

THE INFLUENCE OF PHYSICAL WORK ENVIRONMENT AND NON-PHYSICAL WORK ENVIRONMENT ON EMPLOYEE WORK SATISFACTION AT THE BKPSDMD AGENCY OF MAKASSAR CITY

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Abstract

The purpose of this study was to determine the effect of the physical work environment and non-physical work environment on employee job satisfaction at the Makassar City Regional Employment and Human Resources Development Agency. The data used in this study are primary and secondary data, with a total sample of 57 respondents. This study used a quantitative approach and was analyzed using multiple linear regression analysis. The data were processed using SPSS 21 data processing to prove the three hypotheses. The results of this study prove that the physical work environment variable has a significant effect on employee job satisfaction with a t_{count} of 2,083 > t_{table} of 1,673. The Non-Physical Work Environment Variable has a significant effect with a t_{count} of 5,682 > 1,673. Simultaneously the physical work environment and non-physical work environment variables on employee job satisfaction with F_{count} of 89,813 which shows F_{count} (89,813) > F_{table} (3.16). Based on the results of the study it is known that the independent variables simultaneously and jointly have a significant effect on the dependent variable, namely job satisfaction of employees at the Makassar City Regional Personnel and Human Resources Development Agency.

Keywords: Employee Job Satisfaction, Non-Physical Work Environment, Physical Work Environment

1. INTRODUCTION

Entering the era of globalization, the agency's need for human resources certainly plays a significant role in meeting the challenges of increasingly complex competition. Consequently, a strong workforce that can adapt quickly to changes is required, fulfilling their duties and responsibilities accordingly. Human resources are crucial assets that drive the success and accomplishments of an institution, serving as planners, actors, and catalysts in various agency activities (Hasibuan, 2003). Thus, it is imperative to enhance the efficiency and productivity of human resources as valuable assets. Effective management of human resources, both in government and non-government agencies, is particularly important in today's highly competitive environment. Managing employees is a key factor in achieving success. When employees possess high productivity and motivation, the agency functions smoothly, leading to commendable performance and accomplishments.

Currently, the development of human resource management (HR) stands as the most pivotal element in fulfilling the goals and functions of an agency. The quality of human resources is also determined by positive relationships between employees and their superiors. To attain the desired goals of an agency, several factors need to be considered to support employee performance levels. These factors include compensation,

work environment, leadership, agency culture, work motivation, work discipline, and job satisfaction. Ensuring the well-being of employees while they work in the office is crucial for every agency. Hence, agencies must strive to establish a favorable, comfortable, and enjoyable work environment for their employees.

Considering the phenomena related to employee job satisfaction at the Makassar City Regional Personnel and Human Resource Development Agency (BKPSDMD), it is important to address the issue of employee absenteeism in the past two years. The attendance data for 2021 reveals a decrease compared to the data for 2022, which indicates an increase in absenteeism. The researchers' observations attribute this to the employees' lack of discipline, exemplified by tardiness, unexplained absences, and sickness. Such a condition demands attention from the agency, as a low attendance rate serves as an indicator of diminished employee job satisfaction. The following table presents the employee attendance data at the Makassar City Regional Personnel and Human Resources Development Agency for the 2021-2022 period:

Table 1. Employee attendance data at the Makassar City Regional Personnel and Human Resources Development Agency for the 2021-2022 period

No	Year	Number of Employees	Absent				Number of Absences
			Sick leave	Permission	Leave	Attendance	
1	2021	71	20	0	172	2345	2537
2	2022	71	20	0	218	2374	2632

Source: Office of the Makassar City Regional Personnel and Human Resources Development Agency 2022

There are several factors that can influence employee job satisfaction, including the work environment, which encompasses both physical and non-physical aspects. According to Sutrisno (2010), the work environment comprises the physical surroundings and infrastructure in which employees carry out their work, which can significantly impact their job performance. It includes the physical workplace itself, as well as facilities and resources such as lighting, cleanliness, and noise levels, along with the working relationships among employees. For instance, employees tend to work more comfortably in a clean and organized environment with appropriate colors and adequate lighting. A quiet work environment promotes concentration, while an inspiring atmosphere, such as playing music, can enhance productivity. Sedarmayanti (2011) categorizes the work environment into two types: 1. The physical work environment refers to the tangible aspects around the workplace that directly or indirectly affect employees and 2. The non-physical work environment pertains to the social and interpersonal conditions among employees in the workplace, including relationships with colleagues, superiors, and subordinates.

The work environment can greatly influence employee job satisfaction. As stated by Hariandja (2009: 290), "Job satisfaction is a crucial factor in agencies because it impacts work-related behaviors such as diligence, productivity, and more, thereby influencing various organizational outcomes." Job satisfaction is an essential emotional state that employees seek, reflecting the alignment between their expectations and the reality of their work. If employees' expectations are largely met, job satisfaction can be

achieved. It is important to note that employee job satisfaction is dynamic and subject to change. At times, employees may experience job dissatisfaction, leading to various problems for both the employees themselves and the organization they work for. Neglecting job satisfaction can impose a significant burden on the agency. Therefore, it is crucial for agencies to prioritize and enhance employee job satisfaction to foster a more content and motivated workforce, thereby improving overall effectiveness and efficiency and minimizing losses. According to Sutrisno (2010), job dissatisfaction can manifest as aggressive behavior or withdrawal from the social environment. For instance, employees may quit their jobs, engage in sabotage, skip work, intentionally make mistakes, participate in strikes, or avoid agency activities.

This study aimed to examine the impact of both the physical and non-physical work environments on employee job satisfaction at the Makassar City Regional Employment and Human Resources Development Agency. By investigating these factors, the study seeks to contribute to a better understanding of the relationship between the work environment and employee job satisfaction in the specific context of the agency. The findings of this research will have significant implications for the agency's management, as they can provide valuable insights into improving the work environment and enhancing employee job satisfaction. Furthermore, the study's outcomes will contribute to the broader field of human resource management by adding to the existing body of knowledge on the importance of the work environment in fostering a satisfied and productive workforce.

2. RESEARCH METHODS

This study employs a quantitative research design to investigate the impact of the physical and non-physical work environments on employee job satisfaction at the Makassar City Regional Personnel and Human Resources Development Agency (BKPSDMD). The quantitative approach enables the objective testing of theories by establishing associations between variables, which can be measured using statistical analysis.

The participants in this study were employees working at the Makassar City Regional Personnel and Human Resources Development Agency (BKPSDMD). The research population consisted of 57 employees. The characteristics of the respondents were categorized based on their division within the agency and their gender.

Data for the study was collected using structured questionnaires distributed to a representative sample of employees from different divisions and levels within the organization. Participants could complete the questionnaires online or on paper, based on their preference. Data confidentiality and ethical guidelines were strictly followed, and measures were taken to ensure data reliability and validity through pilot testing and psychometric analysis of the questionnaire.

The collected data will be analyzed using statistical methods. Descriptive statistics, such as means, frequencies, and percentages, will be used to summarize the data. Inferential statistical techniques, including correlation analysis and regression analysis, will be employed to examine the relationships between the physical and non-physical work environment variables and employee job satisfaction.

3. RESULTS AND DISCUSSION

3.1. Research Results

3.1.1. Characteristics of Respondents

Respondents in this study were part of the research population, namely employees who worked at the Makassar City Regional Personnel and Human Resources Development Agency (BKPSDMD), namely 57 respondents. The characteristics of the respondents in this study consisted of two, namely:

1) Division

Table 2. Classification of Respondents by Division

Code	Field	Amount	Percentage (%)
1	Field of Performance and Awards	10	17.54
2	Mutation field	10	17.54
3	Field of Education and Competency Development	5	8.77
4	Field of Procurement, Termination and Information	7	12,28
5	General and Personnel Subdivision	8	14.04
6	Planning and Reporting Subdivision	4	7.02
7	Finance Subdivision	7	12,28
8	Secretariat	6	10.53
Total		57	100

2) Gender

Table 3. Classification of Respondents Based on Gender

Code	Gender	Amount	Percentage (%)
1	Man	30	52,63
2	Woman	27	47,37
Total		57	100

3.1.2. Results of Data Analysis Techniques

1) Multiple Linear Regression Analysis

Table 4. Regression Equation Model

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,979	1,549		3,214	.002
	Physical Work Environment	.145	.070	.244	2083	.042
	Non-Physical Work Environment	.608	.107	.664	5,682	.000

a. Dependent Variable: Employee Job Satisfaction

Source: SPSS Data Processing Results 21

Based on the SPSS output in Table 4, the regression equation is obtained as follows:

$$Y = 4.979 + 0.145X_1 + 0.608X_2 + e$$

The regression equation provides the following information:

1. The constant value (α) is 4.979, indicating that when the independent variables (physical work environment and non-physical work environment) are held constant, the job satisfaction variable (Y) is estimated to be 4.979.
2. The regression coefficient for the physical work environment (X1) is 0.145. This means that for every one-unit increase or change in the physical work environment, there is an estimated increase of 0.145 in job satisfaction, assuming all other variables are held constant. The positive sign of the coefficient indicates a direct relationship between the physical work environment (X1) and job satisfaction (Y).
3. The regression coefficient for the non-physical work environment (X2) is 0.608. This implies that for every one-unit increase or change in the non-physical work environment, there is an estimated increase of 0.608 in job satisfaction, assuming all other variables are held constant. The positive sign of the coefficient indicates a direct relationship between the non-physical work environment (X2) and job satisfaction (Y).

3.1.3. Hypothesis testing

- 1) t test

Table 5. T Test Results (partial test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,979	1,549		3,214	.002
	Physical Work Environment	.145	.070	.244	2083	.042
	Non-Physical Work Environment	.608	.107	.664	5,682	.000

a. Dependent Variable: Employee Job Satisfaction

Source : SPSS Data Processing Results 21

Based on table 5 above, it can be seen that the t-statistic value of each value of the independent variable which is then compared with the t-table is concluded as follows:

- a. The physical work environment variable (X1) obtained a t-statistic of 2,083 while a t-table of 1,673. This shows that t-statistic > t-table, namely $2.027 > 1.673$ and the value of Sig. $0.042 < 0.05$, which means H1 is accepted and H0 is rejected, meaning that there is a significant influence between the physical work environment variable and employee job satisfaction variables.

- b. Non-physical work environment variable (X2) obtained a t-statistic of 5,682 while a t-table of 1,673. This shows that t-statistic > t-table, namely $5,682 > 1,673$ and the value of Sig. $0.000 < 0.05$, which means that H2 is accepted and H0 is rejected, meaning that there is a significant influence between non-physical work environment variables on employee job satisfaction variables.

2) F test

Table 6. F Test Results (Simultaneous Test)

ANOVA ^a						
Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	846,719	2	423,359	89,813	.000 ^b
	residual	254,544	54	4,714		
	Total	1101.263	56			

a. Dependent Variable: Employee Job Satisfaction

b. Predictors: (Constant), Non-Physical Work Environment, Physical Work Environment

Source : SPSS Data Processing Results 21

Based on table 6 above, it explains that the Analysis of Variants (ANOVA) or test F-statistic $89,813 > F_{table} 3.16$ with a value of Sig. $0.000 < 0.05$ which means that H0 is rejected and H3 is accepted, meaning that the physical work environment and non-physical work environment variables simultaneously (together) have an influence on employee job satisfaction variables.

3.1.4. Determination Coefficient Test (R^2)

Table 7. Coefficient of Determination Result (R Square Test)

Summary models				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.877 ^a	.769	.760	2,171

a. Predictors: (Constant), Non-Physical Work Environment, Physical Work Environment

Source : SPSS Data Processing Results 21

Table 7 above shows that the R^2 value or R Square value is 0.769 or 76.9% so that it can be said that employee job satisfaction is influenced by the physical work environment and non-physical work environment by 76.9%, while the remaining 23.1% is influenced by other variables that not investigated in this study.

3.2. Discussion

3.2.1. The influence of the physical work environment (X1) on employee job satisfaction

The influence of the physical work environment (X1) on employee job satisfaction was found to be significant, as evidenced by the t test analysis. The t-statistic value of 2.083 exceeded the ttable value of 1.673, and the Sig. value of 0.042 was below the predetermined significance level of 0.05. Consequently, the null hypothesis (H0) was rejected, and the alternative hypothesis (H1) was accepted, indicating a significant relationship between the physical work environment and employee job satisfaction.

This finding aligns with a previous study conducted at Kantor Pelayanan Pajak Madya Medan, which examined the impact of the physical work environment on job satisfaction (Gultom et al., 2022). The study's findings consistently demonstrated that the physical work environment has a positive and significant effect on job satisfaction. These results support the notion that the physical attributes of the workplace, such as the layout, lighting, temperature, and overall comfort, can significantly influence employees' satisfaction levels.

The present study's findings further emphasize the importance of creating a conducive physical work environment that meets employees' needs and preferences. Organizations can consider implementing strategies such as ergonomic design principles, proper ventilation and lighting, comfortable furniture, and aesthetically pleasing surroundings to enhance the physical work environment. By doing so, they can contribute to employees' well-being, job satisfaction, and overall engagement.

3.2.2. The influence of the non-physical work environment (X2) on employee job satisfaction

The influence of the non-physical work environment (X2) on employee job satisfaction was found to be significant, as indicated by the t test analysis. The t-statistic value of 5.682 exceeded the ttable value of 1.673, and the Sig. value of 0.000 was significantly below the predetermined significance level. Consequently, the null hypothesis (H0) was rejected, and the alternative hypothesis (H2) was accepted, highlighting the substantial impact of the non-physical work environment on employee job satisfaction. This finding aligns with previous studies, such as the research conducted by Januarty et al. (2020). The findings of these studies consistently indicate that a better work environment positively influences job satisfaction, which, in turn, has a favorable impact on employee performance.

The current study's results contribute to the existing body of literature by reaffirming the significance of the non-physical work environment in shaping employee job satisfaction. While the physical work environment encompasses tangible factors such as workspace layout and amenities, the non-physical work environment encompasses intangible aspects such as interpersonal relationships, communication, teamwork, leadership style, and organizational culture. The presence of a supportive and positive non-physical work environment can contribute to enhancing job satisfaction, leading to increased employee motivation, engagement, and productivity.

Organizations should recognize the importance of cultivating a favorable non-physical work environment and invest efforts in fostering a positive workplace culture, promoting effective communication channels, providing opportunities for collaboration and recognition, and fostering a sense of belonging among employees. By addressing

both the physical and non-physical dimensions of the work environment, organizations can create an environment that supports and nurtures employee job satisfaction, leading to improved performance outcomes.

3.2.3. The influence of the physical work environment and non-physical work environment on employee job satisfaction

In addition to the t test analysis, the relationship between the physical work environment, non-physical work environment, and employee job satisfaction was further examined using an F test (Table 6). The purpose was to assess the combined effect of these variables on job satisfaction. The F test results revealed compelling evidence for their collective influence.

The F-statistic value of 89.813 exceeded the F_{table} value of 3.16, with a significantly low Sig. value of 0.000. These findings unequivocally reject the null hypothesis (H₀) and affirm the acceptance of H₃. Consequently, it can be concluded that both the physical work environment and non-physical work environment variables exert a significant influence on employee job satisfaction when considered together.

This result aligns with a previous study conducted at PT. MNC Sky Vision Tbk Medan, which explored the relationship between the work environment, job satisfaction, and employee performance (Sitepu et al., 2020). The study found that both the physical and non-physical work environments had a positive and significant effect on job satisfaction, which, in turn, positively influenced employee performance. This corroborates the notion that creating favorable conditions in both the physical and non-physical aspects of the work environment can contribute to enhancing job satisfaction and subsequent employee performance.

These findings carry practical implications for organizations seeking to improve job satisfaction among their employees. It highlights the importance of not only focusing on the physical aspects, such as providing comfortable and functional workspaces, but also addressing the non-physical elements, including interpersonal relationships, communication, and organizational culture. Creating a positive work environment that encompasses both dimensions can foster higher levels of job satisfaction and potentially lead to improved employee performance, productivity, and overall organizational success.

However, it is essential to acknowledge that job satisfaction is a multifaceted construct influenced by various individual, organizational, and contextual factors. While the present study focused on the physical and non-physical work environment variables, other unexplored factors may also contribute to job satisfaction. Further research is warranted to gain a comprehensive understanding of all the factors that influence job satisfaction and how they interact with one another.

4. CONCLUSION

In conclusion, this study found that both the physical work environment and non-physical work environment significantly impact employee job satisfaction at the Makassar City Regional Employment and Human Resources Development Agency (BKPSDMD). To enhance job satisfaction, it is recommended that the agency focuses on improving factors such as lighting, cleanliness, workspace design, and fostering positive

work relationships. Regular evaluations, feedback from employees, and continuous improvement initiatives should be implemented to create a conducive work environment that promotes satisfaction, engagement, and overall well-being. By prioritizing these aspects, the agency can improve productivity, employee retention, and organizational performance.

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