

## The Influence of the Work Environment on Employee Job Satisfaction at PT. Risa Tour Lombok in Mataram City

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**Abstract.** Employee job satisfaction can be influenced by the work environment in a company. In a positive and conducive environment, it can increase employee motivation, productivity, and loyalty. While a bad work environment can decrease performance and job satisfaction. A good work environment is a major investment for the company. By creating positive things, job satisfaction can be increased. The purpose of the study was to find out that the work environment can have a positive effect on employee job satisfaction. The research method is descriptive analysis with associative quantitative research. The results of the study are at  $Y = 8.18 + 0.98 X$ , which means, if a good and positive work environment is optimally improved with a score of  $X = 90$ , then  $Y = 96.38$ . While the t-test result of 7.44 is greater than the t-table of 2.160, meaning that the work environment has a positive and significant effect on employee job satisfaction at PT, Risa Tour Lombok in Mataram City. Suggestions to company management, to further improve the safe and comfortable working environment, so that workers will be more satisfied, and ultimately also have an impact on employee performance.

**Keywords:** *Correlation, Work environment, job satisfaction, employees*

### INTRODUCTION

Good employee performance is a sign of organizational success. The company achieves both short-term and long-term goals, namely optimizing profits and satisfying consumers. The company also promotes employee welfare as a social responsibility. One factor that can influence employee performance is employee satisfaction, which is influenced by a positive and positive work environment. Job satisfaction is a positive feeling about one's work that results from an evaluation of their characteristics, traits, character, personality traits, and temperament (Robins, Judge, 2003). Job satisfaction according to experts is a positive or negative feeling experienced by employees, towards their work. Emphasis on aspects such as working conditions, interpersonal relationships, rewards, and psychological factors that influence job satisfaction. Factors that can influence it are two factors, Hasbegr who distinguishes between hygiene factors (the influence of dissatisfaction) and motivators (factors driving satisfaction). Some experts define satisfaction but in general, job satisfaction is a positive feeling that arises from employee perceptions of their work, which

is influenced by the factors mentioned above. High employee job satisfaction can have a positive impact on employee motivation, productivity and performance. Human resources are the most important factor in managing organizations, both non-profit and profit-seeking. Considering that the utilization of other production factors is completely controlled by humans. According to some experts (Aristoteles, Thomas Aquinas), which is seen as a complex creature. has physical, intellectual, emotional, and spiritual dimensions. Humans have the potential to develop and interact with the social and natural environment around them. Therefore, humans need to be managed and coordinated effectively and efficiently, so that they can work together as a unit in achieving organizational goals (Pareraway, 2018). Factors that can influence job satisfaction are as follows: Salary and benefits, work environment, career development, job characteristics, Recognition and Appreciation, job security, Work-life Balance, Leadership and intrinsic job factors. By understanding these factors, companies can create a more satisfying work environment for employees which in turn can improve performance and

productivity. One of the factors influencing job satisfaction is the work environment. From previous research, to obtain job satisfaction there must be a correlation between leadership and company employees. The work environment which includes physical and non-physical dimensions as a whole has a high or strong influence on job satisfaction (Ali Suhali, Erni Amelia, 2022). The non-physical work environment is a variable that influences job satisfaction, well and significantly, because good working relationships between employees and coworkers are very important for them in completing a job so that goals can be achieved, however, the support of the physical work environment is not significant due to the lack of support from the lack of work facilities (Aglam S and Tasri S, 2022).

The company's work environment is one of the supporters in creating employee job satisfaction. Because everything around the workplace can affect employees in carrying out their duties. The physical environment includes aspects such as room layout, office furniture, lighting, temperature, noise and cleanliness, while the non-physical environment includes relationships between employees, employee relationships with superiors, company culture, and policies and systems and procedures. Factors that influence the work environment are external factors including economic, social and political conditions around the company, while internal factors include company culture, leadership, relationships between employees and work systems and procedures implemented. The importance of the work environment, if it has a positive impact, can motivate employees to work better and achieve optimal results. Employees who work in a comfortable environment will feel more satisfied with their work. A good work environment can reduce stress, increase collaboration, and create pleasant work. However, if the work environment is negative and not good it will be able to reduce job satisfaction,

ultimately impacting on decreasing employee performance and productivity. A work environment that can provide job satisfaction if it is conducive, good work space and facilities, harmonious work relationships, mutual support of employees. Policies, procedures, clear and fair work, supportive leaders and provide constructive feedback. So that it can provide job satisfaction. The work environment in a company is one of the important things to pay attention to. Although the work environment does not carry out a real production process, but the product is a service, the work environment still has a direct influence on the workers who carry out the production process both indoors and outdoors, and relationships with fellow workers, policies that have been programmed and decided by management. A work environment that focuses on employees can increase satisfaction and also improve performance. Conversely, an inadequate work environment can reduce job satisfaction. By paying attention to a good work environment, it will create working conditions that can provide motivation to work, it will have an influence on enthusiasm or passion in working (Astuti, 2018). According to Sunyoto (2015), outside the organization that has the potential Factors that influence the work environment are divided into 2, namely: 1) The general environment is everything outside the organization that has the potential to influence the organization. This environment is in the form of conditions and technology that include: work facilities, work equipment, work supplies and social responsibility; 2) The special environment is an environment that is directly related to the achievement of the goals of an organization that can influence oneself by carrying out the assigned tasks. There are psychological factors that also have an influence such as: relationships with superiors, relationships with coworkers, job security, suitability of a worker to his job, cooperation with coworkers, autonomy in doing work and

safety and occupational health in the work environment. So a good work environment that can influence job satisfaction is a healthy and positive work environment, where employees feel safe, comfortable and appreciated, and supported to develop professionally. The characteristics are open communication, teamwork, mutual respect and a balance between work and personal life. By creating a good work environment, companies can increase productivity, reduce the level of absenteeism and employee turnover, and increase employee satisfaction and loyalty.

Job Satisfaction is an individual characteristic of a person so that it has different levels of satisfaction according to the system of values that apply to him. According to Greenberg and Baron, 2003 is a positive or negative attitude that an individual has towards his work. According to Mangkunegara, 2013) is a feeling that supports or does not support an employee related to his work or his condition. According to Sedarmayanti is how someone views work and its aspects, as an employee's harmony with the company (2019: 168). According to several experts, job satisfaction is a positive feeling that employees feel about their work. It can be defined as an employee's emotional response to various aspects of work, which reflects feelings of happiness or unhappiness, safety or security, comfort or discomfort, towards the work and the work environment. Job satisfaction is influenced by various factors, both intrinsic (from within) and extrinsic (from the work environment). It can be concluded that job satisfaction is a complex concept that is influenced by several factors and can vary between individuals. So for companies understanding this definition will be able to help in creating a more satisfying work environment for employees.

The relationship between the work environment and job satisfaction is positive and significant, if a good work environment, which includes physical and non-physical factors, such as social and

psychological, can increase employee job satisfaction. On the contrary, it can cause dissatisfaction, thus reducing performance, because the work environment is not good and negative. The work environment has a significant impact on employee job satisfaction. Creating a positive and supportive environment is a high-value investment for the company, because job satisfaction, performance and employee retention can be increased. A healthy and positive work environment is very important for employee welfare and business success in the tourism industry, namely the support of factors, good communication between colleagues and superior support and opportunities for development can contribute to a positive work environment.

Business opportunities in the tourism industry are diverse and promising, ranging from accommodation and transportation to travel agencies, to culinary and souvenirs. This sector continues to grow, driven by increasing interest from domestic and international tourists, as well as investment and infrastructure support. With its vast and diverse potential, the tourism industry offers promising business opportunities for creative and innovative entrepreneurs.

To achieve its goals, a company needs employee support, and vice versa, the company must provide employee safety and comfort. This reciprocity is mutually beneficial. Therefore, the employee selection process must be rigorous. Companies must provide skills training to improve job performance and enable them to carry out company activities that will support the achievement of goals. As quoted by Aglan Syah Isma (2022), without a safe, comfortable, and enjoyable work environment, all of this will be in vain. (Yulianti, 2008)

PT. Risa Tour Lombok is a company engaged in the tourism services sector, specifically providing accommodation and transportation. Competition in the tourism industry is active again after Indonesia faced Covid-19, causing a sluggish global

economy. A breath of fresh air at the beginning of 2023, the tourism services industry is reviving to fight positive competition. Serving domestic and international guests is a primary and important factor in service. The phenomenon of this company is related to the quantity of employee work, there are still complaints from customers who feel they are not served well by employees who have not met customer needs.

A good work environment can support the implementation of work so that employees have the spirit of working and improve employee performance. (Umar, 2018). A conducive work environment, productivity can be increased. From employee performance, it can support employees in carrying out work activities. A comfortable environment at work will cause employees to feel happy to be in the company. In the work environment, it is inseparable from organizational culture, as the way they think, act, and interact in the organization. This is one of the variables of the work environment, so that relationships are established between fellow employees, subordinates and superiors. This can motivate employees and management to be better at serving guests. Work environment factors with initial observations, researchers looked at the internal environment, the work environment, namely the availability of comfortable work facilities in carrying out work activities, and IT tools and office furniture, have been ergonomic. The work space is very comfortable, relationships with coworkers, relationships between subordinates and leaders look comfortable. However, this phenomenon is in accordance with reality. Therefore, the aim of the research is: To find out the influence of the work environment on employee job satisfaction in this company. So the problem can be formulated: Can the work environment influence employee job satisfaction at PT. Risa Tour Lombok in Mataram City?

Based on the background description, the researcher is interested in studying the above, with the title: "The Influence of the Work Environment on Employee Job Satisfaction at PT. Risa Tour Lombok in Mataram City."

## RESEARCH METHOD

### Types of research

Based on the proposed problem formulation, this research is a descriptive study with an associative quantitative research method that will test whether or not the relationship and influence between the variables studied are influential. With a quantitative approach used to measure the independent variable, namely the work environment, and the dependent variable, namely employee job satisfaction, using figures processed through statistical analysis.

### Location and Time of Research

The research location was PT. Risa Tour Lombok, located on Jalan Gunung Kerinci I/24, Mataram City. The research was conducted in March 2025.

### Population and Sample

#### Population

In this study, the population is all employees of PT. Risa Tour Lombok, totaling 15 people. The sampling used is saturated sampling, namely the sampling technique, because all populations are used, namely 15 people. And the data collection technique uses a work environment and job satisfaction questionnaire.

### Operational Definition of Variables and Their Measurement

The definition of variables is used to avoid double interpretation, namely by providing limitations on the variables used:

1. The work environment (X) is all conditions in both physical and non-physical forms that exist around the workplace that can affect employees directly or indirectly which are real such as coloring, cleanliness, air exchange, lighting, security, noise and spatial planning, non-physically, namely all conditions that occur, related

to work relationships, both relationships with subordinates, a feeling of security in working, loyalty, a feeling of satisfaction in working and working relationships with other employees. The measurement is with a 5-point Likert scale, namely a questionnaire of 8 questions. The results are scored for each question, in the form of numbers (quantitative)

2. Job Satisfaction (Y) reflects an employee's feelings about their job. This is evident from the employee's positive attitude toward their job and everything they encounter in their work environment. Indicators of job satisfaction include: salary level, leadership, coworker support, working conditions, and work facilities. The measure is calculated using a 5-point Likert scale, containing 10 questions, calculated using quantitative methods.

#### Data Collection Techniques

Data collection methods used in this study:

1. Questionnaire, namely through a list of questions (survey) submitted to parties who are directly related to the problems to be studied in this research.
2. Observation is direct observation of the research object to see the activities being carried out up close.
3. Interview, namely obtaining information directly from employees of PT. Risa Tour Lombok, Mataram City

#### Data analysis techniques

In this study, statistical tools include the Normality Test and Simple Linear Regression Test and the t-test. and Hypothesis Test, namely: There is a positive and significant relationship between the work environment and employee job satisfaction. If the t-analysis value is greater than the t-table, then  $H_A$  can be accepted and  $H_0$  is rejected, and vice versa, if the t-analysis is smaller than the t-table, then  $H_A$  is accepted, if the variable (X) has an influence on the variable (Y) and means  $H_0$  is rejected.

## RESULTS AND DISCUSSION

### A. Calculation Results:

1. From the results of data collection, the following data was obtained, namely:
  - a. Work Environment Data (X) namely R1-R15, namely: 32,32, 32, 32,32,34, 36, 32,34, 38, 32,32. 36, 36
  - b. Job Satisfaction Data (Y) namely: R1 – R15 namely, 40,40, 40, 40, 40, 40, 42, 42, 46, 40, 44, 46
2. Descriptive Test Results, Mean and Standard Deviation

From the results of data collection, it was found that  $X_1$  = Work environment as much as individual data is a total of: 508. The SD calculation shows that the average work environment data is: 33.87, with a standard deviation of: 2.34 or  $33.87 \pm 2.34$ . Meanwhile, the average job satisfaction of elementary school students is  $41.2 \pm 2.54$ . For job satisfaction data.

3. The results of the normality distribution test are:
  - a. Based on the Skewness for work environment data is: 0.53 and Kurtosis is 2.55
  - b. Based on Job Satisfaction is 0.65 and kurtosis is as big as: 2.83.
  - c. For the work environment and job satisfaction data are within the acceptable range for normal distribution, but it should be noted that small samples can affect the results of the normality test. This study has taken a saturated sample, because the company's condition, the number of employees is only 15 people.
4. Simple Linear Regression Test with the formula:  $Y = a + bX$ . Based on the data. Then it can be calculated  $b = 0.975$ , and  $a$  is: 8.17675, so the results of the regression test are obtained:  $Y = 8.18 + 0.98 X$ , meaning that the linear regression equation that each work environment unit will increase job satisfaction by 0.98 units. If we are going to calculate the optimal value of Y using the regression equation above,

we need to know the value of  $x$ , namely by using 18 questions and an optimal value of 5 (Likert scale), then we assume that the value of  $x$  is the total score of 18 questions with a scale of 1-5. So the total score of  $X$  can be calculated, the result is: 90. The calculation of  $Y$  is:  $Y = 8.18 - 0.98(90) = 96.38$ . So the value is  $Y = 96.38$ , meaning that if the regression equation is optimized it will produce a prediction of 96.38.

5. Correlation test, namely with the results:

$R_{xy} = 75.012 / \sqrt{(76,9335 + 90,4)} = 75,012 / \sqrt{6955.3584} = 75,012 / 83.3733 = 0.90$ . So the correlation value between the work environment and job satisfaction is around 0.90, this indicates that there is a very strong and positive relationship between the work environment and job satisfaction. The better the work environment, the higher the job satisfaction will be.

6. Test test: i.e.:  $t = b / S_b$

a. Calculation of  $S_b$ , the result is:  $1.151 / 9\sqrt{(76,9335)} = 1,151 / 8,77 = 0,131$ .

b. Degrees of freedom:  $df = n-2 = 15-2 = 13$

c. Table values, for  $df=13$  and  $p=0.05$ , t-table value, around 2.160

d. The t-test calculation is:  $t = 0.975 / 0.131 = 7.44$ .  $H_0$  can be taken. The decision is because the t-analysis value ( $7.44$ )  $>$  t-table value ( $2.160$ ), then we reject  $H_0$  and accept  $H_A$ , meaning there is a significant relationship between the work environment and job satisfaction. So the t-test results show that the work environment has a positive and significant influence on job satisfaction.

- B. Discussion

From the test results that have been described, the work environment variable ( $X$ ) has an influence on the employee job satisfaction variable ( $Y$ ) of PT. Risa Tour Lombok. This is

proven by the calculated value of 7.44 with a sig value of 0.000, indicating a t-analysis value of  $7.44 > t\text{-table } 2.160$  and a sig value of  $0.000 < 0.0$ . Therefore, partially the work environment has a positive and significant effect on employee job satisfaction at PT. Risa Tour Lombok in Mataram City.

This result is reinforced by research conducted by Nafiah Nurul Sahda, et al. 2024, this study shows that work environment variables have a positive and significant effect on employee performance. Further research was also conducted by Sopian, 2024, that the results of the study showed that there was an influence of the work environment on employee job satisfaction. Research by Aglam Syah Isma, et al., 2022, that the Non-Physical work environment had a significant effect on employee job satisfaction. Furthermore, it was supported by research by Rika Arianti, et al., 2025, that the work environment had a positive influence on employee job satisfaction. Al Suhali, et al., 2022, produced research that there was an influence of the work environment on employee job satisfaction.

## CONCLUSION AND SUGGESTIONS

The conclusion obtained from the results of research and discussion regarding the influence of the work environment on employee job satisfaction at PT. Risa Tour Lombok in Mataram City, is positive and significant.

Suggestions that can be given to the Management of PT Risa Tour Lombok Company, are expected to provide more security and comfort as well as justice in improving employee welfare. So that it can be improved not only on employee satisfaction but also on the balance of employee performance and management justice. It is hoped that further researchers will continue research with other variables, on employee performance.

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