

# Effect of Communication, Motivation, Work Environment on Job Satisfaction of Employees in PT. Capella Patria Utama Medan

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## ABSTRACT

The object of this research is PT. Capella Patria Utama. High employee job satisfaction will form employees who are able to carry out work comfortably and are able to arrange all jobs properly. Communication is one of the factors that determine employee job satisfaction in the company. Communication is the exchange of information between employees to support work processes in the company. Motivation is the giving of morale to employees in carrying out work in the company. Motivation can be in the form of salary, incentives, rewards or other non-financial motivations such as joint activities and eating together. The work environment becomes the next factor after motivation. The work environment is an environment provided by the company as a place for employees to carry out work. The work environment is an element that shapes employee comfort in carrying out employee work. The type, nature and method of this research uses quantitative research. This study uses a saturated sampling formula. The population was 83 people and 30 people for the validity test. Quantitative research was chosen as a data collection method. The analysis used is in the form of multiple analysis methods, partial testing (t), and simultaneous testing (F). The results of the study showed, by simultaneous F test ( $20.988 > 3.11$ ), partial t test communication ( $3.511 > 1.990$ ), motivation ( $2.779 > 1.990$ ) and work environment ( $3.841 > 1.990$ ) or sig. value  $< 0.05$ , the conclusion from this research shows that the results of communication, motivation, and work environment have a positive and significant effect on job satisfaction.

**Keywords:** Communication, Motivation, Work Environment, Job Satisfaction

## INTRODUCTION

Human resource management is a matter that must be prioritized in developing a company. The ability to manage good human resources will be the main basis for the formation of a good company foundation and able to compete with other companies. The quality of human resources is always a reference for all companies to develop.

PT. Capella Patria Utama is a distributor company engaged in the sale of car and motorcycle spare parts for various brands. PT. Capella Patria Utama is a division of PT Capella Medan which was founded on May 23, 1986. It has several branches such as Medan, Palembang, Padang, Pekanbaru and Lampung and several depots in Aceh, Siantar, Rantau Prapat, Jambi, Bengkulu, Bangka, Muara Bungo and Batam

According to Hasibuan (2016:202), job satisfaction is a happy emotional attitude, and loves his job. Work attitude, discipline and work performance reflect this attitude. Job satisfaction can be obtained in work, external work, and a combination of internal and external work. Job satisfaction is one of the elements forming comfort in carrying out work. High employee job satisfaction will form employees who are able to carry out work comfortably and are able to arrange all jobs properly. Employee resignations occurred in the last 5 years

from 2015 to 2019. In 2015 there were 10 people, 2016 as many as 12 people, 2017 as many as 11 people.

From the data, it can be seen that the highest number of resignations was in July 2019 with 4 people. This shows that the company has not been able to provide low job satisfaction to employees and this can be seen from the reasons for resignation submitted by employees.

Communication is one of the factors that determine employee job satisfaction in the company. Communication is the exchange of information between employees to support work processes in the company. Communication is a two-way process, which leads to the transfer of information and understanding between verbal and non-verbal individuals (Sutrisno, 2011:49)

According to Feriyanto and Triana (2015:71), motivation is a process that describes the strength, direction and persistence of a person to achieve a goal. Motivation is the giving of morale to employees in carrying out work in the company. Motivation can be in the form of salary, incentives, rewards or other non-financial motivations such as joint activities and eating together.

The work environment is an environment provided by the company as a place for employees to carry out work. The work environment is an element that shapes employee comfort in carrying out employee work. The type, nature and method of this research uses quantitative research. The work environment is everything around the employee and will affect the implementation of the responsibilities assigned to him, such as in terms of air conditioning, adequate lighting (Afandi, 2016:51).

Based on researcher interviews and data observations, communication problems were still found, namely the frequent misinformation between the sales party and the supervisor, admin and office among the finance department. Some types of communication errors that occur are errors in conveying information to the store about

the products being sold, errors in submitting product codes to the admin, there is a conflict between the supervisor and the warehouse regarding the delivery of goods. This happened and resulted in poor communication.

On the problem of motivation, based on research interviews and data observations, namely there is often no appreciation for salesmen who are able to achieve targets, admin employees who are able to work well do not get awards, training activities are not always there and lack of appreciation for employees who are able to work well. both become a matter of motivation in the company.

As for work environment problems, based on research interviews and data observations, computer conditions are slow when used, office chairs are damaged because there are some employees sitting irregularly and the road area around the office when there is heavy rain there is flooding.

## **RESEARCH METHODS**

The object of this research is PT. Capella Patria Utama, located at Jalan Sekip Baru No. 13-15-17 Medan.

The type, nature and method of this research uses quantitative research. According to Arikunto (2010:27), as the name implies, quantitative research requires many people to use numbers, starting from data collection, data interpretation, and the emergence of results. This type of research is a quantitative descriptive research. While the nature of this research is descriptive explanation.

According to Sugiyono (2012:115), population is a generalized area, composed of objects/themes with certain qualities and characteristics determined by researchers and research is carried out to draw conclusions. The population of this study were all employees of PT. Capella Patria Utama as many as 83 people.

According to Sugiyono (2012:116) in this study, the sampling technique used was saturated sampling, which is a sampling

technique when all members of the population are sampled. In other words, saturated sampling is 100% of the total population, namely 83 respondents, 30 of which are used to test the reliability of PT. Capella Dinamik Nusantara as a branch of similar companies, and use reliability. Gender, the remaining 83 respondents were used for the sample study.

Quantitative research was chosen as a data collection method interviews, questionnaires and documentation studies.

The analysis used is in the form of multiple analysis methods, partial testing (t), and simultaneous testing (F).

## RESULT AND DISCUSSION

### Result

#### General Description

The company PT. Capella is a national private company that was founded on 19 October 1973. In the beginning, multi-business did not bother Mr. Karim because there were not many consumers, everything went smoothly as planned until

finally it needed separation in several business sectors which were managed separately, so it was established later a new company, namely PT. Capella Parts Utama, which specifically markets auto parts, be it two-wheeled or four-wheeled vehicles. On May 23, 1986 in front of the Notary Barnag Armino Poeloengan, with deed number 29 which was initially located on Jalan Gatot Subroto number 71K Medan. And on December 18, 1986, there was a name change, namely to PT. Capella Patria Utama with deed number 19, then in May 1988, moved to Jalan Sekip Baru number 13-15-17 Medan. PT. Capella Patria Utama is part of the PT group. Capella Medan. PT. Capella Patria Utama is engaged in the business of GS Battery dealerships and vehicle spare parts.

#### Validity Test Results

The validity test can also be done by calculating the correlation between the score of each question item and the total score.

Table 1. Validity Test Results

No	Variable	Question	Corrected Item Total Correlation	Sig. (2-tailed)	Information
1	Communication	X1.1	0.796	0.000	Valid
2		X1.2	0.706	0.000	Valid
3		X1.3	0.555	0.001	Valid
4		X1.4	0.723	0.000	Valid
5		X1.5	0.550	0.002	Valid
6		X1.6	0.532	0.002	Valid
1	Motivation	X2.1	0.573	0.001	Valid
2		X2.2	0.688	0.000	Valid
3		X2.3	0.605	0.000	Valid
4		X2.4	0.803	0.000	Valid
5		X2.5	0.638	0.000	Valid
6		X2.6	0.708	0.000	Valid
1	Work Environment	X3.1	0.628	0.000	Valid
2		X3.2	0.742	0.000	Valid
3		X3.3	0.685	0.000	Valid
4		X3.4	0.607	0.000	Valid
5		X3.5	0.710	0.000	Valid
6		X3.6	0.673	0.000	Valid
1	Job Satisfaction	Y.1	0.643	0.000	Valid
2		Y.2	0.756	0.000	Valid
3		Y.3	0.740	0.000	Valid
4		Y.4	0.759	0.000	Valid
5		Y.5	0.527	0.003	Valid
6		Y.6	0.378	0.039	Valid

Source: Research Results (2020)

The validity of the test carried out has a value greater than the equation r table (0.361) with a significant value below 0.05.

Then it can be concluded that the value of the validity tested has been declared completely valid.

### Simultaneous F Test

The F statistical test basically shows whether all the independent variables

included in the model affect the dependent variable at the same time.

Table 2. Simultaneous F Test Results

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	416.252	3	138.751	20.988	.000 <sup>b</sup>
	Residual	522.254	79	6.611		
	Total	938.506	82			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Work Environment, Communication, Motivation						

The test results obtained Fcount (20.988) > Ftable (3.11) and a significance probability of 0.000 < 0.05 means that Ha is accepted but Ho is rejected, namely communication, motivation and work environment as well as for employees to job satisfaction has a positive and significant effect on PT. Capella Patria Utama Medan.

### Partial t Test

The t test is used to determine whether there is a significant (significant) relationship or influence between the independent variables among several independent dependent variables.

Table 3. Partial t Test Results

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.542	2.153		1.645	.104
	Communication	.266	.076	.315	3.511	.001
	Motivation	.244	.088	.266	2.779	.007
	Work Environment	.312	.081	.347	3.841	.000
a. Dependent Variable: Job Satisfaction						

The results of the study showed, partial t test communication (3.511 > 1.990), motivation (2.779 > 1.990) and work environment (3.841 > 1.990) or sig. value < 0.05, the conclusion from this research shows that the results of communication, motivation, and work environment have a positive and significant effect on job satisfaction.

## DISCUSSION

### Effect of Communication on Job Satisfaction

After going through the entire research process, it can be concluded that the proposed hypothesis was originally stated to be true and became the main research result that was submitted to the company. The results showed that the t value was greater than the ttable value (3.511 > 1.990). H1 shows that communication has a positive and important

impact on job satisfaction at PT. Capella Patria Utama Medan.

In a previous study by Astuti, Bagia and Susila (2016) entitled the influence of internal communication and organizational culture on employee job satisfaction. The results showed that communication had a positive effect on employee job satisfaction. The final conclusion of this study is also supported by Siswandi (2011:171), the necessary communication must meet internal and environmental needs, as well as existing mechanisms, because if communication is excessive, damage cannot be ruled out. Possible employee job satisfaction.

### Effect of Motivation on Job Satisfaction

After going through the entire research process, it can be concluded that the proposed hypothesis was originally stated to be true and became the main research result that was submitted to the

company. The results showed that the value of  $t$  table is greater than  $t$  table ( $2.779 > 1.990$ ). By assuming  $H_2$  is correct, motivation has a positive and significant effect on employee job satisfaction. Capella Patria Utama Medan.

In a previous study by Hanafi and Yohana (2017) entitled the influence of motivation and work environment on employee performance of BNI life insurance with job satisfaction as moderation variable. the results showed that motivation has a positive effect on job satisfaction.

The final conclusion of this study is also supported by Priansa (2016:199) relating to work motivation, so empowerment is a very relevant issue. Because the increased ability will provide motivation for employees to work.

### **Effect of Work Environment on Job Satisfaction**

After going through the entire research process, it can be concluded that the proposed hypothesis was originally stated to be true and became the main research result that was submitted to the company. The results showed that the  $t$  value is greater than the  $t$  table ( $3.841 > 1.990$ ).  $H_3$  is considered correct because the work environment has a positive and significant effect on job satisfaction at PT. Capella Patria Utama Medan.

In a previous study by Yunsepa (2018) entitled the effect of work environment, communication, competence and compensation on job satisfaction of SOGM factory employees. The results showed that the work environment had a positive effect on job satisfaction.

The final conclusion of this study is also supported by Badriyah (2015:234), according to the results of the study, workers who work in an irregular, dark, and noisy work environment will experience extreme temperatures, low water quality, and their job satisfaction. That would be very high. The lower one.

## **CONCLUSION AND SUGGESTION**

The results of the study showed, by simultaneous  $F$  test ( $20.988 > 3.11$ ), partial  $t$  test communication ( $3.511 > 1.990$ ), motivation ( $2.779 > 1.990$ ) and work environment ( $3.841 > 1.990$ ) or sig. value  $< 0.05$ , the conclusion from this research shows that the results of communication, motivation, and work environment have a positive and significant effect on job satisfaction.

Based on the problems discussed previously, the suggestions given based on the results of the final research are:

### **1. For Researchers**

The results of this study will explain the problems posed in the background experienced by the company.

### **2. For the PT. Capella Patria Utama Medan**

Consider paying more attention to communication, motivation and work environment issues when affecting employee job satisfaction.

### **3. For the Faculty of Economics, Universitas Prima Indonesia.**

Can be used as a reference for future research.

### **4. For the Next Researchers**

Testing can be carried out on variables other than the variables under study.

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