and utilized correctly. Therefore, organizations or companies are required to plan and develop the quality of human resources continuously.

One of the programs to build quality human resources is an employee development program through education and training. This program is considered quite good because the company can improve the ability of employees owned by the company so that the provision of skills obtained while training these employees can help the company

achieve company goals and support the company's competitiveness on an ongoing basis. Of the company on an ongoing basis (5).

In addition to training, there are other factors in ensuring improved employee performance, namely work environment conditions. The work environment has an essential meaning in influencing performance. A good work environment will provide a sense of comfort to employees in carrying out their work. Research conducted by Wokas (2022) states that improving employee performance is partially influenced by the work environment (6). Supatmi (2012) says that the work environment plays a vital role for employees in the workplace that can affect their performance. Training for employees is a process of teaching specific knowledge, skills, and attitudes so that employees are increasingly skilled and able to carry out their responsibilities better, following standards (7). Based on the background description above, the authors are interested in researching "The Effect of Training and Work Environment on the Job Satisfaction Level of Cleaning Officers at Royal Prima Marelan Hospital."

## 2. RESEARCH METHODS

The research approach used in this research is quantitative, and the research location is Royal Prima Marelan Hospital. The population is all hospital cleaning staff totaling 28 people; the sampling technique is total sampling. The research data analysis model used in this study is a multiple regression analysis models. The coefficient of determination (R<sup>2</sup>) analysis aims to measure how far the model can explain the variation in the dependent variable. The F statistical test shows whether all independent or independent variables included in the model jointly influence the dependent variable. The t-statistical test shows how far the influence or independent variables individually explain the variation in the dependent variable.

## 3. RESULTS AND DISCUSSION

**Table 1 Descriptive Statistical Analysis**

	Descriptive Statistics				
	N	Minimum	Maximum	Mean	Std. Deviation
Training	28	17.00	37.00	25.12	7.19
Work environment	28	14.00	35.00	23.45	7.81
Job satisfaction	28	17.00	33.00	26.18	7.26
Valid N (listwise)	28				

Source: Research Results, 2022

Table 1, it can be seen the results of descriptive statistical analysis for the Training variable (Z), Work environment (X), and Job satisfaction (Y). Table 1 shows that the Training variable (Z) with a sample of 28 respondents has an average of 25.12, a minimum value of 17.00, and a maximum of 37.00 with a standard deviation of 7.19. The work environment variable (X), with a sample of 28 respondents, has an average of 23.45, a minimum value of 14.00, and a maximum of 35.00 with a standard deviation of 7.81. Finally, the job satisfaction variable (Y), with a sample of 28 respondents, has an average of 26.18, a minimum value of 17.00, and a maximum of 33.00, with a standard deviation of 7.26.

**Table 2. Multiple Linear Analysis**

Model	Coefficients					
	Unstandardized	Coefficients		Standardized	t	Sig.
	B	Std. Error	Beta			
1 (Constant)	6.045	3.209			3.219	.014
Training	.528	.145	.544		4.815	.004
Work environment	.522	.137	.438		4.827	.002

Source: Research Results, 2022

$$\text{Janitor job satisfaction} = 6.045 + 0.528 \text{ Training} + 0.522 \text{ Work environment}$$

The meaning of the multiple linear regression equation above is:

1. The constant of 6,045 states that if training and work environment do not exist or are constant, the job satisfaction of cleaning staff at Royal Prima Marelan Hospital is 6,045 units.

2. The training regression coefficient is 0.528 and is positive; this states that every 1 unit increase in training will increase the job satisfaction of janitors at the Royal Prima Marelan General Hospital.
3. The work environment regression coefficient is 0.522 and has a positive value; this states that every increase in the work environment of 1 unit will cause an increase in job satisfaction of janitors at the Royal Prima Marelan General Hospital.

**Table 3. Determination Coefficient Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.875 <sup>a</sup>	.840	.840	5.22546

Source: Research Results, 2022

The results of the Determination Coefficient Test obtained an Adjusted R square value of 0.840; this means that 84% of the variation in the dependent variable on job satisfaction of janitors at Royal Prima Marelan Hospital can be explained by the variation in the independent variables of training and work environment, the remaining 16% (100%-84%) is explained by other variables not examined in this study, such as communication, salary, and others.

**Table 4. Simultaneous Test (F Test)**

ANOVA					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	3324.33	2	2322.10	45.267	.008 <sup>b</sup>
Residual	1105.128	28	18.731		
Total	3661.484	26			

Source: Research Results, 2022

The f-table value is obtained from the following:

$df_1 = k - 1 = 3 - 1 = 2$ , where k is: the number of dependent and independent variables

$df_2 = n - k = 28 - 3 = 25$ , where n is: the number of samples that can be seen from row 25, column 2. Ftable, according to the f-table, is 3.37. Table 4 shows that the f-count value is 45.267 with a probability of 0.008; because the likelihood is less than 0.05, the regression model can be used to predict the job satisfaction of janitors. It can also be seen from  $F_{count} (45.267) > F_{table} (3.37)$ , then H3 is accepted, which means that the training and work environment variables affect the job satisfaction of janitors at Royal Prima Marelan Hospital.

**Table 5. Partial test (t-test)**

Model	Coefficients				
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	6.223	3.278		3.2189	.009
Training	1.624	.237	.566	5.223	.000
Work environment	1.543	.324	.443	4.309	.000

Source: Research Results, 2022

The t value is determined to be significant at 5% and the degree of freedom:  $df = n - k$  ( $df =$  several samples and  $k =$  several overall variables), namely  $df = 28 - 3 = 25$ :

Two-way test, the t table used is  $t_{5\%} \text{ or } t_{0.05} (25) = 1.31$ . Therefore, from the t-test results above, it can be concluded that for the training variable, obtained t count  $(1.624) > t$  table  $(1.31)$  and the probability value  $(0.000) < 0.05$ , then H1 is accepted, meaning that there is an effect of training on job satisfaction of janitors at Royal Prima Marelan Hospital. Then for the work environment variable, obtained t-count  $(1.543) > t$ -table  $(1.31)$  and the

probability value (0.000) < 0.05, then H2 is accepted, it means that there is an effect of the work environment on the job satisfaction of janitors at Royal Prima Marelan Hospital.

#### ***Effect of Training on Job Satisfaction of Janitors***

The research results prove that training affects the job satisfaction of janitors at the 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 t count (1.624) > t table (1.31) and a significance value of 0.000 < 0.05. So that the research results reject H0 and accept Ha, the results of this study are in line with research by Novitasari (2012), which states that the results of the study indicate that there is an influence of the principal's leadership, work environment, education and training on job satisfaction of high school economics/accounting teachers in Kendal Regency. The result of the principal's leadership, work environment, education, and training simultaneously (together) contributes 76.2% to the job satisfaction of high school economics/accounting teachers in Kendal Regency (8). According to Sugiyono 2002, Andriana (2018) states that the workability of teachers is influenced by several factors, such as essential potential, educator qualifications, education/training, and teaching experience, and in this study, researchers focused on three factors, namely educator qualifications, experience, and training (9); (10). Attending relevant movements according to the needs of teachers can increase teacher job satisfaction (11). Furthermore, skills can be obtained from training; the more skillful education personnel will be better able to work and use facilities (12); (13); (14).

#### **Effect of work environment on job satisfaction of janitors**

The research results prove the effectiveness of the work environment on the job satisfaction of janitors at the Royal Prima Marelan Hospital. This is in line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the value (1.543) > t table (1.31) and the significance value of 0.000 < 0.05 so that the results of the study reject H0 accept Ha. The results of this study are in line with Aruan's research (2015), which states that partially physical work environment factors and non-physical work environment have a positive and significant influence on employee job satisfaction. Simultaneously, biological work environment factors and non-physical work environment factors significantly affect employee job satisfaction in the Grasberg Power Distribution Department of PT Freeport Indonesia (15). The work environment is also a series of conditions or conditions of the work environment of an agency that is the workplace of employees who work in that environment (16); (17); (18).

## **4. CONCLUSIONS**

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

- Partial testing of the results shows that training partially has a positive and significant effect on the job satisfaction of janitors at RSU Royal Prima Marelan.
- Partial testing of the results shows that the work environment partially has a positive and significant effect on the job satisfaction of janitors at RSU Royal Prima Marelan.
- Simultaneous testing of results shows that training and work environment simultaneously positively and significantly affect the job satisfaction of janitors at RSU Royal Prima Marelan.

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