

Influence of Training and Work Environment on Job Satisfaction Level of Security Officers

Yang Rongjie

Master of Management Science Study Program, University of Prima, Medan, Indonesia

Abstract—Human resources in every organization are the primary resources in an organization. Therefore, it is necessary to pay attention to training factors work environment to achieve organizational goals. This study aims to analyze the effect of Training and work environment on the level of job satisfaction of security officers. This type of research is a quantitative method conducted at Royal Prima Medan Hospital in November 2022. The population of all security officers totaling 22 people, sampling using total sampling. Data analysis uses multiple regression, F, and T-tests, provided that H1 is accepted if the t-count value < -table or t-count > t-table at $\alpha = 0$. The results of the Determination Coefficient Test obtained an Adjusted R square value of 0.874. Fcount (64.118) > Ftable (3.49), then H3 is accepted, which means that the training and work environment variables affect job satisfaction. Training variables, obtained t count (6.067) > t table (1.32) and probability value (0.005) < 0.05, work environment variables, obtained t count (5.047) > t table (1.32) and probability value (0.002) < 0.05. The conclusion of partial result testing shows that Training partially has a positive and significant effect on the job satisfaction of Security officers at Royal Prima Medan Hospital. Partial result testing shows that the work environment partially has a positive and significant impact on the job satisfaction of Security officers at Royal Prima Medan Hospital. Simultaneous testing of results shows that training and work environment simultaneously have a positive and significant effect on the job satisfaction of Security officers at Royal Prima Medan Hospital.

Keywords— Factors, Responsibility, Motivation.

I. INTRODUCTION

In an increasingly competitive business environment, both locally and globally, many companies today are trying to identify innovative compensation strategies directly linked to improving organizational performance (1). This has led to a paradigm shift from traditional to modern organizations. This condition must be fully realized and prepared proportionally. This preparation is mainly on quality human resources with appropriate qualifications (2). Human resources are one of the resources in a company in addition to other resources such as capital, materials, and machinery (3).

In every organization, public and business, human resources are the primary and various other resources. Humans are the main actors in mobilizing multiple resources (4). Therefore, in managing various resources in the company, the main thing is human resources. In other words, abundant resources, if not followed by the competence of human resources, will be useless because they cannot be managed and appropriately utilized (5). Therefore, organizations or companies must continuously plan and develop the quality of human resources (6).

One of the programs to build quality human resources is an employee development program through education and Training (7). This program is considered quite good because the company can improve the ability of employees owned by the company so that the provision of skills obtained during the Training of these employees can help the company achieve company goals and be able to support the company's competitiveness on an ongoing basis (8); (9); (10).

In addition to Training, there are other factors in ensuring improved employee performance, namely work environment conditions. The work environment influences performance (11);(12). A good work environment will provide a sense of comfort to employees in carrying out their work. Research conducted by Wokas (2022) states that improving employee performance is partially influenced by the work environment (Wokas et al., 2022); (13). Jasmine (2020) says that the work environment is essential for employees, which can affect their performance (14). Based on the background description above, the authors are interested in researching "The Effect of Training and Work Environment on the Level of Job Satisfaction of Security Officers at Royal Prima Medan Hospital."

II. RESEARCH METHODS

The research approach used in this research is quantitative research methods. The population to be used in this study were 22 Royal Prima Medan Hospital Security officers. Determining the number of samples is total sampling, where the example used is the entire population of 22 security officers. The data sources used in this study are primary data and secondary data.

Data analysis uses multiple regression analysis. This analysis model is used to determine the effect of independent variables on the dependent variable both together and partially. The coefficient of determination (R²) aims to measure how far the model can explain the variation in the dependent variable, and the F statistical test to show whether all independent or independent variables included in the model have a joint influence on the dependent variable. The t statistical test shows how far the influence or independent variables individually explain the variation in the dependent variable H1 is accepted if the t-count value < t-table or t-count > t-table at $\alpha = 0$.

III. RESULT AND DISCUSSION

From Table 1, it can be seen the results of descriptive statistical analysis for the Training (Z), Work environment (X), and Job satisfaction (Y) variables. Table IV.1 shows that

the Training variable (Z) with a sample of 22 respondents has an average of 29.07, a minimum value of 17.00, and a maximum of 40.00 with a standard deviation of 8.23. The work environment variable (X), with a sample of 22 respondents, has an average of 21.02, a minimum value of 16.00, and a maximum of 34.00 with a standard deviation of 7.44. Finally, the job satisfaction variable (Y) with a sample of 22 respondents has an average of 28.12, a minimum value of 16.00, and a maximum of 41.00 with a standard deviation of 8.04.

TABLE 1. Descriptive Statistical Analysis Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Training	22	17.00	40.00	29.07	8.23
Work environment	22	16.00	34.00	21.02	7.44
Job satisfaction	22	16.00	41.00	28.12	8.04
Valid N	22				

Source: Research Results, 2022

Hypothesis testing used in research is to use multiple linear regression analysis. The regression model used is as follows:

TABLE 2. Analysis Linier Berganda Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.105	2.309		2.108	.012
Training	.512	.087	.522	5.623	.004
Work environment	.478	.098	.434	4.802	.006

Source: Research Results, 2022

$$\text{Security Officer job satisfaction} = 4.105 + 0.512 \text{ Training} + 0.478 \text{ Work environment}$$

The meaning of the multiple linear regression equation above is:

The constant of 4.105 states that if Training and work environment do not exist or are constant, the job satisfaction of Security officers at Royal Prima Medan Hospital is 4.105 units. The Training regression coefficient is 0.512 and is positive; this states that every 1 unit increase in Training will increase the job satisfaction of security officers at Royal Prima Medan Hospital. The work environment regression coefficient is 0.478 and has a positive value; this states that each increase in the work environment of 1 unit will cause an increase in job satisfaction of Security officers at Royal Prima Medan Hospital.

TABLE 3. Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.874a	.874	.874	5.22554

Source: Research Results, 2022

The results of the Determination Coefficient Test obtained an Adjusted R square value of 0.874; this means that 87.4% of the variation in the dependent variable on job satisfaction of Security officers at Royal Prima Medan Hospital can be explained by variations in the independent variables Training and work environment, the remaining 12.6% (100%-87.4%) is

explained by other variables not examined in this study, such as leadership, communication, position status, and others.

TABLE 4. Simultaneous Test (F Test)

ANOVAa					
Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	3609.220	2	1504.25	64,118	.001b
Residual	1255.128	20	18.012		
Total	4.864.228	22			

Source: Research Results, 2022

The f-table value is obtained from the following:

$df1 = k - 1 = 2 - 1 = 1$, where k is: the number of dependent and independent variables

$df2 = n - k = 22 - 3 = 20$, where n is: the number of samples from row 19, column 2. Ftable, according to the F table, is 3.49.

Table 4 shows that the Fcount value is 64.118 with a probability of 0.001; because the likelihood is smaller than 0.05, the regression model can be used to predict the job satisfaction of Security officers. Furthermore, it can also be seen from Fcount (64,118) > Ftable (3.49), then H3 is accepted, which means that the variables of training and work environment affect the job satisfaction of security officers at Royal Prima Medan Hospital.

TABLE 5. Partial Test (t-test)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.956	2.702		2.224	.014
Training	.512	.091	.523	6.067	.005
Work environment	.499	.101	.431	5.047	.002

Source: Research Results, 2022

The t value is determined to be significant at 5% and the degree of freedom: $df = n - k$ (df = some samples and k = some overall variables), namely $df = 22 - 2 = 20$. Therefore, the t-test carried out is:

For the two-way Test, the t table used is t 5% or t0.05 (22) = 1.32. Therefore, from the t-test results above, it can be concluded that for the Training variable, obtained t count (6.067) > t table (1.32) and the probability value (0.005) < 0.05, then H1 is accepted, meaning that there is an effect of Training on job satisfaction of Security officers at Royal Prima Medan Hospital. Then for the work environment variable, obtained t-count (5.047) > t-table (1.32) and the probability value (0.002) < 0.05, then H2 is accepted, meaning that there is an effect of the work environment on job satisfaction of Security officers at Royal Prima Medan Hospital.

The research results prove that there is an effect of Training on job satisfaction of Security officers at Royal Prima Medan Hospital. This is in line with the first hypothesis (H1). This can be seen from the results of the partial Test (t-test) where the t value (6.067) > t table (1.32) and the probability value (0.005) < 0.05, so that the research results reject H0 and accept Ha. This study's results align with Meidita's (2019), entitled The Effect of Training and

Competence on Job Satisfaction Through Work Motivation of PT. Perkebunan Nusantara IV (Persero) Medan. The results showed that the coefficient value of indirect influence > direct influence ($p_1 \times p_5 < p_3$), namely $0.0816 < 0.343$, then Training (X1) has an immediate effect on Job Satisfaction, not necessarily through work motivation (15). Training is a series of individual activities in systematically improving skills and knowledge so that they can perform professionally in their fields. Training is a learning process that enables employees to carry out current work following standards (16). In this case, some employees are less enthusiastic about conducting training programs provided by the company so that employees have improved performance in carrying out their work duties because many factors support the lack of enthusiasm of employees, such as training time being too long which may make employees bored and the training methods used are still fairly ordinary, this is what causes employees to be lazy in following the training program provided by the company (3); (17).

The research results prove that there is an influence of the work environment on job satisfaction of Security officers at Royal Prima Medan Hospital. This is in line with the first hypothesis (H2). This can be seen from the results of the partial Test (t-test) where the t-count value (5.047) > t-table (1.32) and the probability value (0.002) < 0.05 so that the results of the study reject H_0 accept H_a . The results of this study are supported by Nasution (2017), with the research title The effect of work environment on job satisfaction of employees of the Bima Regency Cooperative and UMKM Office. The statistical results of the t-test for the Work Environment variable obtained a t value of 6.071 with a t table value of 1.699 ($6.071 > 1.699$) with a significance value of 0.000 less than 0.05 ($0.000 < 0.05$), meaning that there is a significant influence between the Work Environment on Employee Job Satisfaction at the Office of Cooperatives and MSMEs of Bima Regency (18). Therefore, the work environment is essential in creating and increasing employee job satisfaction. Satisfied employees will be more loyal to the organization so that employees can carry out their duties and responsibilities properly. Job satisfaction arises as a result of the work situation that exists in the organization. This job satisfaction reflects the employee's feelings about being happy or unhappy, comfortable or uncomfortable in the organization's work environment (14). The form of employee job satisfaction will be seen from a positive or negative attitude within the employee. Employee job satisfaction is dynamic, meaning it can change anytime. Employees may experience dissatisfaction at one time, but after organizational management improvements, employees will be satisfied. Therefore, organizations must always be able to innovate in creating a comfortable work environment (19); (20).

IV. CONCLUSION

Based on the research and discussion described in the previous chapter, it can be concluded that partial result testing shows that Training partially has a positive and significant effect on the job satisfaction of Security officers at Royal Prima Medan Hospital. Furthermore, partial testing of the

results shows that the work environment partially has a positive and significant effect on the job satisfaction of Security officers at Royal Prima Medan Hospital. Simultaneous testing of results shows that training and work environment simultaneously have a positive and significant effect on the job satisfaction of Security officers at Royal Prima Medan Hospital.

REFERENCES

1. Harlina Y, Bachri AA. Pengaruh Motivasi, Pendidikan, Pelatihan Dan Pengalaman Kerja Terhadap Kinerja Guru Smkn 5 Banjarmasin. *JWM (Jurnal Wawasan Manajemen)*. 2019;7(1):99.
2. J PP, Prayuda A. Analisis Pentingnya Pelatihan Dan Disiplin Kerja Guna Meningkatkan Kinerja Guru Di Smpn 14 Tangerang Selatan. *J Ekon Ef*. 2020;2(2):243–50.
3. Supatmi ME. Pengaruh Pelatihan, Kompensasi terhadap Kepuasan Kerja Karyawan dan Kinerja Karyawan. *J Profit*. 2012;7(1):25–37.
4. Efendi YK. Pelaksanaan Program Pendidikan Pelatihan Di Dinas Tenaga Kerja Transmigrasi dan Kependudukan Pemerintah Propinsi Jawa Timur. *J Ilm Kependidikan*. 2017;10(2):1–18.
5. Lengkana D, Husain RI. EDUKATIF : JURNAL ILMU PENDIDIKAN Penerapan Pelatihan Penilaian Kinerja Guru (PKG) Menggunakan Aplikasi Berbasis Excel bagi Komunitas Guru di SMA. 2022;4(1):1358–69.
6. Zeke K, Katuuk DA, Rotty VNJ, Lengkong JSJ. Pengaruh Pendidikan dan Pelatihan terhadap Kinerja Guru SMP Kecamatan Somba Opu Kabupaten Gowa. *J Bahana Manaj Pendidik*. 2021;10(1):15.
7. Andriana J, Sumarsih, D. D. Kinerja Guru PAUD Ditinjau Dari Kualifikasi Pendidik, Pengalaman Mengajar, Dan Pelatihan. *J Ilm Potensia [Internet]*. 2018;3(2):18–23. Available from: <https://ejournal.unib.ac.id/index.php/potensia/article/download/2521/2683>
8. Novitasari A, Wahyudin A, Setiyani R. Pengaruh Kepemimpinan Kepala Sekolah, Lingkungan Kerja, Pendidikan, Dan Pelatihan Terhadap Kinerja Guru. *Econ Educ Anal J*. 2012;1(2):3.
9. Slameto, Sulasmono BS, Wardani KW. Peningkatan Kinerja Guru Melalui Pelatihan Beserta Faktor Penentunya. *J Pendidik Ilmu Sos [Internet]*. 2017;27(2):38–47. Available from: <http://journals.ums.ac.id/index.php/jpis/article/view/5718>
10. Handayani D. Pengaruh Pendidikan Dan Pelatihan, Motivasi, Serta Lingkungan Kerja Terhadap Kinerja Guru Smk Negeribanyuasin. *J Ilmu Manaj*. 2019;6(2):140.
11. Nabawi R. Pengaruh Lingkungan Kerja, Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Pegawai. *Maneggio J Ilm Magister Manaj*. 2019;2(2):170–83.
12. Pioh NL, Tawas HN. Pengaruh Kompensasi dan Lingkungan Kerja Terhadap Kepuasan Kerja dan Kinerja Pegawai (Studi Pada PNS Di Kantor Kecamatan Sonder Kabupaten Minahasa). *J EMBA*. 2016;4(2):838–48.
13. Ardianti FE, Qomariah N, Wibowo YG. Pengaruh Motivasi Kerja, Kompensasi Dan Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan (Studi Kasus Pada Pt. Sumber Alam Santoso Pratama Karang Sari Banyuwangi). *J Sains Manaj dan Bisnis Indones*. 2018;8(1):13–31.
14. Jasmine I, Edalmen. Pengaruh Lingkungan Kerja Terhadap Kinerja Pegawai Dengan Motivasi Sebagai Variabel Mediasi. *J Manaj dan Kewirausahaan*. 2020;II(2):450–60.
15. Meidita A. Pengaruh Pelatihan dan Kompetensi Terhadap Kepuasan Kerja Melalui Motivasi Kerja. *J Ilm Magister Manaj*. 2019;2(2):226–37.
16. Lodjo FS. PENGARUH PELATIHAN, PEMBERDAYAAN DAN EFIKASI DIRI TERHADAP KEPUASAN KERJA. *Emba*. 2013;1(3):747–55.
17. Vonny RPE. Pengaruh pelatihan, fasilitas kerja dan kompensasi terhadap kepuasan kerja karyawan pada PT United Tractors Cabang Manado. *J Berk Ilm Efisiensi*. 2016;16(3):407–18.
18. Nasution NMS, DR M. Hubungan Lingkungan Kerja Non Fisik dengan Kepuasan Kerja pada Perawat RSJ Prof.Dr.Muhammad Ildrem Sumatera Utara. *J Divers*. 2017;3(2):25.
19. Aruan QS, Fakhri M. Pengaruh Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan Lapangan Departemen Grasberg Power Distribution



- Pt. Freeport Indonesia. *Modus*. 2015;27(2):141–62.
20. Aoliso, L., & Lao H. Pengaruh Lingkungan Kerja Terhadap Kepuasan Kerja Pada PT. Taspen (Persero) Kantor Cabang Kupang. *J Bisnis Manaj*. 2018;3(1):9–16.