

THE INFLUENCE OF WORK CULTURE, WORK ETHICS AND WORK ENVIRONMENT ON JOB SATISFACTION OF PT. INTERNUSA MANDIRI SURABAYA

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Abstract: Employee job satisfaction can be influenced by career paths, work environment, salary, company management, work ethics, work culture, social aspects of work and communication. There are many factors that affect employee job satisfaction, so this study takes three factors to serve as variables in the study, namely work culture, work ethics and work environment. The aims of this study were to determine the effect of work culture, work ethics and work environment partially and simultaneously on employee job satisfaction. The method used in this research is descriptive quantitative with a sample of 100 people. Based on the results of the study indicate that the three independent variables used have a partial and simultaneous effect on employee job satisfaction. This is evidenced by the value of T-Count > T-Table and F-Count > F Table. Thus, it can be concluded that companies must continue to pay attention to and develop work culture and work environment in order to create a comfortable atmosphere and work ethic so that employees feel not burdened at work.

Keywords: *Job Satisfaction, Work Culture, Work Ethics. Work Environment*

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1. Introduction

PT. Internusa Mandiri has developed into one of the leading Kitchen Equipment companies in Indonesia. As one of the leading companies in Indonesia, the company must guarantee the quality of its human resources. Human resources in question are all people in the organization, not only employees but also leaders. A leader must be smart in developing his organization, namely by paying attention to employee job satisfaction. Job satisfaction according to Handoko (2014) is a pleasant or unpleasant emotional state in which employees view their work. Job satisfaction reflects a person's feelings towards his work. Factors that can affect job satisfaction are compensation, work environment, work culture, work-life balance, rewards, security, challenges and career paths (Choi et al. 2011).

The factors of job satisfaction examined in this study are work culture, work ethics and work environment. Work culture is a view of life as values that become traits, habits and also encouragement that are cultivated in a group and are reflected in attitudes into behavior, ideals, opinions, views and actions that exist while working. Work ethics is an orientation that shapes and influences the involvement and participation of adherents in the workplace. While the work environment is the physical and non-physical conditions that exist in the company. All three

will be interconnected and form satisfaction and cohesiveness in the organization (Mantovani, Böröcz, and de Hert 2020).

Anthoni and Faisal's (2020) research on the Influence of the Work Environment and Islamic Work Culture on Employee Performance at PT. AJS Amanahjiwa Giri Artha shows the results of the study that the work environment has a positive and significant effect on employee performance. Furthermore, Islamic work culture has a positive and significant effect on employee performance. Simultaneously the work environment and work culture have a positive and significant effect on employee performance. The aimed of this study was to determine the effect of work culture, work environment and work ethics on job satisfaction of employees of PT. Internusa Mandiri (Anthoni and Faisal 2020).

2. Literature Review

Work Culture

Work culture is a quality way of daily work that always underlies meaningful values, so that it becomes motivational, gives inspiration, to always work better, and satisfies the people served. Corporate culture has a very strong and increasing impact on organizational performance, namely corporate culture can have a significant impact on an organization's economic performance in the long run; corporate culture may even be a more important factor in determining the success or failure of an organization in the future; corporate cultures that hinder long-term solid financial performance are not uncommon, and they thrive easily, even in organizations full of wise and resourceful people; corporate culture can be made to further enhance performance (Ali et al. 2015).

The function of culture and the benefits of implementing a work culture, namely having boundary-defining roles, namely creating differences between one organization and another; convey a sense of identity to organizational members; culture facilitates the generation of commitment to something greater than individual self-interest; increase the stability of the social system. Culture is the social glue that helps hold organizations together by providing appropriate standards for what workers say and do; culture serves as a sense-making and control mechanism that guides and shapes employee attitudes and behavior (Rantanen 2022). The dimensions of work culture that must be owned by every organization, namely professionalism is competent in their field and always developing themselves so as to produce the best performance and provide added value to the company; cooperation is building sincere and open relationships with all employees and all parties based on mutual trust and respect to achieve common goals; excellent service is providing services that exceed customer expectations (internal and external); innovation is always developing new ideas and continuous improvements that add value to the company; Exemplary is starting from yourself to be a role model in behavior that reflects the cultural values of an organization or company (Cucu-Ciuhan and Guită-Alexandru 2014).

Work Ethics

Work ethic is an orientation that shapes and influences the involvement and participation of adherents in the workplace. The work ethic views work as a means to promote self-interest economically, socially and psychologically, to maintain social prestige and to promote the welfare of society. The work ethic is built on four main concepts, namely effort, competition, transparency and responsible behavior. The concept implies that building a business with minimum or no restrictions and with a vibrant environment will essentially result in high performance and widespread prosperity (Smith 2019).

Work Environment

According to Sunyoto (2015) the work environment is an important component for employees in carrying out work activities. By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on employee performance at work. In general, the work environment is divided into two, namely the physical and non-physical work environment. The physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. The physical work environment can be divided into two categories, namely the work environment that is directly related to employees such as work centers, chairs, tables, and so on. The indirect environment or the general environment can also be called the work environment which affects the human condition, for example temperature, humidity, air circulation, lighting, noise, mechanical vibration, odor, color and others. To be able to minimize the influence of the physical environment on employees, the first step is to study humans, get to know their physique and behavior, then use it as a basis for thinking about an appropriate physical environment (El Badriati et al. 2022). The non-physical work environment is all conditions that occur related to work relationships, both relationships with superiors, as well as relationships with fellow co-workers or with subordinates. Work environment indicators are as follows:

1. Work atmosphere

Work atmosphere is the condition that exists around employees who are doing work that can affect the implementation of the work itself. This work atmosphere will include the workplace, facilities and work aids, cleanliness, lighting, calm including the working relationship between the people in that place.

2. Relations with colleagues

Relationships with co-workers, namely relationships with co-workers harmonious and without any intrigue between fellow co-workers. One of the factors that can influence employees to stay in an organization is the harmonious relationship between colleagues. Harmonious and familial relationships are one of the factors that can affect employee performance.

3. Availability of work facilities

This means that the equipment used to support smooth work is complete and up to date. The availability of complete work facilities, although not new, is one of the supporting processes in work (Kim, Yoo, and Seo 2018)

Employee Job Satisfaction

Job satisfaction is a positive attitude that concerns the healthy adjustment of employees to working conditions and situations, including issues of wages, social conditions, physical conditions and psychological conditions. Dimensions in job satisfaction, namely the work itself, the extent to which work assignments are considered interesting and provide opportunities for advancement or learning, in this case whether there is an opportunity to gain experience and improve capabilities and accept responsibility during work; salary or wages, namely the amount received includes the amount of the salary, the suitability between the salary and the job; promotion opportunities, namely those related to promotion issues, opportunities for advancement and career development; supervision, which includes the relationship between employees and superiors, work supervision and quality of work; colleagues, namely the extent of the relationship among employees; working conditions, namely those relating to the working

atmosphere, namely work equipment, ventilation, spatial planning and so on (Choi et al. 2011). Factors that influence job satisfaction as follows:

- a. The work itself, the extent to which work tasks are considered interesting and provide opportunities for advancement or learning, in this case whether there is an opportunity to gain experience and improve skills and accept responsibility during work.
- b. Salary or wages, namely the amount received includes the amount of salary, the suitability between salary and work.
- c. Supervision, which includes the relationship between employees and superiors, work supervision and work quality.
- d. Promotion opportunities, namely those related to promotion issues, opportunities for advancement and career development.
- e. Colleagues, namely the extent of the relationship between fellow employees.
- f. Working conditions, namely those relating to the working atmosphere, namely work equipment, ventilation, spatial planning and so on.

Hypothesis

H1: Work culture influences job satisfaction of employees at PT. Internusa Mandiri.

H2: Work ethics affect the job satisfaction of employees of PT. Internusa Mandiri.

H3: The work environment influences the job satisfaction of employees of PT. Internusa Mandiri.

3. Research Methods

The research method used is descriptive quantitative. The population in this study were 100 employees of PT. Internusa Mandiri. The sample collection technique was carried out by purposive sampling. Data collection was carried out through field observations to find out the actual field conditions, interviews were used to complete the data, the use of questionnaires as a tool to determine the assessment. Data analysis techniques using descriptive statistical analysis and statistical interference analysis. Descriptive statistical analysis technique is a way to analyze the description of the data collected so that conclusions can be drawn. Inferential statistical analysis was used to test hypotheses between variables using the T test and F test.

4. Results And Discussion

4.1. Results

Validity Test

Table 1. Variable Validity Test Results for Work Culture

Number of Question	R Count	R Table	Valid or Not
P1	0.531	0.1966	Valid
P2	0.632		Valid
P3	0.531		Valid
P4	0.251		Valid
P5	0.428		Valid
P6	0.426		Valid
P7	0.426		Valid
P8	0.249		Valid
P9	0.591		Valid
P10	0.492		Valid

Source: Personal data, 2023

Table 2. Variable Validity Test Results for Work Ethics

Number of Question	R Count	R Table	Valid or Not
P1	0.528	0.1966	Valid
P2	0.572		Valid
P3	0.471		Valid
P4	0.471		Valid
P5	0.531		Valid
P6	0.531		Valid
P7	0.389		Valid
P8	0.344		Valid
P9	0.411		Valid
P10	0.632		Valid

Source: Personal data, 2023

Table 3. Variable Validity Test Results for Work Environment

Number of Question	R Count	R Table	Valid or Not
P1	0.389	0.1966	Valid
P2	0.572		Valid
P3	0.471		Valid
P4	0.389		Valid
P5	0.531		Valid
P6	0.531		Valid
P7	0.389		Valid
P8	0.471		Valid
P9	0.411		Valid
P10	0.632		Valid

Source: Personal data, 2023

Based on the results of the validity test it is known that the measuring instruments used in both variables are all valid. This is because $R\text{-Count} > R\text{-Table}$.

Reliability Test

Table 4. Reliability Test Results

Variable	Cronbach Alpha	Reliable or Not
Work Culture	0.697	Reliable
Work Ethic	0.704	Reliable
Work Environment	0.741	Reliable

Based on the results of the reliability test, it is known that the measuring instruments used on both are reliable because the Cronbach Alpha value is > 0.6 .

Description of Research Variables

Table 5. Descriptive Statistics of The Research

Variable	N	Mean	Std. Deviation
Work Culture (X1)	100	4.341	0.245
Work Ethics (X2)		4.755	0.201
Work Environment (X3)		4.325	0.242

Source: Personal data, 2023

Based on Table 5 shows that the number of samples is 100. The average value of the work culture variable is 4.341 with a standard deviation of 0.245. The average value of work ethics is 4.755 with a standard deviation 0.201. The average value of work environment is 4.325 with a standard deviation of 0.242.

Normality Test

Table 6. Normality Test

Kolmogorov-Smirnov	Unstandardized Residual
Asymp. Sig. (2-Tailed)	0.0541

Source: Personal data, 2023

Based on the results of the normality test, the value is 0.0541. This shows that it is normally distributed. A data is said to be normally distributed if sig. > 0.05.

Multicollinearity Test

Table 7. Multicollinearity Test

Variable	Tolerance	VIF
Work Culture (X1)	0.171	4.666
Work Ethics (X2)	0.357	4.887
Work Environment (X3)	0.268	4.316

Source: Personal data, 2023

Based on the multicollinearity test, it is known that the data does not occur intercorrection between variables or there are symptoms of multicollinearity. This is because the Tolerance value > 0.10 and VIF < 10.00. This means that the data between one independent variable and another in the regression model does not occur a relationship that is close to perfect or a perfect relationship.

Hypothesis Testing

Table 4. Hypothesis Testing

Type	Work Culture	Work Ethics	Work Environment
F-Test Result	6.233		
T-Test Result	0.031	0.040	0.039
Conclusion	Sig.	Sig.	Sig.

Based on the results of the F test, the F-count value is 6.233. This shows that the independent variable has an effect on the dependent variable. Because the value of F-Count > F-Table. Meanwhile, based on the results of the T test on each variable, it shows a significant effect. This is because the sig. < 0.05, namely in the work culture 0.031, work ethics 0.040 and work environment 0.039.

4.2. Discussion

Culture has the power to influence the organization, culture in every respect of the decisions made. There is a relationship between work culture and employee performance which can be explained in the Tiernay organizational culture diagnosis model that the better the quality of the factors contained in the organizational culture, the better the employee's performance. Employees who already understand the overall values of the organization will

make these values an organizational personality. These values and beliefs will be manifested into their daily behavior at work, so that it will become individual performance. Supported by existing human resources, systems and technology, organizational strategy and logistics, each individual's good performance will lead to good organizational performance as well (Anthoni and Faisal 2020).

All employees who have a culture of honesty are the key to the growth of public respect and trust in government officials, so that they become trusted and authoritative in the eyes of the public. In general, it can be said that a culture of honesty is considered by employees as something very important, not only normative and ideal for application in real work. The values of honesty are not only understood in terms of knowledge but have become a belief that is lived and becomes a source of driving the attitude of employee behavior. Another factor that is also considered important by employees is the culture of perseverance which is a representation of the nature of not giving up easily before achieving success. That is why, even though there are obstacles to limited budgets and inadequate facilities, employees feel the need to stay focused on working with the belief that they are able to achieve company goals. Success in work cannot be achieved without encouragement to start it and persistence is the main prerequisite. It is not uncommon for officials who have intellectual ideas and capacity (intelligence) to fail to achieve the best work performance due to a lack of persistence, and indeed persistence has an important role in the success of one's work (Cucu-Ciuhan and Guită-Alexandru 2014).

Work ethic is proven to affect employee job satisfaction. This is because work ethics can form cohesiveness and mutual respect between employees and employees as well as superiors and employees. Ethics is the main key so that someone can be respected by others. So that it will lead to a positive value on employee job satisfaction. Bad ethics can create an unfavorable work atmosphere, interrupted communication and misunderstandings. Because ethics concerns politeness which is still highly respected by people in Indonesia, especially in Java (Mantovani et al. 2020).

Healthy and safe environmental conditions are everyone's desire which will be better if supported by good office or workplace conditions and adequate equipment so that employee performance will be better or it could also increase. Creating employees who have high performance, one aspect that is no less important to pay attention to is the problem of the work environment. A pleasant work environment, such as clean office conditions, adequate lighting, adequate ventilation, harmonious relations between employees, good leadership because it will create a feeling of satisfaction in employees, so that employees will feel at home and are excited about getting the job done (Kim et al. 2018). Good working environment conditions have an effect on improving employee performance because of their important role in reducing fatigue and eliminating or reducing boredom so that morale increases, feels at home at work and is responsible in carrying out their duties. The physical work environment is something that exists around workers and can influence them in carrying out the assigned tasks. Physical facilities are one of the supports for work activities carried out by employees. This is felt by the employees of PT. Internuda Mandiri that the physical facilities are in the form of air-conditioned rooms, office cleanliness, good air circulation, workplace facilities and other supporting facilities, namely places of worship, canteens, toilets and parking lots that are well organized and maintained so that employees feel comfortable doing work activities. This is felt by employees of PT. Internusa Mandiri feels that the work environment is very supportive of work activities, so that a conducive work environment still needs to be improved (Rantanen 2022).

5. Conclusion

Based on the research results it is known that partially and simultaneously that work culture, work ethics and work environment have an influence on job satisfaction. This shows that the development of a company is strongly influenced by these three variables. The existence of a comfortable work culture and environment will result in good job satisfaction. Thus, employees can improve their performance.

Suggestions

Advice that can be given to companies is the need to create a work culture, work ethic and physical and non-physical work environment because this will affect employee job satisfaction. Thus if employees feel satisfied at work, the company's goals will be easily achieved. Suggestions for further research are to analyze each factor or indicator that influences job satisfaction.

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