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Effect Of Work Facilities And Motivation On Employee Satisfaction Of PT. Pasar Swalayan Maju Bersama Glugur

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ABSTRACT

This study aims to determine the effect provided by the facilities and work motivation on job satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur. The instrument to be used is a questionnaire which has been tested for validity and reliability first. Data analysis techniques used in the form of multiple linear regression analysis, partial test, simultaneous, and coefficient of determination. The results of the study show that partially the variables of facilities and work motivation have a significant influence on job satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur. The results of the study also found that simultaneously the variables of facilities and work motivation had a significant influence on job satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur.

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1. INTRODUCTION

In the face of competition in the business world in this era of globalization, companies are required to work harder and better because this increasingly fierce competition causes companies to be required to be able to increase their competitiveness to maintain the company's survival. The existing companies are always trying to get a profitable position and one of them is: the desire of employees to always get quality human resources.

The problem most often faced by a company in general is the low quality of its human resources. Human resources are individuals who are important assets in a company that carries out all company activities and controls various other resources that must be managed properly by the company's management in order to make a satisfactory contribution in supporting the development and growth of the company. Human resources can be called an important asset because if these individuals are managed and cared for properly, they will have the will and ability to carry out all the work given to them properly and will always be at the forefront of supporting the development and growth of the company in the face of intense competition. Mulyapradana and Hatta

(2016), facilities are real and natural enjoyment provided by the company in physical form, used in normal company activities and have a relatively permanent period of use and provide benefits for the future.

Wibowo (2017), motivation is an encouragement to a series of processes of human behavior in achieving goals. While the elements contained in motivation include elements of generating, directing, maintaining, showing intensity, being continuous and having a purpose. Chaerudin, et al (2020), job satisfaction is a person's emotional response to work situations and conditions which can be in the form of feelings of satisfaction and dissatisfaction that employees can feel after the employee compares what the employee expects the employee to get from his work with what is actually employees earn from their work.

PT. Pasar Swalayan Maju Bersama is a company engaged in the supermarket which is usually called or known as Maju Bersama. The company is also one of the companies that has been widely known and has various branches spread across Medan. However, based on the initial observations that the researcher did by conducting interviews, it is known that for now the company seems to be experiencing the phenomenon of problems with its human resources where employees often complain about their dissatisfaction at work which is because the facilities provided by the company are inadequate. and also the company cannot provide motivation to increase employee job satisfaction. This of course makes them lazy to work and has the desire to try to find a job that can satisfy them. This study has a reference to previous research as a research gap in research where the research was conducted by Prasetio (2020) with the title The Effect of Training, Work Facilities and Compensation on Employee Job Satisfaction at PT. United Tractors Manado Branch where the research results show that training, work facilities and compensation have an effect on employee job satisfaction.

This research is in line with previous research conducted by Tantri (2022) with the title The Effect of Work Motivation and Compensation on Job Satisfaction of Employees of PT. Adam Dani Lestari Medan where the results of his research show that work motivation and compensation have an effect on employee job satisfaction.

2. RESEARCH METHOD

The research location is PT. Pasar Swalayan Maju Bersama is located at Jalan Kol. Medan. The research time starts from September 2022 to November 2022. According to Endra (2017:97), the population is a generalization area consisting of objects or subjects that have certain quantities and characteristics determined by researchers to be studied and then drawn conclusions. According to Arifin (2017:7), the sample is part of the entire object under study which is considered to represent the entire population. Sampling research uses a certain technique so that the sample is as representative of the population as possible, which is called the sampling technique. The population used in this study were all employees of PT. Supermarket Maju Bersama Glugur as many as 81 employees. The sample collection method used is the saturated sample technique where the entire research population will be used as the research sample. According to Sumiarto and Budiharta (2021:242), the questionnaire is one of several ways commonly used to collect data in research. Questionnaires are a way of collecting data where the data obtained can be used for research. According to Yuliawati, et al (2019:16), the Likert Scale is a psychometric scale commonly used in questionnaires and is the most widely used scale in survey research. The Likert scale puts the response on a continuum. The following is an example of a Likert scale with 5 options.

a. Strongly Disagree
b. Disagree
c. Ordinary
d. Agree

e. Strongly Agree

2.1 Normality Test

According to Marsam (2020:129), the normality test can be done in 2 ways, namely with a histogram graph and a normal probability plot of regression. The following is the basis for making the decision:

a. If the data spreads around the diagonal line and follows the direction of the diagonal line, the histogram graph and the normal probability plot of regression show a normal distribution pattern, then the regression model fulfills the assumption of normality.
b. If the data spreads far from the diagonal line and/or does not follow the direction of the diagonal line, the histogram graph of normal probability plot of regression does not show a normal distribution pattern, then the regression model does not meet the assumption of normality.

According to Priyatno (2018: 130), the statistical normality test can use the One Kolmogorov Smirnov method, the test criteria are as follows:

a. If the significance value is > 0.05, then the data is normally distributed.
b. If the significance value is <0.05, then the data is not normally distributed.

2.2 Multicollinearity Test

According to Supriadi (2020:222), the multicollinearity test aims to test whether in the regression model there is a high or perfect correlation between independent variables. If there is perfect multicollinearity between independent variables, then the regression coefficient of the independent variable cannot be determined and the standard error value becomes infinity. If the multicollinearity between variables is not perfect but high, then the regression coefficient of the independent variable can be determined, but it has a high standard error value, which means the value of the regression coefficient cannot be estimated accurately. The cutoff value that is generally used to indicate the presence of multicollinearity is tolerance < 0.1 or equal to the Variance Infaltion Factor (VIF) value > 10.

2.3 Heteroscedasticity Test

According to Riyanto and Hatmawan (2020: 139), Heteroscedasticity is a condition where in the regression model there is an inequality of variance from the residuals from one observation to another where in a good regression model there is no heteroscedasticity.

2.4 Multiple Linear Regression Analysis

According to Riyanto and Hatmawan (2020: 140), Based on the number of independent variables, the regression is divided into 2, namely simple linear regression and multiple linear regression. For simple linear regression it only consists of one independent variable and one dependent variable, while for multiple linear regression it consists of 2 or more independent variables and one dependent variable. For linear regression equations are generally formulated as follows

$$\mathbf{Y = a + b1X1 + b2X2 + e}$$

2.5 Coefficient of Determination

According to Riyanto and Hatmawan (2020:141), the coefficient of determination analysis measures how far the model's ability to explain the variation of the dependent variable. The value of the coefficient of determination ranges from 0 to 1. A small value of the coefficient of determination indicates the ability of the independent variables to explain the dependent variable is very limited. On the other hand, the value of the coefficient of determination that is large and close to 1 indicates that almost all the information needed to predict the dependent variable is. The fundamental weakness of using the coefficient of determination is the bias towards the number of independent variables included in the model. Each addition of one independent variable, the value of

the coefficient of determination must increase no matter whether the variable has a significant effect on the dependent variable. Therefore, it is recommended to use the adjusted R2 value when evaluating which regression model is the best. Unlike the coefficient of determination, the adjusted R2 value can increase or decrease if one independent variable is added to the model.

2.6 Simultaneous Hypothesis Testing (F Test)

According to Priyatno (2018:119), the F test or regression coefficient test is used to determine whether the independent variable simultaneously has a significant effect on the dependent variable. In this case, to find out whether the independent variable simultaneously has a significant effect on the dependent variable or not. The test uses a significance level of 5%. The criteria for evaluating the hypothesis in this F test are: H0 Accepted if: Fcount < Ftable, Hα Accepted if: Fcount > Ftable.

3. RESULTS AND DISCUSSIONS

3.1 Validity and Reliability Test

The validity test is used to test the research instrument in the questionnaire on the variables with the aim that the statement items are suitable for use in research. Validity test is done by comparing rcount with rtable. While the value of rcount can be seen in the Pearson Correlation at the output with SPSS. Then for making a decision if rcount > rtable then the discussion variable can be said to be valid. Generally, reliability tests are used to measure the reliability of questionnaires or interview results aimed at ascertaining whether the questionnaire or list of interview questions can be relied upon to explain the research being conducted. To find out the results of the reliability test, it is usually done by interpreting the Cronbach's Alpha value where if the Cronbach's Alpha value is <0.6, it can be concluded that the data in the study cannot be relied upon to explain the results of the study. Based on the research, each questionnaire item variable was tested for validity, all questionnaires had met the valid criteria and were eligible to be used as questionnaires in further research. Meanwhile, in the reliability test, all questionnaire items are reliable variables and can be used as instruments.

3.2 Normality Test

The test can be seen as follow:

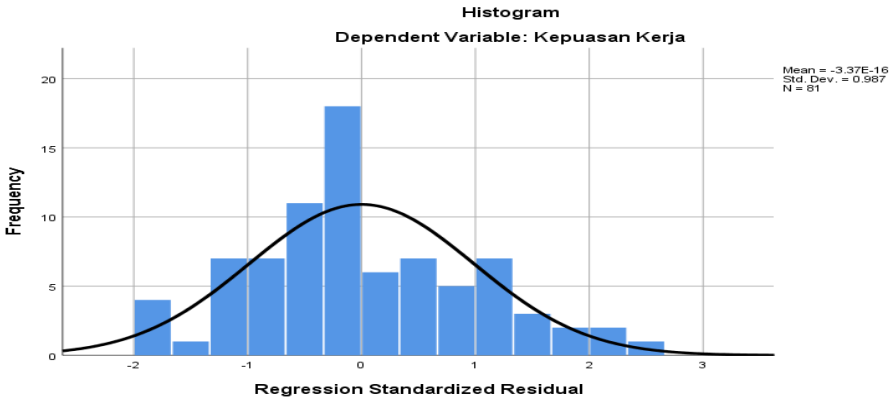

Figure 1 Histogram Graphic

Based on the picture above, it can be seen that the line forms a bell, neither to the left nor to the right. This shows that the data are normally distributed and meet the assumption of normality.

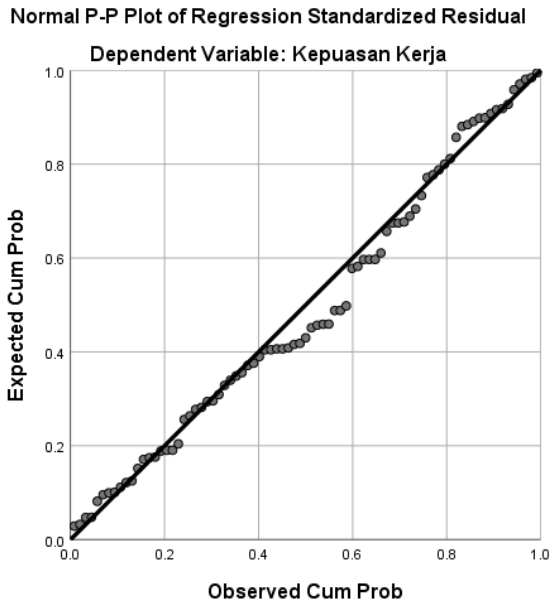

Figure 2. Normal Probability Plot of Regression Graphic

Based on the picture above, it can be seen that the data (dots) spread around the diagonal line and follow the diagonal line. So from the picture it can be concluded that the residuals of the regression model are normally distributed.

Table 1. One-Sample Kolmogorov Smirnov Test

		Unstandardized Residual
N		81
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	2.74583640
Most Extreme Differences	Absolute	.097
	Positive	.097
	Negative	-.056
Test Statistic		.097
Asymp. Sig. (2-tailed)		.057[c]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Based on the table above, the results of the Kolmogorov-Smirnov normality test prove that the significance value is greater than 0.05, namely 0.057, so it can be concluded that the data is classified as normally distributed.

3.3 Multicollinearity Test

The test can be seen as follow:

Table 2. Multicollinearity Test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	3.968	2.135		1.858	.067		
	Facility	.492	.146	.386	3.376	.001	.479	2.087
	Work motivation	.288	.085	.385	3.372	.001	.479	2.087

Based on the table above, it can be seen that all variables have a tolerance value of more than 0.1 and a VIF value of less than 10 which can be concluded that there is no problem in the multicollinearity test.

3.4 Heteroscedasticity Test

The test can be seen as follow:

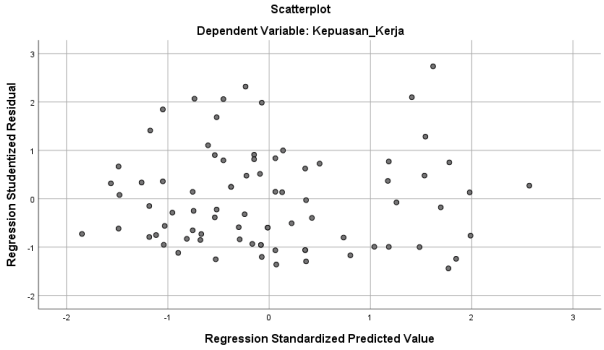

Figure 3. Scatterplot Graphic

Based on the scatterplot graph presented, it can be seen that the points spread randomly and do not form a clear pattern and spread both above and below zero on the Y axis. This means that there is no heteroscedasticity in the regression model, so the regression model can be used to predict achievement based on input of the independent variable.

3.5 Multiple Linear Regression Analysis

The test can be seen as follow:

Table 3. Uji Analisis Regresi Linear Berganda

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	3.968	2.135		1.858	.067		
	Facility	.492	.146	.386	3.376	.001	.479	2.087
	Work motivation	.288	.085	.385	3.372	.001	.479	2.087

a. Dependent Variable: Work satisfaction

$$\mathbf{Y = 3{,}968 + 0{,}492\ X1 + 0{,}288\ X2 + e} \qquad \mathbf{(1)}$$

Based on the above equation, it can be described as follows

a. The constant (α) = 3.968 indicates a constant value, if the value of the independent variable (X1) is: work facilities and the variable (X2) is: work motivation is worth 0, then job satisfaction is: still worth 3.968.
b. The coefficient of X1(b1) = 0.492 indicates that the work facilities variable (X1) has a positive effect on job satisfaction of 0.492. This means: every increase in the value of work facilities (X1) by 1 unit, then the value of job satisfaction will increase by 49.2%.
c. The coefficient of X2(b2) = 0.288 indicates that the work motivation variable (X2) has a positive effect on job satisfaction of 0.288. This means: every increase in the value of work motivation (X2) by 1 unit, then the value of job satisfaction will increase by 28.8%.

3.6 Coefficient of Determination
The test can be seen as follow:

Table 3. Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.715[a]	.512	.499	2.781

a. Predictors: (Constant), Work motivation, Facility
b. Dependent Variable: Work satisfaction

Based on the table above, the value of R Square (R2) that has been correlated with the number of variables and sample size so as to reduce the element of bias if there is an additional variable or additional sample size obtained is 0.499. This means that the effect of work facilities and work motivation on job satisfaction is: 49.9% and the remaining 50.1% is influenced by other factors originating from outside this research model such as: morale, compensation, training, leadership and others.

3.7 Simultaneous Hypothesis Testing (F Test)

Table 6. Anova

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	632.559	2	316.279	40.900	.000[b]
	Residual	603.169	78	7.733		
	Total	1235.728	80			

a. Dependent Variable: Work satisfaction
b. Predictors: (Constant), Work motivation, Facility

Based on the table above, it is known that the value of Fcount (40.900) > Ftable (3.11) with a significant level of 0.00 <0.05 so it can be concluded that there is a significant effect between work facilities and work motivation on work satisfaction.

3.8 Partial Hypothesis Test (t Test)
The test can be seen as follow:

Table 7. Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	3.968	2.135		1.858	.067		
	Facility	.492	.146	.386	3.376	.001	.479	2.087
	Work motivation	.288	.085	.385	3.372	.001	.479	2.087

a. Dependent Variable: Work satisfaction

Based on the table above, it can be seen that:

a. In the work facility variable (X1), it can be seen that the value of tcount (3.376) > ttable (1.990) with a significance of 0.001 <0.05 so it can be concluded that there is a significant positive effect between work facilities on work satisfaction.
b. In the work motivation variable (X2), it can be seen that the value of tcount (3.372) > ttable (1.990) with a significance of 0.001 <0.05 so it can be concluded that there is a significant positive effect between work motivation on work satisfaction

3.9 Discussion
a. The Effect of Work Facilities on Employee Work Satisfaction

concluded that there is a significant positive effect between work facilities on work satisfaction. This means: every 1 unit increase in the value of work facility (X1), the value of work satisfaction will increase. This research is in line with previous research conducted by Prasetio (2020) with the title The Effect of Training, Work Facilities and Compensation on Employee Work Satisfaction at PT. United Tractors Manado Branch where the research results show that training, work facilities and compensation have an effect on employee work satisfaction.

b. The Effect of Work Motivation on Employee Work Satisfaction

The value of tcount (3.372) > ttable (1.990) with a significance of 0.001 <0.05 so it can be concluded that there is a significant positive effect between work motivation on work satisfaction. This means: for every increase in the value of work motivation (X2) by 1 unit, the value of work satisfaction will increase by This research is in line with previous research conducted by Hermawan (2021) with the title The Effect of Work Motivation and Work Spirit on Employee Work Satisfaction at PT. Indako Trading Coy where the results of his research show that motivation and work spirit affect employee work satisfaction.

c. The Effect of Work Facilities and Work Motivation on Employee Work Satisfaction

The value of Fcount (40.900) > Ftable (3.11) with a significant level of 0.00 <0.05 so it can be concluded that there is a significant effect between work facilities and work motivation on work satisfaction. This means: every increase in the value of work facility (X1) and work motivation (X2) by 1 unit, the value of work satisfaction will increase by . The value of R Square (R2) which has been correlated with the number of variables and sample size so as to reduce the element of bias if there is an additional variable or additional sample size obtained is 0.499. This means that the influence of work facilities and work motivation on work satisfaction is: 49.9% and the remaining 50.1% is influenced by other factors originating from outside this research model such as: morale, compensation, training, leadership and others.

This research is in line with previous research conducted by Tantri (2022) with the title The Effect of Work Motivation and Compensation on Work Satisfaction of Employees of PT. Adam Dani Lestari Medan where the results of his research show that work motivation and compensation have an effect on employee work satisfaction

4. CONCLUSION

The conclusions that researchers can draw from the results of this study are as follows: Work facilities have a positive and significant effect on the work satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur. Work motivation has a positive and significant effect on work satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur. Work facilities and work motivation have a positive and significant effect on work satisfaction of employees of PT. Pasar Swalayan Maju Bersama Glugur.

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