

The Effect Of Training And Work Environment On The Level Of Job Satisfaction Of Cleaners At RSU Royal Prima Medan

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Abstract: Companies are required to plan and develop the quality of human resources continuously. To build quality human resources, one way is through training. The purpose of this study is to determine the effect of training and the work environment on the level of job satisfaction. This research is a quantitative method, the population that will be used in this study is the cleaners of RSU Royal Prima Medan which amounts to 56 people. The technique of determining the number of samples by saturated sampling, that is, all members of the population are used as samples. Data analysis The data analysis model is multiple regression analysis, coefficient of determination (R²), Test F (Simultaneous testing), and Test t (Partial testing). Partial test result training variable (t-test) where the t-count value > the t-table (6,266 > 2.65) and the significance value 0.010 < 0.05. The partial test result work environment variable (t-test) where the t-count value > t-table (4,328 > 2.65) and the significance value 0.001 < 0.05. The multiple logistic regression test of the training variable (p-value 0.001 < 0.05), and the work environment has a p-value of 0.005 < 0.05. In conclusion, partial testing of the results showed that the training partially had a positive and significant effect on the job satisfaction of the cleaners at royal prima hospital Medan. Partial and simultaneous testing showed that the training variables and work environment had a positive and significant effect on the job satisfaction of cleaners at Royal Prima Hospital.

Keywords: Training, work environment, job satisfaction, cleaners.

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I. INTRODUCTION

In business competition and technological advances that are as competitive as possible, companies must be able to identify innovative compensation strategies that are directly related to improving organizational performance. This situation must be fully realized and prepared professionally. This preparation is mainly on the factor of quality human resources with appropriate qualifications (Anwar & Abdullah, 2021). Therefore, in managing various resources in the company, the company is required to plan and develop the quality of human resources continuously. To build quality human resources, one way is through training (Bagheri, 2016).

This program is considered quite good because the company can improve the ability of employees owned by the company so that with the provision of skills obtained during the training these employees can help the company achieve company goals and be able to support the company's competitiveness on an ongoing basis. In addition to training, other factors that can support the improvement of employee performance are work environment conditions. The work environment has an important meaning in influencing performance (Raziq & Maulabakhsh, 2015). A good work environment will provide a sense of comfort to employees in carrying out their work (Bakotić & Fiskovića, 2013). Based on the background description above, the author is interested in conducting research with the title "The Effect of Training and Work Environment on the Level of Job Satisfaction of Cleaners at Royal Prima Hospital Medan".

II. LITERATURE REVIEW

Training (training) is a process of improving the job skills of cleaners to help achieve company goals (J & Prayuda, 2020). One of the factors that affect job satisfaction is education and training. Education and training is a process of teaching certain knowledge and skills and attitudes so that employees are more skilled and able to carry out their responsibilities better, according to standards. Good education and training will increase employee job satisfaction it has an impact on improving job satisfaction (Handayani, 2019); (Andriana et al., 2018); (Lengkana & Husain, 2022). Training is a short-term educational process using systematic and organized procedures by which people, in addition to managers, learn knowledge and skills to achieve certain goals (Zeke et al., 2021); (Slameto et al., 2017); (Andriana et al., 2018).

Other terms of training for now such as advocacy, socialization, or workshops, all of which aim to improve the quality of human resources (J & Prayuda, 2020). The work environment is everything that exists around the worker and that can affect him in carrying out the tasks charged. The work environment is a very important part of when employees carry out work activities. By paying attention to a good work environment or creating working conditions that can motivate to work, it will an influence on the excitement or enthusiasm of employees at work. A conducive work environment provides a sense of security and allows employees to be able to work optimally. Job Satisfaction is a positive feeling of an employee that affects the work or work situation.

III. RESEARCH METHODS

This research is a quantitative method, the population that will be used in this study is the cleaners of RSU Royal Prima Medan which amounts to 56 people. The technique of determining the number of samples by saturated sampling, that is, all members of the population are used as samples. Data collection techniques using questionnaires (questionnaires).

Table 1 Variable Instrument Reliability Test Results

Variable	Cronbach'sAlpha	NoofItems	Information
VariableWorking environment (X)	0.844	10	Reliable
VariableJob satisfaction (Y)	0.820	8	Reliable
VariableTraining(Z)	0.825	10	Reliable

Source: Research Results, 2022 (Data processed)

Based on Table 1, the reliability value of each instrument from the Variable work environment, Job satisfaction, and Training is greater than 0.70 and it can be concluded that all Variables are reliable. The research data analysis model used in this study is a multiple regression analysis models, coefficient of determination (R²), F Test (Simultaneous testing), and t-test (Partial testing).

IV. RESULTS AND DISCUSSIONS

Table 2 Descriptive Statistical Analysis

	N	DescriptiveStatistics		Mean	Std.Deviation
		Minimum	Maximum		
Training	56	18.00	47.00	29.44	9.12
Working environment	56	13.00	35.00	24.22	6.82
Job satisfaction	56	19.00	43.00	30.12	8.24
ValidN(listwise)	56				

Source: Research Results, 2022.

From Table 2. can be seen the results of descriptive statistic analysis for Variable Training (Z), Working environment (X), and Job satisfaction (Y). In Table IV.1, it is known that Variable Training (Z) with a sample of 56 respondents had an average of 29.44 minimum values of 18.00, and a maximum of 47.00 with a standard deviation of 9.12. Variable Working environment (X) with a sample of 56 respondents had an average of 24.22, a minimum value of 13.00, and a maximum of 35.00 with a standard deviation of 6.82. Variable Job satisfaction (Y) with a sample of 56 respondents had an average of 30.12, a minimum value of 19.00, and a maximum of 43.00 with a standard deviation of 8.24.

Hypothesis testing used in the study is to use multiple linear regression analysis. The regression model used is as follows:

Table 3 Multiple Linear Analysis

Model	Coefficients ^a			t	Sig.
	UnstandardizedCoefficients		Standardized		
	B	Std.Error	Beta		
1 (Constant)	5.436	2.211		2.256	.022
Training	.510	.092	.522	5.004	.001
	.478	.111	.345	3.662	.005

Source:Research Results, 2022 (Data processed)

$$\text{Job satisfactionCleaners} = 5.158 + 0.527 \text{ Training} + 0.415 \text{ Working environment.}$$

The meaning of the multiple linear regression equation above is:

1. Constant of 5,436 states that if the Training and Working environment is not there or constant, the Job satisfaction of the cleaners at Royal Prima Medan General Hospital is 5,436 units.
2. Training regression coefficient of 0.510 and positive value, this states that every increase in Training 1 unit will increase the Job satisfaction of cleaners at RSU Royal Prima Medan
Working environment regression coefficient of 0.478 and positive value, this states that every increase in Working environment 1 unit will cause an increase in job satisfaction of cleaners at Royal Prima Medan General Hospital.

Table 4. Coefficient of Determination Test
Model Summary^b

Model	R	RSquare	AdjustedR Square	Std.ErroroftheEstimate
1	.836 ^a	.724	.724	4.32793

Source: Research Results, 2022 (Data processed)

The results of the Coefficient of Determination Test obtained an Adjusted R square value of 0.724 this means that 72.4% of the variation of the Dependent Variable Job satisfaction of cleaners at Royal Prima Medan General Hospital which can be explained by the variation of independent Variable Training and Working environment the remaining 27.6% (100%-72.4%) is explained by other variables that were not studied in this study, such as commitment, communication and salary.

The F test is used to show whether all independent variables entered in the model have a joint influence on the dependent variables.

Table 5 Simultaneous Test (F Test)
ANOVA^a

Model	SumofSquares	df	MeanSquare	F	Sig.
Regression	2556.35	2	1278.17	66.233	.000 ^b
Residual	1105.128	59	18.731		
Total	3661.484	61			

Source: Research Results, 2022 (Data processed)

The f-table value obtained from:

1. $df_1 = k - 1 = 3 - 1 = 2$, where k is: number of dependent and independent Variables
2. $df_2 = n - k = 56 - 3 = 53$, where n is: the number of samples can be seen from the 53rd row, the 2nd column.

The F-table according to table F is 3,17.

From the table above, it can be seen that the F-count value is 66,233 with a probability of 0.000, because the probability is smaller than 0.05, the regression model can be used to predict the job satisfaction of the cleaner. This can also be seen from the F-count (66,233) > F-table (3.17), then H3 is accepted which means that Variable Training and Working environment affect the Job satisfaction of cleaners at Royal Prima Hospital Medan.

Table 6 Partial Test (t Test)
Coefficients^a

Model	UnstandardizedCoefficients		StandardizedCoefficients	t	Sig.
	B	Std.Error	Beta		
(Constant)	5.147	2.256		2.282	.026
Training	.517	.097	.547	6.266	.010
Working environment	.405	.119	.350	4.328	.001

Source: Research Results, 2022 (Data processed)

The value of t is determined to be significant 5% and the degree is free: $df = n - k$ ($df =$ number of samples and $k =$ number of variables overall) i.e. $df = 56 - 3 = 53$. The t-test of the calculation carried out is:

Two-way test then the t-table used is t 5% or t 0.05 (53) = 2.65. From the results of the t-test above, it can be concluded that for Variable Training, t count (6,266) > t-table (2.65) and probability value (0.010) < 0.05 then H1 is accepted means that there is an influence of Training on job satisfaction of cleaners at Royal Prima RSU Medan. Then for Variable Working environment, t-count (4,328) > t-table (2.65) and probability value (0.001) < 0.05, then H2 received means there is an influence of Working environment on job satisfaction of officers cleanliness at Royal Prima Hospital Medan.

The Effect of Training on Job satisfaction of Cleaners

The results of research conducted by researchers prove that there is an influence of training on the job satisfaction of cleaners at Royal Prima Hospital Medan. In line with the first hypothesis (H1). This can be seen from the results of the partial test (t-test) where the t-count value > the t-table (6,266 > 2.65) and the significance value of 0.010 < 0.05. So the results of the study rejected H0 and accepted Ha. The results of this study are in line with the research by Slameto (2017), which states that the teacher's commitment to the educational / school environment has a positive and significant effect (being a determinant) on his Job satisfaction after training. Meanwhile, the leadership variable (X1) and concern for the environment have no effect (not determinants) on the job satisfaction of teachers after training (Slameto et al., 2017).

Supported research by Novitasari (2012), which stated that the results of the study showed that there was an influence of the principal's leadership, Working environment, education, and Training on Job satisfaction of high school economics/accounting teachers in Kendal District. The influence of leadership on school pala, Working environment, education, and training simultaneously (together) has a contribution of 76.2% to the Job satisfaction of high school economics/accounting teachers in Kendal Regency (Novitasari et al., 2012). Sugiyono (2002) in Andriana (2018), mentioned that the teacher's workability is influenced by several factors, such as basic potential, educator qualifications, education/training, and teaching experience, and in this study, researchers focus on only three factors, namely educator qualifications, experience, and training (Andriana et al., 2018); (Handayani, 2019). By frequently attending relevant training according to the needs of teachers and increasing teacher job satisfaction (Harlina & Bachri, 2019). Skills can be obtained from training, the more skilled the education staff will be better able to work and use facilities (Lengkana & Husain, 2022); (Zeke et al., 2021); (J & Prayuda, 2020).

The Effect of Working Environment on Job satisfaction of Cleaners.

The results of the research conducted by researchers prove that there is an influence of the working environment on the job satisfaction of cleaners at RSU Royal Prima Medan. In line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the t-count value > t-table (4,328 > 2.65) and the significance value of 0.001 < 0.05 so the research results rejected H0 accepting Ha.

The results of this study are in line with the research by Aruan (2015), which states partially the factors of physical Working environment and non-physical Working environment have a positive and significant influence on employee Job satisfaction. Simultaneously, physical working environment and non-physical working environment factors significantly affect the job satisfaction of employees in the Grasberg Power Distribution Department of PT. Freeport New Zealand (Aruan & Fakhri, 2015). The working environment is also a series of conditions or conditions Working environment of an agency is the place of work of employees who work in the environment (Nabawi, 2019); (Lumentut & Dotulong, 2015); (Parluhutan Tambunan, 2018).

V. CONCLUSION

Based on the results of the study and the discussion of the conclusions of this study:

1. Partial testing of results shows that training partially has a positive and significant effect on the job satisfaction of cleaners at Royal Prima Hospital Medan.
2. Partial testing of the results shows that the Working environment partially has a positive and significant effect on the job satisfaction of cleaners at Royal Prima Hospital Medan.
3. Simultaneous testing of results shows that training and the working environment simultaneously have a positive and significant effect on the job satisfaction of cleaners at Royal Prima Hospital Medan.

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