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The Effect of Workload and Employee Work Environment on Employee Job Satisfaction in Community Institutions Class Iia Serang

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Abstract: This research has the following research objectives to determine the effect of workload on employee job satisfaction, to determine the effect of work environment on employee job satisfaction and to determine the effect of workload and work environment simultaneously on employee job satisfaction. The calculated t value of the workload variable (X_1) is 5.242 which is greater than the t table value of 1.993 at a significance level of 5%. Thus, the hypothesis stating that workload has an effect on employee job satisfaction is accepted, the calculated t value of the work environment variable (X_2) is 6.716 which is greater than the t table value of 1.993 at a significance level of 5%. Thus, the hypothesis stating that the work environment influences employee job satisfaction is accepted. The F test (ANOVA) results show that the calculated F value of 69.414 is greater than the F table value of 2.73, with a significance level of $0.000 < 0.05$. Thus, the hypothesis stating that workload and work environment jointly influence employee job satisfaction is accepted. The coefficient of determination (R^2) value of 0.665 indicates that 66.5% of the variation in employee job satisfaction can be explained by the workload and work environment variables simultaneously. Meanwhile, the remaining 33.5% is influenced by other factors not examined.

Keyword: Workload, Work Environment, Employee Job Satisfaction.

INTRODUCTION

Job satisfaction is a crucial aspect of human resource management that directly impacts employee productivity, loyalty, and performance within an organization. In the context of government institutions, particularly correctional institutions, job satisfaction has strategic significance because it impacts the quality of task execution and public services. Correctional institution employees are required to perform security, guidance, and service functions for inmates, which require a high level of professionalism, discipline, and emotional stability.

However, various structural and operational constraints, particularly high workloads, often act as obstacles to creating a conducive and satisfying work environment for employees. Meanwhile, job satisfaction, according to Locke (1976), is a pleasant or positive emotional state resulting from the assessment of one's work or work experience. Employees with high levels of job satisfaction tend to demonstrate good performance, are loyal to the organization, and are committed to their duties. Conversely, low job satisfaction can have various negative impacts, such as increased absenteeism, internal conflict, and even turnover intention.

In a correctional environment, the workload is not only administrative but also involves physical and psychological aspects. Correctional officers deal directly with inmates with diverse criminal backgrounds and personalities, requiring strong interpersonal communication skills, self-control, and mental resilience. Furthermore, long shifts, high security risks, and limited infrastructure exacerbate the work pressure felt by employees. If this pressure is not balanced with organizational support, adequate welfare, and good work management, job satisfaction levels will decline significantly.

In addition to workload, work environment factors, leadership, reward systems, and internal communication also influence the level of job satisfaction of prison employees. However, in the context of Class IIA Serang Prison, the main issue that stands out is the high workload due to overcapacity and limited human resources, so it is necessary to specifically examine the extent to which the workload affects the level of employee job satisfaction. Considering the important role of prison employees in maintaining security while developing inmates, it is necessary to conduct empirical research to determine the extent to which workload affects the job satisfaction of Class IIA Serang Prison employees. Through a quantitative approach, this study will measure the relationship between workload variables and job satisfaction objectively using measurable instruments, so that the results can be used as a basis for formulating HR management policies in the correctional environment.

METHOD

Types of research

The quantitative method was chosen so that the research results could be measured objectively through numerical data obtained from the questionnaire, then analyzed using inferential statistical techniques. A statement or question that requires alternative answers, strongly agree, agree, less agree, disagree where each: strongly agree is given a score of 4, agree 3, less agree 2, and disagree 1, (Sugiyono, 2022). Quantitative research takes a distance between the researcher and the object of research. Quantitative research uses formal, standard, and measuring instruments. The research method used is a survey method by collecting data through research instruments, and distributing questionnaires to members of the Indonesian National Police Certification Institute, the results of which are then processed using the SPSS for Windows version 29 program to determine the effect of workload and work environment simultaneously on job satisfaction of employees of the Class IIA Serang Penitentiary. This method is used to test the influence between two independent variables and one dependent variable.

Sample population

According to Sugiyono (2022), a population is a generalization area, an object/subject with certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. Based on this definition, the population in this study is 90 employees at the Class IIA Serang Prison, the sample used was 73 using the Slovin technique. employees at Class IIA Serang Prison.

Method of collecting data

Techniques are methods for searching for and obtaining data on variables in the form of notes, reports, and documentation. According to Sugiyono (2020), there are two main factors that influence the quality of research data: the quality of the research instrument and the quality of the results. In this study, the data collection technique used is the field research technique, carried out by going directly to the field using a questionnaire data collection tool which is distributed to respondents.

The data collection techniques used in this study are as follows:

1. Questionnaire

In this study, the author used a closed questionnaire (statements that were already available), where the author provided respondents with a choice of each statement submitted, so that respondents only had to mark (X) or mark (√) on each statement option they wanted.

Assessment of a series of research questionnaire statements that have been answered by respondents using the following research norms:

A question is positive if the answer is:

- a) Strongly Agree Score 5
- b) Agree Score 4
- c) Quite Agree Score 3
- d) Disagree Score 2
- e) Strongly Disagree Score 1

Likert scale. The Likert scale is used to measure an individual's or group's attitudes, opinions, and perceptions about social events or phenomena. In this research, these social phenomena have been specifically defined by the researcher, and are hereinafter referred to as research variables.

2. Research Instruments

research instrument of the variable influence of workload and work environment simultaneously on job satisfaction of Class IIA Serang Penitentiary employees is in the form of a questionnaire with a Likert scoring model filled out by respondents on the distributed questionnaire. The Likert scale consists of 5 (five) scales, namely Strongly Agree (SS), Agree (S), Quite Agree (CS), Disagree (TS) and Strongly Disagree (STS).

Analysis Method

The analysis technique used in this study was quantitative analysis using statistics. Furthermore, to obtain and expedite data input, statistical software was used to support this research. The software used to support this research was SPSS (Statistical Product and Service Solutions) version 29. In SPSS, raw data that had been processed into numbers was input into SPSS, making it easier for the author to conduct this research.

Validity Testing

The basis for decision making in validity testing is as follows:

- a) If the r value is positive and the r_{result} is $> r_{\text{table}}$, then the item or variable is valid.
- b) If the r value is negative and $r_{\text{result}} < r_{\text{table}}$ or r_{result} is negative $> r_{\text{table}}$ then the item or variable is invalid.

A questionnaire is declared valid if the r value obtained from the calculation results (r_{xy}) is greater than the table r value (5%).

Instrument Reliability Test

According to Arikunto (2020), reliability refers to the degree to which an instrument is sufficiently reliable to be used using the Cronbach's Alpha formula. The basis for decision making in the reliability test in this study is as follows:

- a) If the r alpha value is positive and $r\ alpha > r\ table$, then the item or variable is reliable.
- b) If the r alpha value is negative and $r\ alpha < r\ table$ or $r\ alpha$ is negative $> r\ table$, then the item or variable is not reliable.

Multiple Regression Analysis

Sugiyono (2019) proposed multiple linear regression analysis used to make predictions, how the value of a variable changes dependent if the value of the independent variable is increased or decreased. This analysis is used by involving two or more independent variables. between the dependent variable (Y) and the independent variables (X_1 and X_2), This method is used to determine the strength of the influence between several factors. independent variables simultaneously with the dependent variable.

$$\mu_{Y/X_1, X_2, \dots, X_n} = A + B_1X_1 + B_2X_2 + \dots + B_nX_n$$

Technique used in this study was multiple linear regression. The analysis was conducted computerized using the computer program Statistical Product and Service Solutions (SPSS) Version 29 for Windows.

Coefficient of Determination

The definition of the coefficient of determination according to Supangat (2018) is: "The coefficient of determination is a quantity to show the level of strength of the relationship between two or more variables in the form of a percentage (showing how much percentage of the diversity of y can be explained by the diversity of x), or in other words how much x can contribute to y."

Kuncoro (2021), according to him, the coefficient essentially measures the extent to which a model is able to explain variations in the dependent variable. The value of the coefficient of determination is between zero (0) and one (1). A small r^2 value means that the ability of the independent variables to explain the variable's variation is very limited. If the value is close to one, it means that the independent variables provide almost all the information needed to predict variations in the dependent variable.

The magnitude of the relationship between the variables " X_1 " and " X_2 " with the variable " Y " can be determined by using the coefficient of determination analysis, which is obtained by squaring the correlation coefficient. Based on the definition above, the coefficient of determination is part of the total diversity of the dependent variable that can be calculated by the diversity of the independent variable calculated with the coefficient of determination with the basic assumption that other factors outside the variable are considered fixed or constant. To determine the value of the coefficient of determination, it can be calculated using the formula:

$$K_d = r^2 \times 100\%$$

Information:

- Kd = Value of coefficient of determination
- r = Correlation coefficient value

Hypothesis

The calculations or analysis in this study utilize the SPSS computer program for Windows 29.0. The test statistics used are:

- a. t-test
To determine the influence of the independent variable individually (partially) on the dependent variable, the decision is to use a partial test (t-test) with the test decision being:

- 1) H_0 is accepted if $t_{\text{count}} < t_{\text{table}}$.
 - 2) H_0 is rejected if $t_{\text{count}} > t_{\text{table}}$.
- b. F test
- The F test statistic is used to determine simultaneously (multiple) the influence of workload and work environment simultaneously on job satisfaction of employees at the Class IIA Serang Penitentiary, with the test results being:
- 1) H_0 is accepted if $F_{\text{count}} < F_{\text{table}}$.
 - 2) H_0 is rejected if $F_{\text{count}} > F_{\text{table}}$.

RESULTS AND DISCUSSION

The quantitative data that has been compiled, through the distribution of questionnaires or surveys that the researcher has conducted, becomes the average value of the Workload variable (X_1), Work Environment variable (X_2) and the dependent variable Employee Job Satisfaction (Y). and analyzed using parametric statistics with the program SPSS Release 29.00 For Windows, namely to find out whether each variable studied has a positive influence on Work Effectiveness or vice versa. The data was analyzed using the regression analysis command (option) found on the SPSS main menu. The values in each SPSS output are described as follows:

a. Multiple Linear Regression Test

1) t test

- a) The effect of workload (X_1) on employee job satisfaction (Y).

The coefficients table, the calculated t value for the workload variable (X_1) is 5.242 while the t table value for $n = 73$ is 1.993. So $5.242 > 1.993$, then H_0 is rejected and H_a is accepted, it can be stated that workload (X_1) has a significant effect on employee job satisfaction (Y).

- b) The Influence work environment (X_2) on employee job satisfaction (Y).

The t-test value of the leadership style variable (X_2) with a calculated t of 11.482 and significance of 0.000. Because the calculated t is greater than the t table (11.482 $>$ 1.998) and the significance is less than 5% (0.000) then H_a is accepted and H_0 is rejected, it can be stated that leadership style (X_2) has a significant effect on organizational productivity (Y).

2) F test

From the results of the table above, namely the test ANOVA obtained a calculated F value of 69.414. While the F table ($\alpha 0.05$) for $n = 73$ is 2.73. So the calculated $F >$ from the F table ($\alpha 0.05$) or $69.414 > 2.73$ with a significant level of 0.000 because $0.000 < 0.05$, it can be said that the workload (X_1) and work environment (X_2) together have a positive effect on employee job satisfaction (Y).

b. Coefficient of Determination

Based on the calculations in the table below the relationship test was conducted for the three variables, and based on the Model Summary table, the R Square (R^2) value was 0.665. This shows that 66.5% of the workload (X_1) and work environment (X_2) simultaneously influence employee job satisfaction (Y), while the remaining 33.5% is influenced by other factors not examined in this study.

CONCLUSION

1. Workload has a significant effect on Employee Job Satisfaction. The t-test results show that the calculated t- value of the workload variable (X_1) of 5.242 is greater than the t-table value of 1.993 at a significance level of 5%. Thus, the hypothesis stating that workload influences employee job satisfaction is accepted .

2. The results of the t-test show that the calculated t-value of the work environment variable (X_2) of 6.716 is greater than the t-table value of 1.993 at a significance level of 5%. Thus, the hypothesis stating that the work environment influences employee job satisfaction is accepted .
3. Workload and work environment simultaneously have a significant effect on employee job satisfaction. The results of the F test (ANOVA) show that the calculated F value of 69.414 is greater than the F table value of 2.73, with a significance level of $0.000 < 0.05$. Thus, the hypothesis stating that workload and work environment jointly influence employee job satisfaction is accepted.

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