

Analysis of Work Discipline and Work Environment on Employee Job Satisfaction at PDAM Tirtanadi Sisingamangaraja Medan

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Abstract

The purpose of this study is to find out the influence of work discipline on employee job satisfaction, to find out the influence of work environment on employee job satisfaction and to find out the influence of work discipline and work environment on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. The approach used in this study is an associative approach. The population in this study is all employees at PDAM Tirtanadi Sisingamangaraja Medan which totals 272 people and the sample used in this study is using a *sampling* technique using the *slovin* formula so that the sample in this study is 73 employees. The data collection technique in this writing uses a questionnaire. The data analysis techniques in this paper use the Data Quality Test, Classical Assumption Test, Multiple Linear Regression, and Hypothesis Test. The data processing in this study uses the *SPSS v. 26 software* program. It is partially known that work discipline has a positive and significant influence on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan because it has a sig. $0.004 < 0.05$ and $3,408 > 1,666$. It is partially known that the work environment has a positive and significant influence on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan because it has a sig. $0.003 < 0.05$ and $2.562 > 1.666$. It is simultaneously known that work discipline and work environment have a positive and significant influence on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. This study has an *R Square value* of 0.587, meaning that the variation of the independent variable is 46.1%, while the remaining 53.9% is explained by other variables that are not included in the regression model in this study.

Keywords: Work Discipline; Work Environment; Employee Job Satisfaction

Introduction

Human Resources (HR) in every organization, both private and government companies, are the main actors in the organization and are the most important components in the organization. Maka sangat di butuhkan peneingkatan SDM (Mesra et al., 2021) (Sebayang et al., 2021). Dibutuhkan peningkatan SDM melalui pelatihan khususnya di Era teknolgi (Hariyanto & Wahyuni, 2020; Wahyuni et al., 2019). The success of an organization in achieving its goals is highly dependent on the quality and performance of its human resources. Especially the advantages obtained by the organization in the vision and mission strategy are aspects of human resource management. Organizations can generate optimal profits from the goals that have been set, one of the aspects is the job satisfaction of employees which is one part of human resource management.

Job satisfaction is an emotional attitude that is pleasant or unpleasant in which employees view their work (Hasibuan, 2016). Employees who are satisfied with their work tend to show better performance, high loyalty, and have a strong motivation to continue to make their best contribution to the organization, thus having an impact on the company's profits that can be achieved optimally, including the PDAM Tirtanadi Sisingamangaraja Medan Company as one of the Regionally Owned Enterprises (BUMD) engaged in the provision of clean water. It is one of the companies that has an important role in meeting the water needs of the people in the Medan City area and its surroundings. The success of PDAM Tirtanadi Sisingamangaraja Medan in providing optimal service is inseparable from the participation of employees in it who are Human Resources (HR). As a result of the analysis and situation, there are several indications that show problems related to employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. There is data in the field that found that employees are not able to work optimally, such as facing problems of arriving late, lack of discipline in carrying out duties, and complaints about a less conducive work environment. The above conditions can make a negative contribution to the company, especially PDAM Tirtanadi Sisingamangaraja Medan and have an impact on the quality of services provided to the people of Medan city at large. This study aims to analyze the influence of work discipline and work environment on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. The results of this study are expected to provide input for the management of PDAM Tirtanadi Sisingamangaraja Medan in an effort to increase employee job satisfaction and ultimately support the improvement of overall organizational performance. In general, this research produces new knowledge that can be applied in almost all companies, but with case studies, data, and case problems in PDAM Tirtanadi Sisingamangaraja Medan Company.

Methods



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A. Research Approach

This research is a quantitative research with an associative approach. Associative research or causal research (causal relationship) is research that wants to see if a variable that acts as an independent variable has an effect on other variables that are bound variables (Sugiyono, 2019). This research was conducted at PDAM Tirtanadi which is located on Jl. Sisingamangaraja Number 1, Pasar Baru, Medan Kota District, Medan City, North Sumatra.

1. Population and Sample Research

Populasi

According to Sujarweni (2016), population is the entire number consisting of objects or subjects that have certain characteristics and qualities determined by the researcher to be studied and then drawn conclusions. The population in this study is all employees at PDAM Tirtanadi Sisingamangaraja Medan. Based on data on the number of all employees at PDAM Tirtanadi Sisingamangaraja Medan, there are 272 employees.

Sample

According to Sugiyono (2019) stated that the sample is part of the number and characteristics possessed by the population. If the population is large, and it is not possible for researchers to study everything in the population, for example due to limited funds, time and energy, then researchers can use samples taken from that population. In the selection of samples in this study, random sampling techniques were used. Where samples were taken using *the slovin formula*. So that the sample in this study is 73 employees. The following is the formula *for slovin* used:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{272}{1 + 272(0,1)^2}$$

$$n = \frac{272}{1 + 2.72}$$

$$n = \frac{272}{3,72} = 73$$

2. Research Variables and Operational Definitions

According to Manullang and Pakpahan (2018) stated that a variable is a trait that is studied, a symbol, or symbol to which a number or value is attached, can be distinguished, has a variety of values or differences in value. The bound variable (Y) in this study is Employee Job Satisfaction. Meanwhile, there are two independent variables (X) in this study, namely: Work Discipline (X1) and Work Environment (X2).



Table 1. Variable Operational Definition

No.	Variable	Operational Definition	Indicator	Skala
1.	Work Discipline (X ₁)	Work discipline is a person's awareness and willingness to obey the company's or organization's regulations and applicable social norms, where employees always come and go home on time and do all their work well (Hasibuan, 2017)	1. Attendance Rate 2. Work Procedures 3. Compliance with Regulations 4. Working Awareness 5. Responsibility (Siswanto, 2018)	<i>Likert</i>
2.	Work Environment (X ₂)	The work environment is everything that is around the workers and that can affect them in carrying out the tasks they are charged with, for example, cleanliness, music, lighting, etc.. (Nitisemito, 2019)	1. Physical Work Environment 2. Non-Physical Work Environment (Nawawi, 2019)	<i>Likert</i>
4.	Employee Job Satisfaction (Y)	Job satisfaction is an expression of a person's feelings or attitudes towards their work, promotion opportunities, relationships with colleagues, supervision and feelings of satisfaction with the job itself. (Sari, 2018)	1. Job satisfaction 2. Satisfaction with rewards 3. Satisfaction with Supervisor supervision 4. Satisfaction with colleagues 5. Promotion opportunities (Damayanti, et al, 2018)	<i>Likert</i>

Source: Researcher (2024)

In this study, the technique used is multiple linear regression with dependent variables of employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan (Y) and independent variables of work discipline (X₁) and work environment (X₂). The regression equation model used is a multiple linear regression analysis model, which is a regression that has one dependent variable and more than one independent variable, which aims to detect the strength of the influence of independent variables on dependent variables. The relationship between these variables can be described by the following equation :

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \varepsilon$$

Results

1. Validity Test

The validity test is the initial stage that is carried out after the data from the questionnaire is obtained. The validity of *an item* is indicated by the presence of a correlation or support for the total item (total score), the calculation is carried out by correlating the *item* score with the



total score of the item with the help of SPSS software. The value of the correlation coefficient between the score of each item and the total score of the item is calculated from the corrected item-total correlation with the following criteria:

1. If $r\text{-count} > r\text{-table}$ then the question items are declared valid.
2. If $r\text{-count} < r\text{-table}$ then the question items are declared invalid.

From the results of the correlation calculation, a correlation coefficient will be obtained which is used to measure the level of validity of an item and to determine whether an item is suitable for use or not. An instrument is declared valid if the correlation coefficient of r-count is greater than the r-coefficient of the table at a significance level of 0.05. The result of data processing with r-table is calculated from $df = n - 2 = 73 - 2 = 71$ (where n is the sum of the data).

The results of the data validity test in the study concluded that the statement items regarding work discipline had a r calculation value greater than the r table. Then the question items in the work discipline variable can be declared valid. From the results of data processing, the statement items regarding the work environment have a r value greater than the r table. Then the question items in the work environment variable can be declared valid.

Employee Loyalty Validity Test Results

The items of statements regarding employee job satisfaction have a calculated r value greater than the r table. Then the question items on the employee job satisfaction variable can be declared valid.

2. Reality Test

Reality tests are used to determine the consistency of the measuring instrument, whether the measuring instrument used is reliable and remains consistent if the measurement is repeated. The data feasibility test was carried out using the Cronbach's Alpha method where an instrument is said to be realistic if it has a reliability coefficient of more than 0.60. The results of the data reality test with the help of SPSS 26 software.

From the results of the reliability test, it was shown that the variables of work discipline and work environment on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan had a Cronbach's Alpha value greater than 0.6. The results of the reliability test prove that all variables in this study are reliable, so that the questionnaire can be an instrument that is used repeatedly. Data normality testing is carried out to meet the requirements of the regression model that the data obtained has normal properties. In this test, a data is said to be normally



distributed if the distribution of the existing data is evenly distributed to all areas of the normal curve shown in the results of *Kolmogorov Smirnov*, *P-Plot* and *Histogram*.

Based on the results of data processing, it is known that the significance value of *Asymp. A sig* of 0.212 is greater than 0.05. So it is in accordance with the basis of decision-making in the normality test of *Kolmogorov Smirnov*. It can be concluded that the data is normally distributed. Thus, the assumptions or normality requirements in the regression model have been met. Theoretically, a dataset is said to have a normal spread when the data is spread around a line. From the figure above, it can be seen that the data is spread around the line, and there is no data that is located far from the line, so the distribution of the data is concluded to be normal.

Discussion

A. The Effect of Work Discipline on Employee Job Satisfaction

The results of this study show that there is a positive influence of work discipline on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. work discipline (X1) has a positive and significant influence on the increase in employee job satisfaction (Y) at PDAM Tirtanadi Sisingamangaraja Medan because sig. has a value of $0.004 < 0.05$ and $t_{table} > \text{calculation of } 3,408 > 1,666$.

A well-managed work discipline will result in employee compliance with various organizational regulations aimed at increasing job satisfaction. For this reason, company leaders need to supervise every behavior and action taken by all employees at work. Discipline is a person's awareness and willingness to obey all regulations of companies, bodies or organizations and applicable social norms. The existence of a good level of work discipline reflects the credibility of employees to achieve optimal work results for the company's success (Jufrizen, 2018).

This is in line with the results of research by Saripuddin and Handayani (2017) entitled "The Influence of Discipline and Motivation on Employee Job Satisfaction at PT. Kemasindo Cepat Nusantara Medan. concluded that work discipline has a positive and significant effect on job satisfaction.

B. The Influence of the Work Environment on Employee Job Satisfaction

The results of this study show that there is a positive influence of the work environment on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan. The work environment (X2) has a positive and significant influence on the increase in employee job satisfaction (Y) at PDAM Tirtanadi Sisingamangaraja Medan because of sig. has a value of $0.003 < 0.05$ and $t_{table} > t_{count}$ which is $2.562 > 1.666$.

According to Sunyoto (2017), the work environment in an organization must be really considered and regulated in such a way, so that it can create a pleasant atmosphere that can further encourage work morale in carrying out their work more actively and ultimately



increase production. A pleasant atmosphere such as a comfortable working environment, quiet working conditions and safety in the company will create satisfaction in work. This is supported or in line with the results of Yunanda (2017) research which states that there is a positive and significant relationship between the work environment and employee job satisfaction.

The results of this finding are in line with the opinion put forward by Robbins (2017), stating that most employees prefer to work in clean and relatively modern facilities and supported by adequate equipment. A conducive work environment is needed in an organization, employees need a good work environment for personal comfort and to make it easier to do their duties well. The environment in question is not only a tangible environment but also an intangible environment as well. For example, the relationship between employees, employees and superiors, work situations that are full of family nuances.

1. The Influence of Work Discipline and Work Environment on Employee Job Satisfaction
The results of the study showed that the variables of work discipline and work environment together had a positive influence on employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan.
2. Discipline is a person's awareness and willingness to obey all regulations of companies, bodies or organizations and applicable social norms.
3. The existence of a good level of work discipline reflects the credibility of employees to achieve an optimal work result for the company's success (Jufrizen, 2018).

According to Sutrisno (2017) The work environment is the entire work facilities and infrastructure around employees who are doing work that can affect the implementation of work. This work environment includes the workplace, facilities and work aids, cleanliness, lighting, tranquility, including working relationships between people in the place.

Conclusion

Based on the data obtained from the results of the analysis, the following conclusions can be drawn.

1. Work discipline (X1) has a positive and significant effect on employee job satisfaction (Y) at PDAM Tirtanadi Sisingamangaraja Medan because sig. has a value of $0.004 < 0.05$ and $t_{table} > \text{calculation of } 3,408 > 1,666$. Based on this, it can be concluded that work discipline does have a positive and significant influence on increasing employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan.



2. The work environment (X2) has a positive and significant effect on employee job satisfaction (Y) at PDAM Tirtanadi Sisingamangaraja Medan because sig. has a value of $0.003 < 0.05$ and the ttable > calculation is $2.562 > 1.666$. Based on this, it can be concluded that the work environment does have a positive and significant influence on increasing employee job satisfaction at PDAM Tirtanadi Sisingamangaraja Medan.
3. Work discipline (X1) and work environment (X2) together have a positive and significant effect on employee job satisfaction (Y) at PDAM Tirtanadi Sisingamangaraja Medan.

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