


The Influence Of The Work Environment On Employees' Job Satisfaction At Baby Mush And Nasi Tim Mas Pandu Jl. Work Sensitive, Cibeber, Cimahi City

¹Ina Marlina, ²Alwi Al Hadad

^{1,2}University of Digital Technology

Article Info	ABSTRACT
Keywords: Employees, Satisfaction, Work Environment	Work environment is an aspect that can influence employee job satisfaction, a conducive work environment can increase employee effectiveness and comfort in carrying out their work. This research will discuss the relationship between the work environment and employee job satisfaction in terms of managerial support, relationships between co-workers as well as the work atmosphere and clarity of tasks at the Babi Porridge and Rice Team Mas Pandu. The research method used is qualitative with data collection techniques through direct observation and interviews with the respondents, namely the 8 employees of the Mas Pandu baby porridge and rice team. The data analysis carried out in this research used an interactive analysis method by going through 4 processes, namely, data collection, data reduction, data presentation, and drawing conclusions. The results of this research show that the managerial support that has been implemented in the Mas Pandu team's baby porridge and rice greatly influences the job satisfaction of its employees, as well as good relationships between co-workers and a positive work atmosphere and clarity in providing effective work instructions. significantly increases employee job satisfaction. In this way, employees feel satisfied with a comfortable work environment and are enthusiastic in carrying out their duties which increases work productivity, therefore every company must implement a positive work environment.
This is an open access article under the CC BY-NC license 	Corresponding Author: Ina Marlina University of Digital Technology ina10120749@digitechuniversity.ac.id

INTRODUCTION

According to Stone in Kadardisman (2013:322), job satisfaction is an event that really needs to be paid attention to by leaders from both organizations and companies. Employee job satisfaction can have a positive impact on the company or organization (Paparang, Areros, & Tatimu, 2021) .

Sedarmayanti stated that the work environment is divided into 2 elements, where the physical work environment is all circumstances or conditions in physical form within the scope of the workplace, such as facilities and non-physical work environment, which is a work environment condition in the form of a work atmosphere as well as relationships and communication with managers or colleagues. work (Hermawan, 2022) . The phenomenon contained in Tim Mas Pandu's baby porridge and rice is in line with what was stated by Sedarmayanti, where Mas Pandu's baby porridge and rice has a conducive work

environment, but there are still many shortcomings in it, such as the lack of facility support provided to its employees. The operational location of the company's activities is divided into several locations. The operations of the company are managed directly by the owner who doubles as a manager and operational activities require employees to work together to help each other in carrying out their duties.

Although the working environment at the Mas Pandu Baby Porridge and Rice team can be considered conducive, there are quite a lot of aspects that need to be improved, such as in the facility support provided by the manager. Inadequate facility support can hamper productivity and efficiency in work. Job demands require employees to work together to carry out their work. The owner who also acts as a manager adds to the workload. This can lead to conflicts of interest such as involving personal interests in making unwise decisions.

METHODS

The qualitative method is a method used by the author where the aim of this research method is to explain or explain certain phenomena in depth. According to Moelong (2005) in the book (Nasution, 2023) entitled "Qualitative Research Methods" states that qualitative research is research with the aim of understanding phenomena that occur or are felt by research subjects, for example behavior, motivation, perceptions, or even actions. and by describing it with words and language. The sources or informants in this research were employees of the Mas Pandu baby porridge and rice team as well as business owners from the time the research was carried out until completion.

RESULTS AND DISCUSSION

Managerial support for employee job satisfaction

Interviews conducted with 8 samples of Mas Pandu's baby porridge and rice employees in Cibeber, Cimahi City showed several results on employee job satisfaction.



Source of interview results

Figure 1 Data on Manager Support for employee work

Based on the results shown above, it states that the manager provides full support for the work tasks carried out by employees at the location, this shows that the manager is

trying to create a positive work environment which can make employees work effectively and efficiently. One example of the support provided by managers is always giving appreciation to employee performance.

The results presented above are in line with the work environment theory presented by Sedarmayati (Hermawan, 2022) regarding the physical and non-physical work environment, where the physical work environment is the facilities and the non-physical is the relationship with managers.



Source of Interview Results

Figure 2 Data on Employee Satisfaction with the Support Provided by Managers

There are 80% percent or 6 employees who feel satisfied with the support provided by the manager for their work, however there are 20% or 2 employees who feel dissatisfied with the support provided. One of the sources who was dissatisfied, Mrs. Santi, said that manager support should not only be provided non-physically or with appreciation but should also provide physical support by example facilitating employees appropriately.

These results show that managers' work support is able to influence employee job satisfaction, which can make work more optimal and employees more comfortable working in a positive work environment, however, the support provided is not only non-physical but must also provide physical support. to make it easier for employees to work and make more use of effectiveness and efficiency at work.

The results presented above are in line with the work environment theory presented by Sedarmayati (Hermawan, 2022) regarding the physical and non-physical work environment, where the physical work environment is the facilities and the non-physical is the relationship with managers.



Source of Interview Results

Figure 3 Manager Data in Providing Resources

The data above shows that managers provide the required resources well, where resources are an important factor for the continuity of work operations, resources here are in the form of food ingredients and other equipment. A work environment with good resource availability is able to support operations smoothly and well. These results are in line with the theory put forward by Mangkunegara (Nabawi, 2019) which states that the work environment is a tool or material that employees encounter in the workplace.



Source of Interview Results

Figure 4 Data on employee satisfaction with resource availability

75% indicated that they felt satisfied, this was because with the availability of good resources they could easily replenish resources that had run out or other needs. However, as many as 25% did not feel satisfied, this was not due to the availability of resources but because of the distance or time required to obtain the required resources themselves. One resource person named Mr. Diki stated that this could hamper his work because it takes time to get the required resources.

Based on the results above, the availability of good resources can provide employee job satisfaction, where resources are the most important thing that managers need to pay attention to. Therefore, a work environment that has good resource availability has a positive impact on the work carried out by employees, but managers also need to pay attention to storing these resources so that they are more efficient and do not hinder operational flow. These results are in line with the theory put forward by Mangkunegara (Nabawi, 2019) which states that the work environment is a tool or material that employees encounter in the workplace.

Relationships Between Coworkers



Source of Interview Results

Figure 5 Data on Good Relationships Between Coworkers

Based on the interview results, it shows that all employees feel satisfied if the relationship between co-workers is good, this is because the work environment with fellow co-workers is well maintained which is able to provide comfort and increase the working mood more effectively and optimally. Relations between colleagues are maintained because good internal communication is one of the causes of a positive work environment. The results presented above are still in line with the work environment theory put forward by Sedarmayanti (Hermawan, 2022) where relationships between coworkers are part of the non-physical work environment.



Source of Interview Results

Figure 6 Teamwork Data

The data above shows that teamwork is necessary in every business or company, this is able to complement each other among employees by providing support or helping when needed. A work environment with good teamwork to create continuity between one employee and another. The results presented above are still in line with the work environment theory put forward by Sedarmayanti (Hermawan, 2022) where relationships between coworkers are part of the non-physical work environment.



Source of Interview Results

Figure 7 Job Satisfaction Data on Team Collaboration

The results above show that as many as 6 people were satisfied with the teamwork in the Mas Pandu team's chicken porridge and rice business. The employees provided the necessary support and assistance well, however there were 2 employees who were not satisfied with the teamwork, this was because differences in the work ability of each individual where the assistance provided by certain individuals only provides additional work carried out by individuals who are not satisfied. This was stated by the resource person, Mrs. Hana.

Based on the results that have occurred, internal relationships between employees are able to provide job satisfaction to employees and provide a good working mood. Likewise with teamwork, this makes employees complement each other, but it is also necessary to pay attention to the human resource capabilities of each individual, which requires appropriate job placement according to the individual's capacity, which can make work more effective and efficient. The results presented above are still in line with the work environment theory put forward by Sedarmayanti (Hermawan, 2022) where relationships between coworkers are part of the non-physical work environment.

Work Atmosphere and Clarity of Tasks



Source of Interview Results

Figure 8 Owner Data Able to Create a Positive Work Atmosphere

Based on the data above, 87% said that owners can create a positive work atmosphere. This is because the owner or manager has an important role in creating a positive work environment. It is necessary to pay attention to the relationship that exists between managers and employees, because a positive work environment also has an impact on job satisfaction. employees, however there are 13% who feel that the owner or manager cannot create a good work environment, this is due to a lack of appreciation in the form of bonuses given to employees. The results presented above are still in line with the

work environment theory put forward by Sedarmayanti (Hermawan, 2022) where relationships between coworkers are part of the non-physical work environment.



Source of Interview Results

Figure 9 Instruction Clarity Data Regarding Jobdesk

The data above shows that the instructions given by managers regarding the job desk are very clear, giving clear tasks makes it easier for employees to work because employees have clear task objectives which are able to provide effectiveness in work and are more efficient. The results presented above are still in line with the work environment theory put forward by Sedarmayanti (Hermawan, 2022) where relationships between coworkers are part of the non-physical work environment.



Source of Interview Results

Figure 10 Data on Employee Satisfaction with the Instructions Given

The results above show that as many as 87% or 7 people were satisfied with the clarity of the instructions given regarding the work being carried out, however there was 1 person who was not satisfied with the instructions given, this was due to the uneven distribution of job desks or sudden assignments to employees who Yes, this dissatisfaction arises due to the manager himself in the distribution of tasks.

Based on the results above, it shows that the work atmosphere needs to be created well and the role in this case is the owner or manager who has more authority, creating a comfortable work environment that makes employees feel satisfied at work and can work comfortably and effectively. And providing clear instructions can make employees satisfied, this is because workers understand their duties better in carrying out their work and can work effectively and efficiently. However, managers need to pay attention to the distribution of tasks so that employees still feel fair in assigning tasks and need to understand the sudden assignment of tasks to employees.

The results presented above are in line with Sedarmayanti's theory (Hermawan, 2022) regarding non-physical environments, where the work atmosphere is included in the non-physical work environment and work clarity is a communication relationship between managers and employees.

CONCLUSIONS

Manager work support is able to influence employee job satisfaction, which is able to make work more optimal and employees are more comfortable working in a positive work environment, along with the availability of good resources, which can provide employee job satisfaction, where resources are the most important thing that is needed. noticed by the manager. Therefore, a work environment that has good resource availability has a positive impact on the work carried out by employees. Based on what happens, internal relationships between employees are able to provide job satisfaction to employees and provide a good working mood. Likewise with teamwork, this makes employees complement each other. The working atmosphere needs to be created well and the role in this case is the owner or manager who has more authority, creating a comfortable working environment that makes employees feel satisfied at work and can work comfortably and effectively. And providing clear instructions can make employees satisfied, this is because workers understand their duties better in carrying out their work and can work effectively and efficiently.

REFERENCE

- Azhar, M. E., Nurdin, D. U., & Siswadi, Y. (2020). Pengaruh Disiplin Kerja dan Kompensasi Terhadap Kepuasan Kerja Karyawan. *Jurnal Humaniora*, 46-60.
- Bahri, S., & Nisa, Y. C. (2017). Pengaruh Pengembangan Karir dan Motivasi Kerja Terhadap Kepuasan Kerja. *Jurnal Ilmiah Manajemen & Bisnis* , 9-15.

- Br.Sitinjak, I. N., & Sari, T. N. (2024). Pengaruh Lingkungan Kerja, Kepemimpinan dan Komunikasi Interpersonal Terhadap Kepuasan Kerja Karyawan Pada PT. Rajawali Hiyoto. *Jurnal Widya*, 30-45.
- Hasi, H. R., Effendy, S., & Rambe, M. F. (2020). Pengaruh Lingkungan Kerja, Budaya Kerja Dan Motivasi Kerja Terhadap Kinerja Pegawai Di Dinas Pemadam Kebakaran Kabupaten Labuhanbatu Utara . *Jurnal Akmami*, 209-2019.
- Hermawan, E. (2022). Pengaruh Lingkungan Kerja, Stres Kerja, dan Beban Kerja Terhadap kinerja PT. Sakti Mobile Jakarta. *Jurnal Kajian Ilmiah*, 173-180.
- Lawren, C., & Ekawati, S. (2023). Pengaruh Motivasi Kerja, Kompensasi, dan Lingkungan Kerja Terhadap Kepuasan Kerja Terhadap Karyawan PT TSA Di Bogor. *Jurnal Manajerial dan Kewirausahaan*, 149-158.
- Nabawi, R. (2019). Pengaruh Lingkungan Kerja, Kepuasan Kerja dan Beban Kerja Terhadap Kinerja Karyawan. *Managgio: Jurnal Ilmiah Magister Manajemen*, 170-183.
- Nasution, D. A. (2023). *Metode Penelitian Kualitatif*. Bandung: CV. Harva Kreatif.
- Nurhandayani, A. (2022). Pengaruh Lingkungan Kerja, Kepuasan Kerja, dan Beban Kerja Terhadap Kinerja. *Jurnal Ekonomi dan Bisnis Digital (Ekobil)*, 108-110.
- Paparang, N. C., Areros, W. A., & Tatimu, V. (2021). Pengaruh Kepuasan Kerja Terhadap Kinerja Pegawai Kantor PT. Pos Indonesia di Manado. *Produktivity*, 119-123.
- Rahmani, H. F. (2019). Pengaruh Penerapan Sistem Informasi Manajemen (SIM) Terhadap Kinerja Karyawan. *ECONEUR (Journal of Economics and Entrepreneurship)*, 2(1), 1-5.