



The influence of work environment and work stress on performance with job satisfaction as an intervening variable in Puskesmas district Labuhan Batu

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Abstract

This study aims to determine whether the work environment and work stress affect employee performance through job satisfaction as an intervening variable at the Janji Health Center, Labuhanbatu Regency. The study was conducted on 80 employees using a saturated sampling technique. The data collection technique used was primary data in the form of questionnaires and secondary data obtained through documentation studies. The data analysis technique used quantitative data which was processed using the SPSS version 25 program, namely the t test, Sobel test and path analysis. The results obtained in this study show 1) there is a significant influence between work environment on job satisfaction, 2) there is a significant effect between work stress variables on job satisfaction, 3) there is a significant effect between work environment variables on performance, 4) there is a significant effect between work stress variable on performance, 5) there is a significant influence between job satisfaction variable on performance, 6) job satisfaction variable cannot affect work environment variable on performance, 7) job satisfaction variable cannot influence work stress variable on performance.

Keywords: work environment, work stress, job satisfaction, performance

Introduction

Employee performance is the main thing that is seen by the organization in conducting work assessments and evaluations. Therefore employee performance is considered as the most important part of the organization because it is directly related to the results of the abilities and skills of all human resources of the organization which are the main brain of the organization to help achieve the main goals of the organization. Mathis and Jackson (2009: 122) stated that the factors that influence performance are job satisfaction or dissatisfaction other than the individual himself, work and organizational commitment.

Robbins and Judge (2015: 46) argue that job satisfaction is a positive feeling from an employee about a job that is obtained from an evaluation of the characteristics of the job. Someone who has a high sense of satisfaction with his work then his positive feelings are also high, and vice versa.

In organizations, small conflicts often occur between employees or between superiors and subordinates or vice versa due to errors or differences in perceptions. In compiling a good system it will not be implemented if there is no support for working conditions, good leadership and communication, a bad atmosphere will result in work stress. Stress causes an imbalance in a person's life, because it causes depression and thus damages health, attitude and work behavior.

Literature review

In research conducted by Tomy Sun Siagian, Hartanti Nugrahaningsih and Julaela, Muhammad Misbahul Bari, Edy Kusnadi and Lita Muhammad Misbahul Bari, Edy Kusnadi and Lita Permata Sari showed that the work

environment has a positive and significant effect on job satisfaction and employee performance. This condition indicates that a good work environment will increase employee morale, employee satisfaction in the work performed. In addition, many employees feel stressed about their jobs so this will affect their work performance. This is supported by research conducted by Endang Sri Wahyuni, Taufeni Taufik and Vince Ratnawati, Muhammad Misbahul Bari, Edy Kusnadi and Lita Muhammad Misbahul Bari, Edy Kusnadi and Lita Permata Sari which explains that work stress also affects performance.

Aims

To find out and analyze the effect of work environment and work stress on employee performance through job satisfaction as an intervening variable.

Methods

The results of our research was carried out with the help of empirical methods: questionnaires, validity and reliability test. To process the research results, we use mathematical statistics methods: t test, sobel test and path analysis.

Discussion

The research was conducted at the Janji Community Health Center, Labuhanbatu Regency, which is located at Jalan Lintas Janji Village, West Bilah District, Labuhanbatu Regency, North Sumatra. The population in this study were all employees at the Janji Health Center in Labuhanbatu Regency, which were recorded in December 2022, totaling 80 people. As for the sampling technique in this study, namely saturated samples.

t- test

Table 1

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	23,070	6,681		3,453	,001
	Work environment	,201	,183	,252	2,409	,018
	Work stress	,285	,187	,342	3,284	,002
	Job satisfaction	,221	,103	,221	3,204	,039

a. Dependent Variable: Performance

Source: Primary data is processed, 2023

In the table, the t statistical test is obtained, as follows:

1. Job satisfaction, with a probability level of 0.039. Thus it can be concluded that $P = 0.039 < \alpha = 0.05$, so accept the hypothesis that job satisfaction has a significant effect on performance.
2. Work environment, with a probability level of 0.018. Thus it can be concluded that $P = 0.018 < \alpha = 0.05$, then accept the hypothesis that work environment variables have a significant effect on performance.
3. Job stress, with a probability level of 0.002. Thus it can be concluded that $P = 0.002 < \alpha = 0.05$, so accept the hypothesis that the variable work stress has a significant effect on performance.

Sobel test

From the results of the calculation of the sobel test to get a t value of 15,373, so that the t value of $15,373 > t$ table 2,058 is obtained, it can be concluded that the work discipline variable is able to mediate the relationship between the influence of work facilities on job satisfaction. The t value is 11,256, so that the t count value is $11,256 > t$ table 2,058, it can be concluded that the variable job satisfaction is able to mediate the relationship between the effect of work stress on performance.

Results

The effect of the work environment on job satisfaction

The work environment variable has a positive and significant effect on job satisfaction at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The work environment variable has a regression coefficient value of 0.138 and has a unidirectional effect, which means that each addition or increase in the value of one unit score for the work environment variable will add to the job satisfaction value of the employees of the Janji Health Center, Bilah Barat District, Kab. Labuhanbatu of 0.138 per one unit score. This is supported by research conducted by Hartanti Nugrahaningsih and Julaela (2017) ^[18], which revealed that the work environment has an influence on job satisfaction.

The effect of job stress on job satisfaction

The work stress variable has a positive and significant effect on job satisfaction at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The work stress variable has a regression coefficient value of 0.100 and has a unidirectional effect, which means that each addition or increase in the value of one unit score for the work stress variable will increase the job satisfaction value of the employees of the Janji Health Center, Bilah Barat District, Kab. Labuhanbatu of 0.100 per one unit score. This is supported by research conducted by Muhammad Misbahul

Bari (2022) ^[2], which revealed that work stress has a significant effect on job satisfaction.

The effect of work environment on performance

The work environment variable has a positive and significant effect on performance at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The work environment variable has a regression coefficient value of 0.252 and has a unidirectional effect, which means that each addition or increase in the value of one unit score for the work environment variable will add to the performance value of the employees of the Janji Health Center, Bilah Barat District, Kab. Labuhanbatu of 0.252 per one unit score. The findings of this study are supported by research conducted by Tomy Sun Siagian and Hazmanan Khair (2018) ^[1], which states that the work environment has a positive and significant effect on employee performance.

The effect of job stress on performance

The work stress variable has a positive and significant effect on performance at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The work stress variable has a regression coefficient value of 0.342 and has a unidirectional effect, which means that each addition or increase in the value of one unit score for the work stress variable will add to the performance value of the Janji Health Center, Bilah Barat District, Kab. Labuhanbatu of 0.342 per one unit score. The results of this study are in accordance with research conducted by Endang Sri Wahyuni, Taufeni Taufik and Vince Ratnawati (2016) ^[3] who also stated that work stress has a positive and significant effect on performance.

The effect of job satisfaction on performance

The job satisfaction variable has a positive and significant effect on employee performance at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The job satisfaction variable has a regression coefficient value of 0.273 and has a unidirectional effect, which means that each addition or increase in the value of one unit score for the job satisfaction variable will increase the performance value of the employees of the Janji Health Center, Bilah Barat District, Kab. Labuhanbatu of 0.516 per one unit score. This is in accordance with research conducted by Edy Kusnadi (2019) ^[2], who found that job satisfaction can improve employee performance.

The effect of the work environment on performance through job satisfaction

Work environment through job satisfaction has an influence on the performance of employees of the Janji Health Center,

Bilah Barat District, Kab. Labuhanbatu. The results showed that job satisfaction has no role in mediating the influence of the work environment on performance.

The effect of work stress on performance through job satisfaction

Job stress through job satisfaction has an influence on the performance of employees at the Janji Health Center, West Bilah District, Kab. Labuhanbatu. The results showed that job satisfaction has no role in mediating the effect of work stress on performance.

Conclusion

From this study it can be concluded that to improve employee performance can be improved by increasing the job satisfaction of each employee so that employees can carry out their work in order to create the desired goals in the agency. Likewise with job satisfaction, with a good environmental atmosphere will also improve employee performance.

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