

LAPORAN AKHIR PENELITIAN



PENGARUH HUBUNGAN INTERPERSONAL DAN LINGKUNGAN KERJA TERHADAP
KEPUASAN KERJA PEGAWAI DINAS KEBUDAYAAN DAN PARIWISATA SEMARANG

Tim Pengusul

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INTERPERSONAL RELATIONSHIP AND THE WORK ENVIRONMENT ON EMPLOYEE SATISFACTION

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Abstract

This research was conducted at the Semarang tourism and culture office, and aims to determine the interpersonal relationship, work environment and employee job satisfaction and to find out how much influence interpersonal relationships have on employee job satisfaction and how much influence the work environment has on employee job satisfaction. The population in this study were 130 people and the number of samples in this study were 57 people with simple random sampling technique. The method used is a survey method with descriptive analysis techniques and verification. The technique of collecting data is a questionnaire. The data instrument testing was done by using validity and reliability tests, while the data analysis used the Pearson product moment correlation and the coefficient of determination and hypothesis testing with the t test.

Based on the results of the research, the Pearson product moment correlation research, the relationship between interpersonal relationships and employee job satisfaction, is in the medium category and is positive. Based on the t test, H_a is accepted and H_o is rejected, meaning that there is a significant influence between interpersonal relationships on employee job satisfaction. Based on the results of the Pearson product moment correlation, the relationship between work environment and employee job satisfaction is categorized as strong and positive. Based on the t test, H_a is accepted and H_o is rejected, meaning that there is a significant influence between the work environment and employee job satisfaction.

Keywords: Interpersonal Relationships, Work Environment and Employee Job Satisfaction

Introduction

The development of the business world is growing rapidly and competition is getting tougher, requiring companies to be able to survive and compete with other companies. Companies are expected to be able to use human resources properly and correctly because they are an important part of achieving organizational goals, both large and small companies. Human resources are one of the main driving forces for every company operation, so that human resource development efforts are the main strategy to enforce global competition.

One of the factors that companies need to pay attention to to improve employee satisfaction is interpersonal relationships. Humans always need and meet others people in his life. In order to be accepted and adapt well, individuals must try to establish relationships with other individuals. In any situation, including the work environment, interpersonal relationships play an important role. Job satisfaction is one of the most important factors to get optimal work results. Nurses who feel satisfaction at work will certainly do their best with all their abilities to complete their work tasks, so that work

performance can be achieved (According to Robbins, (2002: 36) nurses' job satisfaction is influenced by many factors, including: challenging work, work environment conditions and interpersonal relationships (Vemmylia, 2009)

Job satisfaction will result in the progress of organizational today and in the future so that special attention from organization is needed so that job satisfaction can increase. This is of course not easy because usually organizations are faced with: formulating goals to be achieved, setting various targets to be aimed at, determining various activities that must be carried out to achieve goals, developing appropriate systems and work mechanisms, allocating sources of funds, resources, equipment and human resources, monitor the results achieved, carry out various structuring of relationships between employee in organizational units so that they move in harmony, rhythm and are well coordinated. These activities will then affect the performance of nurses which cannot be separated from their achievement from the job satisfaction of employee in the organizational unit (Mustapha & Zakaria, 2013).

Interpersonal relationship is how to communicate, not just conveying information, but unconsciously determining the level of emotional connection with our interlocutors (Hui & Yee, 2015). The better the interpersonal relationship, the more open the interpersonal relationship and the better the relationship between a person. Effective communication is characterized by good interpersonal relationships. the communication process is not just conveying the content of the message, but also determines the level of interpersonal relationships (Xu & Syarifah Mastura, 2019). In communicating, it does not only determine content but also determines the relationship in terms of the psychology of communication, the better the interpersonal relationship, the more open people are to express themselves; the more accurate their perceptions of others and their perceptions of themselves, the more effective they are. Therefore, it is important for a nurse to know and understand the stages of development of her interpersonal relationships with others in order to achieve job satisfaction (Wang & Brower, 2019). Creating a healthy work environment is a competency that all organizations must have. Human resources are required to have the ability to communicate to provide the best service for the community.

Apart from interpersonal relationships, what companies also need to pay attention to is the work environment. (Gunaseelan & Ollukkaran, 2012). The work environment in a company is very important for management to pay attention to. Even though the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. Sembiring & Purba, (2019) state that the work environment is the entire facility and infrastructure around the employees who are doing the work themselves. If the work environment is conducive and comfortable, the employees will work happily.

For companies, the job satisfaction felt by employees is the most important thing. Employees who feel that they are not comfortable working, are not appreciated, cannot develop all their potential, will cause employees to have difficulty concentrating fully on their work and have a negative impact on the results of their work. Robbins (2007), argues that: "Job satisfaction is a general attitude of individuals towards their jobs. Someone with a high level of job satisfaction has a positive attitude towards their job, someone who is not satisfied with their job has a negative attitude towards the job. Job satisfaction is one of the most important factors to get optimal work results.

Employees who feel satisfaction at work will certainly do their best with all their abilities to complete their work tasks, so that work performance can be achieved.

Based on the above background, the authors are interested in conducting research on interpersonal relationships, work environment and employee job satisfaction. so that the author raised the title: "The Influence of Interpersonal Relationships and the Work Environment on job satisfaction in the tourism and culture offices of Semarang. The purpose of this study furthermore are as follows: (1) To find out the interpersonal relationship to job satisfaction; (2) To determine the effect of the work environment on employee job satisfaction; (3) To find out interpersonal relationships and work environment on job satisfaction

Literature Review and Hypotheses

Job satisfaction

Job satisfaction is a pleasant emotional attitude and loves his job". This attitude will have an impact on work morale, discipline, and work performance (Lu *et.al*, 2019). Job satisfaction is a pleasant or unpleasant emotional state in the way employees view their work". Job satisfaction reflects a person's feelings about his job. This can be seen in the positive attitude of employees towards work and everything they face in their work environment. Steel *et.al*, (2019) said that employees those who prefer to enjoy job satisfaction at work will prioritize their work rather than remuneration even though remuneration is important. According to Robins (2007), argues that job satisfaction is the general attitude of individuals towards their jobs. Someone with a high level of job satisfaction has a positive attitude towards their job, someone who is not satisfied with their job has a negative attitude towards the job. Based on the above opinion, it can be concluded that job satisfaction is the result of human interaction with the work environment, so in this case a person's feelings are a reflection of his attitude towards his job. Job satisfaction is closely related to the way people see their work

Interpersonal relationships

Interpersonal relationships are all good relationships that need to be created and fostered in an organization so that a harmonious team work is created in order to achieve goals (da Silva João *et.al*, 2019). According to (Skoranski *et.al*, 2019). interpersonal relationships are interactions between a person and another in work situations and within organizations as motivation to work productively together. So as to achieve economic, psychological and social satisfaction. From the above opinion it can be concluded that an interpersonal relationship is a relationship consisting of two or more people in work situations and in organizations as motivation to work productively together so as to achieve economic, psychological and social satisfaction. In Guilbault, *et.al* (2020) which can foster interpersonal relationships are:

1. Attitude of trust (trust). Trust is defined as relying on people's behavior to achieve desired goals, whose achievement is uncertain and in situations of risk. There are also three main things that can foster an attitude of trust including: acceptance, empathy and honesty.
2. Attitude Supportive. A supportive attitude is an attitude that reduces defensiveness in communication. A person who becomes defensive when he is not accepting, dishonest, and not empathic. Defensive communication can occur due to personal factors (fear, anxiety, low self-esteem, defensive experiences) and situational factors (other people's communication behavior). Gibb (1970) mentions behaviors

that lead to supportive attitudes including: description, problem orientation, spontaneity, equality and provisionalism.

3. Open attitude. An open attitude is very influential in fostering effective interpersonal relationships,

H1: interpersonal relationship positively affects employee job satisfaction.

Work environment

The work environment is everything that is around the employees and which can influence the employee in carrying out the assigned duties. (Carlisle *et.al*, 2019). The work environment is the entire existing facilities and infrastructure around the employees who are doing the work themselves (Kurniawan *et.al*, 2019). Sedarmayanti (2008) states that broadly speaking, the type of work environment is divided into two, namely:

1. Physical work environment. Physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly.
2. Non-physical work environment Non-physical work environment is all situations that occur related to working relationships with superiors, subordinates and with fellow colleagues.

The work environment is everything that is around workers that can affect work, including controlling lighting, controlling noise, setting work place cleanliness and setting workplace security. From the above opinion, it can be concluded that the work environment is everything that is around the employees that influences him in carrying out his duties.

H2: work environment positively affects employee job satisfaction.

Interpersonal relationships, work environment and Job Satisfaction.

The development of the business world is growing rapidly and competition is getting tougher, requiring companies to be able to survive and compete with other companies (Xu *et.al*, 2019). Companies are also expected to be able to use human resources properly and correctly because they are an important part of achieving organizational goals, both large and small companies (Massoudi & Hamdi, 2017). Interpersonal relationships within a company are very important because even though they do not carry out the production process, interpersonal relationships have a direct influence on employees who carry out the production process (Jung, 2018). According to Robbins (2007), "Interpersonal relationships are interactions between a person and another in work situations and within organizations as motivation to work productively together. Another factor that must be understood by companies is the work environment because it will affect employee job satisfaction. The work environment is everything that is around the employees and which can affect the employees in carrying out their assigned duties (Aghozo *et.al*, 2017). Job satisfaction is also a positive emotion that appears from the cumulative work experience. To enhance employee job satisfaction, organization must support the Interpersonal relationships *and make work environment comfort to do the work* (Pawirosumarto, *et.al*, 2017). If this aspect is realized, then job satisfaction will be achieved.

H3: Interpersonal relationships and work environment simultaneously affect Job Satisfaction

Research Methods

This research was conducted at PT. Sinjaraga Santika Sport, Jalan Liangjulung number 104 Kadipaten Majalengka, and aims to determine interpersonal relationships, work environment and employee job satisfaction and to find out how much influence interpersonal relationships have on employee job satisfaction and how much influence the work environment has on employee job satisfaction.

The population in this study were 130 people and the number of samples in this study were 75 people with simple random sampling technique. The method used is a survey method with descriptive analysis techniques and verification. The technique of collecting data is a questionnaire. The data instrument testing was done by using validity and reliability tests, while the data analysis used the SEM PLS.

Results

To determine whether a hypothesis is accepted or not by comparing tcount with ttable on the condition that if tcount > ttable, then the hypothesis is accepted. The test uses a two-sided test with a probability (α) of 0.05 and the degree of freedom of the test is Df

$$\begin{aligned}
 &= (n-k) \\
 &= (75-4) \\
 &= 71
 \end{aligned}$$

so that the t table value for df 171 table t two-tailed test (two tailed) found a coefficient of 1.99.

HYPOTHESIS TESTING

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Interpersonal relationships (x1) -> Job satisfaction (y1)	0,725	0,741	0,044	16,503	0,000
work environment (x2) -> Job satisfaction (y1)	0,850	0,858	0,042	20,239	0,000

The effect of interpersonal relationships on Job satisfaction is known. The original sample estimate results are 0.725, the t value is 16,503 > t table (1.99) and p value is 0.000 < 0.05, which means that the hypothesis (Ha) is accepted or Ho is rejected at the level of error. 5% two-tailed test (two tailed). So that the first hypothesis which says that the higher the interpersonal relationships a person has, the higher Job satisfaction is received. So it can be concluded that the variable interpersonal relationships has a significant effect on job satisfaction, meaning that the better one's interpersonal relationships will increase the job satisfaction of employees of the National Education Office of Culture and Tourism Semarang.

The effect of work environment on Job satisfaction is known. The original sample estimate results are 0.850, the t value is 20,239 > t table (1.99) and p value is 0.000 < 0.05, which means that the hypothesis (Ha) is accepted or Ho is rejected at the level of error. 5% two-tailed test (two tailed). So that the first hypothesis which says that the higher the work environment a person has, the higher Job satisfaction is received. So it

can be concluded that the variable work environment has a significant effect on job satisfaction, meaning that the better one's work environment will increase the job satisfaction of employees of the National Education Office of Culture and Tourism Semarang.

Discussion

Interpersonal relationships and Job satisfaction

Interpersonal relationships has a significant effect on job satisfaction, meaning that the better one's interpersonal relationships will increase the job satisfaction of employees of the Education Office of Culture and Tourism Semarang. Based on research that has been done, Interpersonal Relations at the Education Office of Culture and Tourism Semarang have been going well. This is indicated by the existence of indicators from the work environment. Everything has been applied even though in different portions and there are still some that are not optimal because the work environment is always changing and adapting to the conditions. These indicators include: lighting (light), color, music to increase enthusiasm for work, temperature (temperature) with ventilation so that air circulation is good, sound, feeling bored, feeling tired, the number of working hours that are in accordance with the standard, rest time that work given by the company is in accordance with the standards.

The work environment of the Education Office of Culture and Tourism Semarang based on respondents' responses obtained a total score for all question items of 2067, this indicates that the results of research on the work environment at the Education Office of Culture and Tourism Semarang are in a good category. The thing that allows employees to work with full concentration is because the atmosphere is free from loud noises. Even though the work environment at the Education Office of Culture and Tourism Semarang is good, it is still not optimal, this is because there are still obstacles faced, namely the lighting in the work space is not able to smoothen the work process

work environment and Job satisfaction

Work environment has a significant effect on job satisfaction, meaning that the better one's work environment will increase the job satisfaction of employees of the Education Office of Culture and Tourism Semarang. Based on research that has been carried out Interpersonal Relations at the Education Office of Culture and Tourism Semarang. is going well. This is indicated by employees always using the correct language followed by body movements to clarify the contents of the message, and if necessary repetition is done in terms of delivery, placing themselves as both the conveyer and the receiver. In a company, if the interpersonal relationship goes well, coordination and cooperation in carrying out work can go well. Interpersonal relationships at the Education Office of Culture and Tourism Semarang are in a good category, because there are indicators in interpersonal relationships that employees have made including: acceptance, empathy, honesty, description, problem orientation, spontaneity, equality, provisionalism, assessing messages objectively with using data and logical consistency, oriented to the content of communication messages, seeking information from various sources, looking for the meaning of messages that are not in accordance with their beliefs. The thing that makes interpersonal relationships in the Education Office of Culture and Tourism Semarang is good but still not optimal, this is

because there are still obstacles faced, namely employees assessing messages as less objectively by using data and logical consistency.

work environment and Job satisfaction towards *Job Satisfaction*

The results of this study show that work environment and Job satisfaction have positive significant effect on job satisfaction. This indicates that the jointly interpersonal relationships and work environment affect job satisfaction. The efforts made are that the company is expected to build and improve interpersonal relationships and the work environment so that it can continue to improve employee job satisfaction.

Conclusion

It can be concluded that partially interpersonal relationships have a positive and significant effect on the level of employee job satisfaction. Another finding is that partially the relationship between the work environment has a positive and significant effect on the level of employee job satisfaction. And together, interpersonal relationships and work environment affect job satisfaction. The efforts made are that the company is expected to build and improve interpersonal relationships and the work environment so that it can continue to improve employee job satisfaction. This research contains limitations in terms of the breadth of research variables and in terms of research objects. It is suggested for future research to further expand other more complete variables, for example adding variables of leadership style, motivation and other factors or conducting research on several different objects in order to make a major contribution to strengthening the theory of interpersonal relationships, work environment and job satisfaction.

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