

# THE EFFECT OF WORK ENVIRONMENT AND WORK CULTURE ON HEALTH EMPLOYEE SATISFACTION: A STUDY ON PUSKESMAS

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**Abstract**---This study entitled the effect of the work environment and work culture on job satisfaction of health workers in Puskesmas employees in Kota Baru District. The purpose of this study is to find out and analyze the work environment, work culture and job satisfaction, to know and analyze the effects simultaneously and partially. The research design in this study uses descriptive survey and explanatory methods. In this study the population was all employees in the Kotabaru sub-district, amounting to 104 people and used as a sample in the study. The analysis model used is multiple linear analysis. The analysis design used is to use scale techniques, scale range analysis, correlation coefficient test, coefficient of determination test, t test, and F test. The results of the research analysis obtained the average value of respondents' responses regarding the work environment by 420.125 (353 - 436 = Good), this means that the work environment at the Community Health Center in Kota Baru District was considered good. the average value of respondents' responses regarding work culture was 420,125 (353 - 436 = Good), this meant that the work culture at the Puskesmas in Kota Baru District was considered good. the average value of respondents' responses regarding job satisfaction was 417.67 (353 - 436 = Satisfied), this meant that job satisfaction at the Puskesmas in Kota Baru District was considered satisfied. Fcount value of 11.471 with a significance value of 0,000 (0,000 <0.05). This means that the work environment and work culture simultaneously and significantly influence job satisfaction. tcount work environment is 1,616 with a significance level of 0.109 (0.109 > 0.05), this means that partially the work environment has no significant effect on job satisfaction. The tcount of work culture is 3,732 with a significance level of 0,000 (0,000 <0,05), this means that work culture partially has a significant effect on job satisfaction.

**Keywords**---Work Environment, Work Culture, Job Satisfaction

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## I. INTRODUCTION

Kota Baru Subdistrict is one of the 30 Subdistricts in the Karawang Regency, in charge of 9 Villages which includes 33 Hamlets, 91 RWs and 312 RTs. The distance of the Subdistrict to the Regency City is approximately 25 km, which is the subdistrict of Jatisari and Cikampek Subdistricts, based on Regional Regulation No. 3/2003 concerning the formation and expansion of the subdistrict and was inaugurated on 3 June 2003 by the Karawang Regent.

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Health worker is every person who devotes himself in the field of health and has knowledge or skills through education in the field of health which for certain types requires authority to carry out health efforts. Medical record personnel is one of the professions found in hospitals. Personnel who handle files containing records and documents about patient identity, examination, treatment, actions and other services that have been provided to patients, which starts from making the patient's medical record, storage, and then making a hospital medical record report.

The following is a list of Puskesmas and population in Kotabaru District:

Table 1. List of Health Workers at the Kotabaru District Health Center

Name of Puskesmas	Amount of Health Workers
KOTA BARU	44 employees
JOMIN	26 employees
CIKAMPEK UTARA	34 employees

Source : Puskesmas of Kota Baru, Jomin, Cikampek Utara

Table 2. Total Population of Kota Baru District

No	Village	Population			Amount of KK
		L	P	amount	
1	Pangulah Baru	1.563	1.574	3.137	1.066
2	Pangulah Selatan	5.243	5.239	10.482	2.903
3	Pangulah Utara	5.339	5.493	10.832	2.791
4	Wancimekar	6.236	6.269	12.505	3.076
5	Pucung	8.277	7.643	15.920	4.171
6	Jomin Timur	3.442	3.605	7.047	1.755
7	Jomin Barat	4.195	4.395	8.590	2.232
8	Sarimulya	5.000	4.866	9.866	2.500
9	Cikampek Utara	6.076	6.299	12.375	4.133
<b>JUMLAH</b>		<b>45.371</b>	<b>45.383</b>	<b>90.754</b>	<b>24.627</b>

Source : BPS of Karawang Regency

Looking at the data in the two tables, it is seen that the workload of 104 employees in the Kota Baru District Health Center must serve 90,754 residents, if a comparison is taken then 1: 873. Thus research on the work environment and work culture and job satisfaction is considered important.

## II. Literature Review

Danang Sunyoto (2012) states the work environment is everything that exists around the workers who can influence themselves in carrying out the task. For example cleanliness, lighting, music, and others. Work environment both physical

and non-physical can affect the performance of employees in carrying out their duties, and this can affect the organization in achieving its goals. To create such a situation, it needs support from various parties, because basically a comfortable and healthy workplace environment is a non-financial component that also creates job satisfaction for employees in doing their jobs.

According to Ichan Nugraha (2016) work culture has dimensions and indicators, namely: Innovation and taking risks (support and work atmosphere for creativity, employee consideration in taking risks, employee responsibilities); Attention to details (accuracy in doing work, evaluating work results); Results orientation (institutional support in the form of work facilities); and Human orientation (cooperation that occurs between employees, company attention to recreation).

According to Kreitner and Kinichi (2010) there are five dimensions of job satisfaction, namely: Fulfillment of needs (need fulfillment) (attitude towards work done makes a positive impact on him, assessment of work); Discrepancies (employee acceptance of compensation provided by the company, employee acceptance of guarantees provided by the company); Achievement of value (value attainment) (personal satisfaction over achievement in carrying out his duties); and Justice (equal) (getting equal opportunities in one team for all members to experience training and self-development).

### III. Research Methodology

The research design in this study uses descriptive survey and explanatory methods. In this study the population was all employees in the Kotabaru sub-district, amounting to 104 people and used as a sample in the study. The analysis model used is multiple linear analysis. The analysis design used is to use scale techniques, scale range analysis, correlation coefficient test, coefficient of determination test, t test, and F test.

### IV. Results and Discussion

Characteristics of respondents by age:

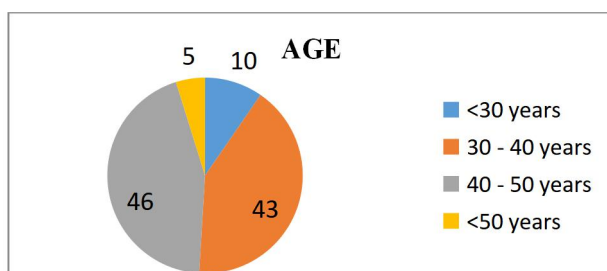
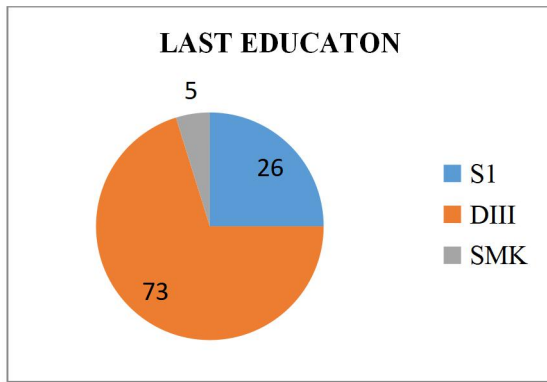


Figure 1. Characteristics of Respondents by Age

Based on the data in Figure 1 it can be concluded that the employees at the Kotabaru Health Center, North Cikampek Health Center, and Jomin Health Center. dominated by employees aged 40-50 years (46 people).

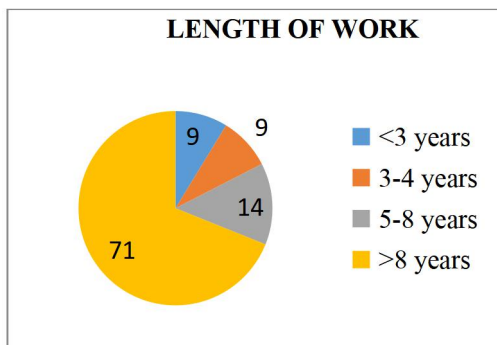
Characteristics of respondents based on their last level of education:



Based on the data in Figure 2 it can be concluded that the employees at the Kotabaru Health Center, North Cikampek Health Center, and Jomin Health Center. dominated by employees who have the last level of education DIII (73 people).

Figure 2. Characteristics of Respondents by Last Educational Level

Characteristics of respondents based on length of work:



Based on the data in Figure 2 it can be concluded that the employees at the Kotabaru Health Center, North Cikampek Health Center, and Jomin Health Center. dominated by employees who have worked for more than 8 years (71 people).

Figure 3. Characteristics of Respondents Based on Length of Work

Respondents regarding the work environment:

Table 3. Respondents Regarding the Work Environment

No	Indicator	Score	Information
1	The lighting in each workspace is maximized to support all activities in the workplace	418	Good
2	Sirkulasi udara sudah sesuai dengan standar kesehatan	412	Good
3	Noise at work is anticipated with the right spatial layout	413	Good
4	To anticipate unpleasant odors both around and in the work room, it must be supported by clean work environment and add air freshener	442	Very good

No	Indicator	Score	Information
5	The decoration in the workplace is well arranged according to the standard	383	Good
6	Have a good relationship with others both with subordinates and employees' superiors	429	Good
7	Every employee is entitled to get the opportunity to advance to get achievements in accordance with their work	452	Very Good
8	Security in the workplace is well anticipated, both inside and outside.	412	Good
Average		420,125	Good

Based on the data above, the average value of respondents' responses regarding the work environment is 420,125 (353 - 436 = Good), this means that the work environment in the Puskesmas in Kota Baru District is considered good.

Respondents regarding work culture:

Table 4. Respondents Regarding Work Culture

No	Indicator	Score	Information
1	Already created a cohesiveness between employees in teamwork	418	Good
2	Always coordinate both subordinate superiors and fellow colleagues in making a decision	412	Good
3	Already carrying out Main Tasks and Functions	413	Good
4	Already working according to the SOP in accordance with their respective sections	442	Very Good
5	Evaluate the results of work periodically every 1 month	383	Good
6	Availability of facilities to support work activities (office equipment)	429	Good
7	Cooperation between employees is well established	452	Very Good
8	Provided the opportunity for employees to do recreation together for refreshing and establishing cohesiveness	412	Good
Average		420,125	Good

Based on the data above, the average value of respondents' responses regarding work culture is 420,125 (353 - 436 = Good), this means that the work culture in the Puskesmas in Kota Baru District is considered good.

Respondents regarding job satisfaction:

Table 5. Respondents Regarding Job Satisfaction

No	Indicator	Score	Information
1	Doing a good job and be happy to produce good results	444	Very Satisfied
2	Grading values to employees will affect employee job satisfaction	432	Satisfied
3	The benefits provided are in accordance with the responsibilities undertaken by the employee	412	Satisfied
4	Guarantees given to employees are in accordance with the work carried out	406	Satisfied
5	Employees are satisfied with all the work they have done	398	Satisfied
6	Implementation of the training process between team members in order to develop themselves	414	Satisfied
Average		417,67	Satisfied

Based on the data above, the average value of respondents' responses regarding job satisfaction was 417.67 (353 - 436 = Satisfied), this meant that job satisfaction at the Puskesmas in Kota Baru Subdistrict was considered to be satisfied.

The results of multiple linear regression analysis from this study are:

Table 6. Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	11.487	2.827		4.064	.000
Work Environment	.128	.079	.154	1.616	.109
Work Culture	.258	.069	.355	3.732	.000

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	11.487	2.827		4.064	.000
Work Environment	.128	.079	.154	1.616	.109
Work Culture	.258	.069	.355	3.732	.000

a. Dependent Variable: Work Satisfaction

So that the multiple linear regression equation can be formulated as follows:

$$Y = 11,487 + 0,128X_1 + 0,258X_2$$

Based on these equations, it can be described as follows:

1. If the work environment and work culture are zero, then job satisfaction is 11.487.
2. The work environment regression coefficient is 0.128. This means that if there is an additional 1 point of work environment, the work satisfaction of health workers in the Kota Baru Health Center increases by 0.128 with the assumption that the work culture has zero value.
3. The work culture regression coefficient is 0.258. This means that if there is an additional 1 point of work culture, the job satisfaction of health workers in the Kota Baru Health Center increases by 0.258 assuming the work environment is zero.

The results of the F test analysis are:

Table 7. F Test Analysis Results

**ANOVA<sup>b</sup>**

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	108.071	2	54.035	11.471	.000 <sup>a</sup>
Residual	475.766	101	4.711		
Total	583.837	103			

a. Predictors: (Constant), Work Culture, Work Environment

b. Dependent Variable: Work Satisfaction

Based on the data in the table above, the Fcount value is 11.471 with a significance value of 0.000 (0.000 < 0.05). This means that the work environment and work culture simultaneously and significantly influence job satisfaction.

The results of the t test analysis are :

Table 7. t Test Analysis Results

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	11.487	2.827		4.064	.000
Work Environment	.128	.079	.154	1.616	.109
Work Culture	.258	.069	.355	3.732	.000

a. Dependent Variable: Work Satisfaction

Based on the data in the table above, it is obtained that the tcount of work environment is 1.616 with a significance level of 0.109 ( $0.109 > 0.05$ ), this means that partially the work environment has no significant effect on job satisfaction. The tcount of work culture is 3,732 with a significance level of 0,000 ( $0,000 < 0,05$ ), this means that work culture partially has a significant effect on job satisfaction.

## V. Recommendation

The Puskesmas in Kota Baru Subdistrict should maintain working environment conditions and work culture that are already of good value so that the job satisfaction of existing employees has a satisfied level of job satisfaction.

## VI. Conclusion

The working environment and work culture conditions found in the employees at the Kota Baru District Health Center have good grades and the level of job satisfaction is in a satisfied position. Work environment and work culture simultaneously have a significant effect on job satisfaction. Partially the work environment does not have a significant effect on job satisfaction and work culture partially has a significant effect on job satisfaction.

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