

Analysis of Training Factors and Work Environment on the Level of Job Satisfaction of Security Officers at Royal Prima Hospital Medan

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Abstract: Human resources in every organization are the main resources, in addition to various other resources. In other words, if various abundant resources if not followed by an increase in knowledge and skills, then human resources will become useless because they cannot improve their abilities effectively. The purpose of this study is to analyze the factors of training and work environment towards the level of job satisfaction of security officers. The research approach used in this study is a quantitative research method. The population of this study was the Security Officers of RSU Royal Prima Medan which amounted to 43 people. The sample determination technique is a saturated sample in which all members of the population are sampled. The data collection technique in this study was carried out using. Interviews, questionnaires (questionnaires), and documentation studies. The research data analysis model used in this study is a multiple regression analysis model, coefficient of determination (R^2), Test F (Simultaneous testing), and Test t (Partial testing). The results, the training variable is obtained from the partial test (t-test) where the t-count value (4.022) > t-table (2.02) and the significance value of $0.005 < 0.05$. Results, work environment variables, a partial test (t-test) is obtained where the t-count value (6.311) > t-table 2.02) and the probability value (0.000) < 0.05 and the significance value of $0.000 < 0.05$. The results of the Coefficient of Determination Test obtained an Adjusted R square value of 0.756. In conclusion, partially and simultaneously shows that the variables of training and work environment simultaneously have a positive and significant effect on the job satisfaction of Security Officers at RSU Royal Prima Medan.

Keywords: training, factors, work environment, job satisfaction.

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I. INTRODUCTION

Human resources in each organization are the main resources, in addition to various other resources (Ardianti et al., 2018). This is because humans become the main actors who will move the various resources in question. Therefore, in managing various resources in the company, the main thing is human resources (Handayani, 2019). In other words, various abundant resources if not followed by an increase in knowledge, and skills, then human resources will become useless because they cannot improve their abilities effectively. Therefore, organizations or companies are required to plan and develop the quality of human resources continuously (Sudarsana, 2016).

One of the programs to build quality human resources is an employee development program through training. Training is a planned effort in facilitating employee learning to increase productivity by work needs. Training is an ongoing process with an emphasis that employees must need to continue learning. Briefly, it can be said that every employee has high hopes of achieving high productivity assuming that management in the organization needs to facilitate employees to further improve training for their employees (Lestari, 2019). Training generally emphasizes psychomotor abilities, although it is based on knowledge and attitudes (Zeke et al., 2021).

In addition to training, there is another factor in ensuring the improvement of employee performance, namely the conditions of the working environment. The work environment has an important meaning in influencing performance. A good work environment will provide a sense of comfort to employees in carrying out their work. Research conducted by Wokas, (2022) states that the improvement in employee performance is influenced by the work environment partially (Lengkana & Husain, 2022). According to Supatmi (2012), states that the work environment plays an important role for employees in the workplace that can affect their performance (Supatmi et al., 2012); (Lestari, 2019). Based on the background description above, the author is interested in conducting a study with the title "Analysis of Training Factors and Work Environment on the Level of Job Satisfaction of Security Officers at Royal Prima Hospital Medan".

II. LITERATURE REVIEW

Training is a short-term educational process using systematic and organized procedures by which people, in addition to managers, learn knowledge and skills to achieve certain goals. Training is a process that includes a series of actions (efforts) that are carried out deliberately in the form of assisting the workforce carried out by coaching professionals in a time aimed at improving the workability of participants in certain fields of work to increase effectiveness and productivity in an organization (Zeke et al., 2021).

This training (training) is employee education including related efforts to increase knowledge, skills, and attitudes to effectively achieve organizational goals (Riansari et al., 2012); (Saputra & Sudharma, 2017). Training is a process of improving the job skills of Security Officers to help achieve company goals (Saputra & Sudharma, 2017). One of the factors that affect job satisfaction is training. Training is a process of teaching certain knowledge and skills and attitudes so that employees are more skilled and able to carry out their responsibilities better, according to standards. Good training will increase employee job satisfaction so that it has an impact on improving job satisfaction (Handayani, 2019); (Lengkana & Husain, 2022).

A conducive work environment provides a sense of security and allows employees to be able to work optimally. The work environment is everything that exists around the worker and that can affect them in carrying out the charged tasks (Riansari et al., 2012). By paying attention to a good work environment or creating working conditions that can motivate to work, it will influence on the excitement or enthusiasm of employees at work (Saputra & Sudharma, 2017). The work environment is a very important component part when employees carry out work activities (Sudarsana, 2016).

Job satisfaction is the result of an employee's perception of how well their job delivers what matters. The job satisfaction factor is the first determinant of how people think and feel about their job or job satisfaction. Values impact job satisfaction levels because they reflect employees' beliefs about the outcomes that should lead and how one should behave in the workplace. Work situation, the most important of job satisfaction is the situation in which a person performs work. Indicators of the work environment are; light, air temperature, workspace, security, and employee relations (Supatmi et al., 2012). According to Ardianti (2018), the work environment in a company needs to be considered because the work environment has a direct influence on employees. By creating a good and conducive work environment, it can affect employee productivity which in other words can increase profits for the company (Ardianti et al., 2018).

III. RESEARCH METHODS

The research approach used in this study is a quantitative research method. The population of this study was the security officers of RSU Royal Prima Medan which amounted to 43 people. The sample determination technique is a saturated sample in which all members of the population are sampled. The data collection technique in this study was carried out using. Interviews, questionnaires, and documentation studies. The validity test was used by comparing the r-count value with the r-table for the degree of freedom = n - k, in alpha 0.05 it was obtained r-table 0.361. If the r-count for r each question item is positively valued and greater than the r-table, then the question item is said to be valid. Reliability test with Cronbach Alpha statistical test > 0.70.

Table 1 Variable Instrument Reliability Test Results

| Variable | Cronbach's Alpha | No of Items | Information |
|--------------------------------|-------------------------|--------------------|--------------------|
| Variables Work environment (X) | 0.822 | 10 | Reliable |
| Job Satisfaction Variables (Y) | 0.843 | 8 | Reliable |
| Training Variables (Z) | 0.811 | 10 | Reliable |

Source: Research Results, 2022 (Data processed)

Based on Table 1, the reliability value of each instrument from the variables of work environment, job satisfaction, and training is greater than 0.70 and it can be concluded that all variables are reliable. The research data analysis model used in this study is a multiple regression analysis models, coefficient of determination (R²), Test F (Simultaneous testing), Test t (Partial testing).

IV. RESULTS AND DISCUSSIONS

In research at RSU Royal Prima Medan, the independent variable observed was work environment (X) while the mediation variable was Training (Z) and the dependent variable was Job satisfaction (Y). From Table 2, the results of the descriptive statistic analysis for the variables Training (Z), Work environment (X), and Job satisfaction (Y) can be seen. In Table IV.1, it is known that the Training variable (Z) with a sample of 43 respondents had an average of 28.25 minimum values of 16.00, and a maximum of 45.00 with a standard deviation of 8.54. The work environment variable (X) with a sample of 43 respondents had an average of 23.02, a minimum value of 12.00, and a maximum of 35.00 with a standard deviation of 7.12. The job satisfaction

variable (Y) with a sample of 43 respondents had an average of 29.10, a minimum value of 14.00, and a maximum of 44.00 with a standard deviation of 9.11.

Table 2 Descriptive Statistical Analysis

| Descriptive Statistics | | | | | |
|------------------------|----|---------|---------|-------|---------------|
| | N | Minimum | Maximum | Mean | Std.Deviation |
| Training | 43 | 16.00 | 45.00 | 28.25 | 8.54 |
| Working environment | 43 | 12.00 | 34.00 | 23.02 | 7.12 |
| Job satisfaction | 43 | 14.00 | 44.00 | 29.10 | 9.11 |

Source: Research Results, 2022.

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

Table 3 Multiple Linear Analysis

| Coefficients ^a | | | | | |
|---------------------------|-----------------------------|------------|---------------------------|--------|------|
| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| (Constant) | 5.525 | 2.321 | | 3.222 | .021 |
| Training | .602 | .083 | .601 | 6.221 | .000 |
| Working environment | .397 | .111 | .443 | 4.6011 | .002 |

Source: Research Results, 2022 (Data processed)

Job satisfaction of Security Officers = 5,525 + 0.602 Training + 0.397 Work environment. The meaning of the multiple linear regression equation above is: A constant of 5,525 states that if the training and work environment are absent or constant, the job satisfaction of the Security Officer at royal prima Medan general hospital is 5,525 units. The training regression coefficient is 0.602 and has a positive value, this states that every increase in training of 1 unit will increase job satisfaction of Security Officers at Royal Prima Medan Hospital The work environment regression coefficient is 0.397 and is positive, this states that every increase in the work environment of 1 unit will cause an increase in job satisfaction of Security Officers at Royal Prima Medan Hospital.

Table 4. Coefficient of Determination Test

| Model Summary ^b | | | | | |
|----------------------------|-------------------|---------|-------------------|----------------------------|--|
| Model | R | RSquare | Adjusted R Square | Std. Error of the Estimate | |
| 1 | .788 ^a | .756 | .756 | 5.41125 | |

Source: Research Results, 2022 (Data processed)

The results of the Coefficient of Determination Test obtained an Adjusted R square value of 0.756 this means that 75.6% of the variation in the dependent variable of job satisfaction of Security Officers at Royal Prima Medan RSU which can be explained by the variation of independent variables of training and the remaining work environment of 24.4% (100%-75.6%) is explained by other variables that were not studied in this study, such as motivation, compensation and leadership style.

The F test is used to show whether all independent variables entered in the model have a joint influence on the dependent variables.

Table 5 Simultaneous Test (F Test)

| ANOVA ^a | | | | | |
|--------------------|----------------|----|-------------|--------|-------------------|
| Model | Sum of Squares | df | Mean Square | F | Sig. |
| Regression | 3506.22 | 2 | 1348.10 | 53.202 | .001 ^b |
| Residual | 1223.121 | 57 | 17.688 | | |
| Total | 2489.422 | 61 | | | |

Source: Research Results, 2022 (Data processed)

The f_{table} value is obtained from:

1. $df1 = k-1 = 3-1 = 2$, where k is: the number of dependent and independent variables
2. $df2 = n-k = 43-3 = 40$, where n is: the number of samples can be seen from the 40th row, the 2nd column. The fable according to table F is 2.84.

From table 5 above, it can be seen that the calculated F value is 53,202 with a probability of 0.001, since the probability is smaller than 0.05, then the regression model can be used to predict the job satisfaction of security officers. This can also be seen from the $F_{\text{count}} (53.202) > F_{\text{table}} (2.84)$, then H3 is accepted which means that the training variables and work environment affect the job satisfaction of Security Officers at RSU Royal Prima Medan. T-test testing is used to show how far one independent variable affects a dependent variable.

**Table 6 Partial Test (t Test)
Coefficientsa**

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|---------------------|-----------------------------|------------|---------------------------|-------|------|
| | B | Std. Error | Beta | | |
| | (Constant) | 5.225 | 1.897 | | |
| Training | .662 | .088 | .488 | 4.022 | .005 |
| Working environment | .542 | .201 | .298 | 6.311 | .000 |

Source: Research Results, 2022 (Data processed)

The value of t is determined to be significant 5% and the degree is free: $df = n - k$ ($df =$ number of samples and $k =$ number of overall variables) i.e. $df = 43 - 3 = 40$. The calculated t-test performed is:

Two-way test then the t_{table} used is $t_{5\% (40)} = 2.02$. From the results of the t test above, it can be concluded that for the training variable, obtained $t_{\text{count}} (4.022) > t_{\text{table}} (2.02)$ and probability value $(0.005) < 0.05$ then H1 is accepted means that there is an influence of training on job satisfaction of Security Officers at Royal Prima Medan Hospital. Then for the work environment variable, a $t_{\text{count}} (6,311) > t_{\text{table}} (2.02)$ and a probability value $(0.000) < 0.05$, then H2 is accepted means that there is an influence of the work environment on job satisfaction of Security Officers on Royal Prima Hospital Medan.

The Effect of Training on Security Officer Job Satisfaction

The results of the research conducted by researchers prove that there is an effect of training on job satisfaction of Security Officers at RSU Royal Prima Medan. In line with the first hypothesis (H1). This can be seen from the results of the partial test (t-test) where the t_{count} value $(4.022) > t_{\text{table}} (2.02)$ and the significance value of $0.005 < 0.05$. So the results of the study rejected H0 and accepted Ha.

The results of this study are supported by research by Supatmi (2012), stating that training has a direct effect on employee job satisfaction tested. This is evidenced by the results of regression tests where the probability (p) is less than 0.05 which means significant. This means that training has a meaningful influence on employee job satisfaction. The magnitude of the path coefficient (beta) of 0.170 indicates that the effect of training for BPR Nusamba Wlingi employees on employee job satisfaction is positive. This means that training efforts for employees who receive a positive assessment will be a driving factor for the higher job satisfaction of their employees (10). Training for employees is a process of teaching certain knowledge and skills and attitudes so that employees are more skilled and able to carry out their responsibilities better, in accordance with standards (Lestari, 2019); (Supatmi et al., 2012); (Saputra & Sudharma, 2017).

The Effect of the Work Environment on Job Satisfaction of Security Officers.

The results of the research conducted by researchers prove that there is an influence of the work environment on the job satisfaction of Security Officers at RSU Royal Prima Medan. In line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the $t_{\text{count}} (6,311) > t_{\text{table}} (2.02)$ and the probability value $(0.000) < 0.05$ and the significance value of $0.000 < 0.05$ so that the research results rejected H0 to receive Ha. The results of this study are in line with Lestari's research (2019), where from the conclusion it is said that motivation, work environment and wages have a significant positive effect on the Productivity and Job Satisfaction of PT Employees. Truba Jaya Engineering Mechanical Section in Air Sugihan District, Kabupten OKI. Meanwhile, training does not have a significant positive effect on productivity and job satisfaction (Lestari, 2019). In contrast to the results of research by Riansari (2012), which states that the work environment does not have a direct effect on the job satisfaction of PT Bank BTPN employees (Riansari et al., 2012).

The work environment is indeed a factor that indirectly affects employee performance (Ena & Djami, 2021). The work environment constitutes the situation and workplace of the employee (Wahyuni & Rosmida, 2017); (Kempa, 1999). An individual who is in his work environment will always interact with fellow co-workers and with superiors (Riansari et al., 2012). This work environment is an environment where employees carry out their daily work. A conducive work environment provides a sense of security and allows employees to be able to work optimally (Wokas et al., 2022).

V. CONCLUSION

Based on the results of the research and discussion that has been described in the previous chapter, the following conclusions can be drawn:

1. Partial testing of results shows that training partially has a positive and significant effect on job satisfaction of Security Officers at RSU Royal Prima Medan.
2. 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 Hospital Medan.
3. Simultaneous testing of results shows that training and work environment simultaneously have a positive and significant effect on job satisfaction of Security Officers at Royal Prima Hospital Medan

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