

Strategy to Improve the Performance of Port Workers Yos Sudarso Tual City through the Work Environment and Job Satisfaction

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Abstract

Objectives – This study aims to test the effect of the work environment on the performance of the transport workers and test the effect of job satisfaction on the performance of transportation workers employees. Design/methodology/approach – This study uses quantitative methods. Sampling techniques are generally carried out randomly, data collection uses research instruments, data analysis is quantitative/statistical with the aim of testing predetermined hypotheses. Practical implications – This study recommends that expected to add references and discourses to develop knowledge about human resource management, especially those related to the work environment and job satisfaction and their impact on employee performance. Originality/value – This study provides to job satisfaction with indicators Satisfaction with salary, Satisfaction with working conditions, Satisfaction with coworkers, Satisfaction with supervisors, Satisfaction with the work itself to detail, results-oriented, human-oriented, team-oriented, aggressiveness and stability affect the performance of the Kairatu Public Health Center, then the hypothesis is accepted.

Keywords

work environment; job satisfaction; work performance; laborer



I. Introduction

Human resource management is a process of dealing with various problems in the scope of employees (Hamouche, 2021), laborers, managers and other workers to be able to support the activities of the organization or company in order to achieve predetermined goals (Agustina, 2022). In organizations, people are one of the most important elements in an organization (Ngoc Su *et al.*, 2021). Without the role of humans even though the various needed factors are available, the organization will not run (Chiou & Lee, 2021). Because humans are the movers and determinants of the course of an organization (Sutanto *et al.*, 2021). The company certainly wants maximum results obtained effectively and efficiently both in the management of natural resources, human resources and capital resources (Anwar & Abdullah, 2021). One of the three resources that most influence the company's performance or output is human resources (Atmadja *et al.*, 2021). In companies engaged in production, the performance of human resources is always required to work optimally for the progress of the company (Megawaty *et al.*, 2022). Effective and efficient management of human resources will encourage employees to work optimally in order to achieve the company's vision of becoming a company (Tien *et al.*, 2021). Companies cannot be separated from the role of employee performance because employee performance will be directly proportional to the output of the company (Wahyudi, 2022). Therefore, the organization should provide positive direction for the achievement of organizational goals (Muliati *et al.*, 2022). One of the factors that influence the level of success of an organization is the performance of its employees (Kalogiannidis, 2015). Every company always expects its employees to have achievements,

because having employees who excel will make an optimal contribution to the company (Afiza, 2021). In addition, by having employees who excel the company can improve the company's performance (Pudjiati & Yuliani, 2022). One of the important factors that must be considered by the company in an effort to improve employee performance is the comfort of the work environment (Basalamah % As'ad, 2021). The work environment is a place where employees perform activities every day. A comfortable work environment provides a sense of security and allows employees to work optimally. The work environment can affect employees' emotions. If the employee likes the work environment in which he works, then the employee will feel at home in his workplace, doing activities so that work time is used effectively. The work environment includes working relationships formed between fellow employees, working relationships between subordinates and superiors, and the physical environment in which employees work. This study aims to examine the effect of the work environment on the performance of transportation workers and to examine the effect of job satisfaction on the performance of transportation workers. The results of this study are expected to be a reference or input for HR management science to overcome the influence of the work environment and job satisfaction on employee work performance. It can be useful and useful for solving practical problems. So there is a problem of declining performance, the practical benefit is to improve the performance of transport workers, it is expected to be a material for consideration and input for related organizations in an effort to improve employee performance better, can be used as material for further research in order to add insight and knowledge about the influence of the work environment and job satisfaction on employee performance and is expected to add references and discourses to develop knowledge about human resource management, especially those related to the work environment and job satisfaction and their impact on employee performance.

II. Review of Literature

2.1 Understanding Work Environment

The work environment is one of the most important things to consider. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production. An adequate work environment can improve employee work performance, while an inadequate environment for employees can reduce productivity. Therefore, the work environment is a state around the workplace both physically and non-physically that can give a pleasant, secure, and reassuring impression. A good working environment will make employees feel comfortable at work. A comfortable impression of the work environment in which the employee works will reduce the feeling of boredom and boredom at work. The physical work environment is all the circumstances around the worker's place that can affect the employee either directly or indirectly.

2.2 Factors Affecting the Work Environment

Humans will be able to carry out their activities well, so that optimal results are achieved, if they are supported by an appropriate environmental condition. An environmental condition is said to be good or appropriate if humans can carry out their activities optimally, healthy, safe, and comfortable. Inconsistency in the work environment can be seen as a result in the long term. Furthermore, unfavorable environmental conditions can demand more manpower and time and do not support obtaining an efficient work system design. Many factors influence the formation of a working environment condition. This comfort will certainly have an impact on improving employee work performance. On the other hand, discomfort from the work environment will lead to decreased performance and an impact on the employee's own performance. The work environment in general is an environment where workers carry out

their work duties which consist of the physical and non-physical environment. The physical work environment includes: building management or work space layout, lighting, temperature, cleanliness, sound noise, shade of the yard, wall color, work facilities, security and comfort, and so on that can be seen physically. While the non-physical work environment includes: work atmosphere, relations with fellow employees, relations with leaders, employee organizations, and service to the community. With the currents of globalization and changes in society, we often encounter problems that hinder an institution/company from achieving its goals, either because it is unable to compete and adapt to current technological advances, or because of the low performance of human resources themselves. The working environment at Yosudarso Tual Port can be seen in terms of the physical and non-physical work environment including location and communication as well as building relationships. Lack of close communication between employees and co-workers because they only focus on completing tasks without trying to get to know other employees so that they can work more easily in the future. This immaterial environmental condition is also reflected in the relationship between management and employees. Human resource management is the process of dealing with various problems within the scope of employees, employees, laborers, managers and other workers in order to support the activities of an organization or company to achieve predetermined goals. In an organization, people are one of the most important elements in an organization. Even with all the elements of necessity, an organization cannot function without the role of humans. Because humans are promoters and determinants of organizational processes. The company certainly wants to achieve maximum results in the effective and efficient management of natural, human and capital resources. One of the three resources that have the greatest impact on a company's performance or output is human resources. In a company engaged in production, the performance of human resources is always required to be able to function optimally for the progress of the company. Effective and efficient management of human resources will encourage employees to work as well as possible in order to realize the company's vision to become a company. The company cannot be separated from the role of employee performance, because employee performance will be directly proportional to the company's output. Therefore, the organization must provide a positive direction for the achievement of organizational goals. One of the factors that influence the level of success of an organization is the performance of its employees. Every company wants its employees to be successful, because having great employees will make the biggest contribution to the company. In addition, having employees who excel in the company can improve company performance. One of the important factors that companies must pay attention to when trying to improve employee performance is the comfort of the work environment. The work environment is a place where employees carry out their daily activities. A comfortable work environment provides a sense of security and allows employees to do their best. The work environment includes working relationships formed between co-workers, working relationships between superiors and subordinates, and the physical environment in which employees work. A good work environment is expected to inspire high employee performance.

Anggi Budi Federika (2016) *The Effect of Weaving Work Ethics and Job Satisfaction on Employee Productivity in Boro Kalibawang Village, Kulon Progo Regency*. By using multiple regression analysis tool to analyze the independent variables: professional ethics and job satisfaction, the dependent variable: work efficiency Work ethics and job satisfaction have a significant positive effect on the work efficiency of weaving employees in Baro Kalibawang Village, Kulon Progo Regency. The effect of job satisfaction on the productivity of PT. Banshu Electric Indonesia. Asep Hermawan, et al (2016) found a relationship between independent variables using a simple regression analysis tool: job satisfaction, dependent variable: work productivity Job satisfaction has a significant positive effect on employee work productivity at PT. Banshu Electric Indonesia. The following factors affect the work environment associated with the ability of employees, including lighting, temperature, noise,

security and cleanliness. Everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply to each individual. The more aspects of the job that are in accordance with the wishes of the individual, the higher the level of perceived satisfaction. Job Satisfaction is the (positive) attitude of the workforce towards their work, which arises based on an assessment of the work situation. The purpose of performance evaluation is to increase mutual understanding between employees about performance requirements, record and acknowledge the work of an employee, so that they are motivated to do better, or at least achieve the same as previous achievements, provide opportunities for employees to discuss their desires and aspirations. and increase concern for careers or for the current job. The work environment is one of the most important things to consider. While the work environment does not carry out the company's production process, the work environment has a direct impact on the employees who do the production. An appropriate work environment can improve employee performance, while an inappropriate work environment can reduce employee productivity. The work environment generally refers to the environment in which workers perform their job duties, both physical and non-physical. The physical work environment includes: building arrangement or work space layout, lighting, temperature, cleanliness, noise, yard shade, wall color, work facilities, security and comfort, etc. that are physically visible. The actual work environment includes: work climate, relationships with co-workers, relationships with leaders, employee organizations, and service to the community.

III. Research Method

This study uses quantitative methods. The sampling technique is generally done randomly, data collection uses research instruments, data analysis is quantitative/statistical with the aim of testing the established hypothesis. The population in this study were 721 employees of Yos Sudarso Tual's Port Transport Workers. The number of known samples is 87 people. The types of data used in this research are quantitative and qualitative. In this study, the data sources used in data collection include primary and secondary data. The operational definitions of the variables in this study are the independent variables and the dependent variable. The independent variables in this study are Work Environment (X1) and Satisfaction (X2). The dependent variable (the dependent variable) is the variable that is influenced by the independent variable (the independent variable). The dependent variable in this study is employee work performance (Y).

IV. Result and Discussion

4.1 Research Result

Unloading Workers TKBM Tual is a cooperative organization engaged in the provision of unloading workers in all TKBM Tual City and Southeast Maluku. Which has a legal entity No. 200/BH/KDK/25-2/XI/2003. So related to the decision of the Head of the TKBM Unloading Manpower, Yosudarso Tual, he really hopes that the TKBM Unloading Manpower, Yos Sudarso Tual, will carry out loading and unloading work which includes: Cargo, Luggage, Distribution. Because TKBM TKBM Yos Sudarso Tual is one of the TKBM in Maluku Province that has imported from other cities.

The instrument used in this research is in the form of a questionnaire, which consists of 8 (eight) statements for Work Environment Variables (X1), 7 (seven) job satisfaction statements (X2), 6 (six) statements for Work Performance (Y). With the total number of research respondents as many as 71 workers loading and unloading at TKBM Yos Sudarso Tual. The research questionnaire contains a description of the respondents and answers to the questions

given. Characteristics of respondents in this study were based on age, gender, last education, and length of work.

Table 1. Characteristics of Respondents Based on Age

Age	Total	Percentage
25-35 years old	45	45
36-50 years old	21	21
≥ 50 years old	15	15
Total	81	81

Source: Primary Data Processed (2020)

Based on table 1 above, it can be obtained data that from 81 respondents, most of the respondents were in the age range of 25-35 years, namely 45 people (45%) while those in the age range of 36-50 years were 21 people (21%) and respondents are in the age range > 50 years as many as 15 people (15%).

Table 2. Characteristics of Respondents by Gender

Gender	Total	Percentage
Male	81	81
Total	81	81

Source: Primary Data Processed (2020)

In Table 2 it can be seen that the characteristics of respondents based on gender are 81 respondents (81%) are male.

Table 3. Characteristics of Respondents Based on Education

Education	Total	Percentage
SD	35	35
JHS	20	20
SHS	25	25
Diploma	1	1
Total	81	81

Source: Primary Data Processed (2020)

In Table 3, it can be seen that 35 respondents with elementary school education (35%), 20 junior high school graduates (20%), 25 senior high school graduates (25%), 1 diploma (1%).

Table 4. Characteristics of Respondents Based on Length of Work

Working Period (years)	Total	Percentage
1-3 years	36	36
4-7 years	28	28
8-9 years	17	17
Total	81	81

Source: Primary Data Processed (2020)

In Table 4 it can be seen that based on the length of work of employees, 36 respondents (36%) worked for 1-3 years, 28 respondents (28%) worked for 4-7 years, and 17 respondents (17%) worked more from 8-9 years. The results of the study obtained information about a clear picture of respondents' perceptions of the work environment, the following table 6 data

presents the frequency distribution of respondents' answers to the average question item which is an indicator of the work environment variable:

Table 5. Distribution of Respondents' Answers Work Environment

Indicator	Respondent's Answer Score										Mean
	1		2		3		4		5		
	STS	%	TS	%	N	%	S	%	SS	%	
X1.1	-	-	1	0.01	7	0.07	60	0.60	32	0.32	4.23
X1.2	-	-	-	-	6	0.06	61	0.61	33	0.33	4.27
X1.3	-	-	1	0.01	5	0.05	55	0.55	39	0.39	4.32
X1.4	-	-	2	0.02	6	0.06	61	0.61	31	0.31	4.21
X1.5	-	-	2	0.02	7	0.07	58	0.58	33	0.33	4.22
X1.6	-	-	-	-	6	0.06	57	0.57	37	0.37	4.31
X1.7	1	0.01	9	0.09	5	0.05	67	0.67	18	0.18	3.92
X1.8	-	-	-	-	3	0.03	42	0.42	55	0.55	4.52
Work Environment Variable Mean (X,1)											2.93

Source: primary research data (processed), 2020.

Based on table 5 the mean value of the work environment variable is 2.93. Based on the interpretation of the mean score, the mean value of the environmental variables is fairly good. However, it is necessary to improve the management of the work environment both from the TKBM and even to the leadership. The results of the study obtained information about a clear picture of respondents' perceptions of job satisfaction, the following table 6 data presents the frequency distribution of respondents' answers to the average question items which are indicators of job satisfaction variables:

Table 6. Distribution of Respondents' Answers About Job Satisfaction Variables

Indicator	Respondent's Answer Score										Mean
	1		2		3		4		5		
	STS	%	TS	%	N	%	S	%	SS	%	
X2.1	-	-	-	-	-	-	38	0.38	62	0.62	4.61
X2.2		-	-	-	-	-	50	0.50	50	0.50	4.49
X2.3	1		-	-	-	-	54	0.54	45	0.45	4.42
X2.4	-	-	1	0.01	1	0.01	19	0.19	49	0.49	4.76
X2.5	-	-	-	-	1	0.01	29	0.29	70	0.70	4.78
X2.6	21	0.21	16	0.16	2	0.02	37	0.37	23	0.23	3.24
X2.7	-	-	-	-	1	0.01	65	0.65	34	0.34	4.33
Mean Job Satisfaction Variable (X2)											3.06

Source: data processed using SPSS (2019)

Based on table 6 the mean value of the job satisfaction variable is 3.06. Based on the interpretation of the mean score, the mean value of the job satisfaction variable is very good. However, there needs to be an increase in TKBM loyalty both to the work done and at work in terms of distribution satisfaction to suppliers. The results of the study obtained information about a clear picture of respondents' perceptions of work performance, the following table 7 data presents the frequency distribution of respondents' answers to the average question item which is an indicator of work performance variables:

Table 7. Distribution of Respondents' Answers About Performance Variables

Indicator	Respondent's Answer Score										Mean
	1		2		3		4		5		
	STS	%	TS	%	N	%	S	%	SS	%	
Y1.1	3	0.03	2	0.02	6	0.06	54	0.54	35	0.35	4.16
Y1.2	-	-	-	-	1	0.01	33	0.33	64	0.64	4.63
Y1.3	-	-	1	0.01	4	0.04	51	0.51	44	0.44	4.38
Y1.4	-	-	2	0.02	5	0.05	56	0.56	37	0.37	4.28
Y1.5	-	-	1	0.01	1	0.01	32	0.32	66	0.66	4.63
Y1.6	-	-	1	0.01	3	0.03	54	0.54	42	0.42	4.37
Mean Variabel Kinerja (Y1)											2.32

Source: data processed using SPSS (2019)

Based on table 7 the mean value of the performance variable is 2.32. Based on the interpretation of the mean score, the mean value of the TKBM performance variable is fairly good. However, there needs to be an improvement in the characteristics of TKBM regarding the work they do as it is a big responsibility for the customer. This value is very important for TKBM in achieving good performance values.

4.2 Discussion

The work environment has a positive and significant effect on the performance of TKBM Yos Sudarso Taul Port. This means that if TKBM manages the work environment effectively through the knowledge, skills and abilities that are the basic capital of TKBM, it will create competencies that are unique to TKBM so that they have a competitive advantage. To manage and develop the work environment, TKBM Yos Sudarso Tual Harbor should be involved in training or training so that they are better able to do work and solve a problem or make decisions. Through the development carried out, their work as loading and unloading workers will be much better, especially the tasks or work they do play a direct role in the customer. This shows that the work ability of a TKBM will have an impact on their performance, so it is important for an agency to be able to always improve the capabilities of its TKBM. The higher the development of the work environment owned, the higher the resulting performance. This is also in line with Kartono's research, 2022, every human being individually or collectively reacts with a higher sensitivity to the conditions around the workplace, physical environmental conditions such as changes in air temperature, which is not good, humidification of the air, lack of light, and employee relations in the workplace. Likewise, the results of this subsequent study show that satisfaction has a significant effect on performance. Satisfaction has a small contribution to the performance of TKBM when compared to other variables in this study. TKBM yos sudarso tual port still feels that what he wants has not been fulfilled by the port. There are individual perceptions that are not in line with what the TKBM wants.

V. Conclusion

This study aims to determine the effect of Work Environment and Job Satisfaction on the Work Performance of Yos Sudarso Tual Port Transport Workers. And to find out the biggest influence of the three independent variables. Respondents in this study amounted to 100 respondents, from the formulation of the research problem proposed, the analysis that has been carried out and the discussion that has been put forward and some conclusions can be drawn from this research, namely the work environment with indicators of work procedures, work standards, supervisor accountability, clarity task, reward system, relationship between employees, location is significant to the work performance of TKBM, so the hypothesis is

accepted. And from the results of the processed regression data, it can be concluded that leadership has a positive and significant relationship to employee performance at the Yos Sudarso port and job satisfaction with indicators Satisfaction with salary, Satisfaction with working conditions, Satisfaction with co-workers, Satisfaction with supervisors, Satisfaction with the work itself is detailed, results-oriented, human-oriented, team-oriented, aggressiveness and stability affect the performance of the Kairatu Public Health Center, so the hypothesis is accepted.

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