

The Influence of Physical, Social and Psychological Factors on Employee Satisfaction at PT. Buyung Son of Food

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Abstract

This study aims to determine the effect of physical, social and psychological factors on job satisfaction of employees of PT. Buyung Putra Pangan. The total population in this study were 118 employees and the samples taken were 54 employees. Sampling using *Proportionate Stratified Random Sampling technique*. The type of research used is associative research. The data needed in this study are primary data and secondary data. Data collection method used is using a questionnaire. Data analysis used qualitative data analysis which was quantified. The analysis technique used in this study is multiple linear regression analysis. The results of the research $Y = 0.153 + 0.420X_1 + 0.298X_2 + 0.269X_3$. The results of the hypothesis test show that simultaneously/together with Physical, Social and Psychological Factors have a positive effect on Employee Job Satisfaction with an F count of $123.125 > F_{Table}$ of 2.20. While partially the Physical, Social and Psychological Factors have a positive effect on Employee Job Satisfaction with a t value for Physical Factors of $2.313 > t_{table}$ 1.675. Social factors have a positive effect on employee job satisfaction with a t count of $2.221 > t_{table}$ of 1.675. Psychological factors have a positive effect on employee job satisfaction with a t count of $1.947 > t_{table}$ of 1.675. The results of the coefficient of determination show that the contribution of physical, social and psychological factors to the job satisfaction of PT. Buyung Putra Pangan by 87.4%.

Keywords: physical, social, psychological, job satisfaction.

1. Introduction

The availability of human resources is an important factor in a company, it is necessary to involve employees in carrying out all company activities. One of the things that should be a concern of the company is the job satisfaction of employees. Job satisfaction is a general attitude towards one's work, the difference between the amount of reward a worker receives and the amount of reward they believe they should receive (Busro, 2018).

Job satisfaction is a pleasant or unpleasant emotional state for employees towards their work (Zaleha, et al., 2020). Job satisfaction reflects a person's feelings towards his work which can be seen from the employee's attitude towards work and everything in his work environment (Bintoro and Daryanto, 2017). There are several factors that affect job satisfaction, namely psychological factors, social factors, physical factors and financial factors (Sutrisno, 2017). Physical factors are factors related to the physical condition of employees, which include the type of work, setting time and rest periods, work equipment, room conditions, temperature, lighting, air exchange, employee health conditions, age, and so on (Sutrisno, 2017). Then social factors are factors related to interactions among employees, interactions with superiors and interactions with fellow

employees of different types of work (Bintoro and Daryanto, 2017). Psychological factors are factors related to employee psychology which include interest, peace at work, attitudes towards work, talents and skills (Sutrisno, 2017).

PT. Buyung Putra Pangan is a company that produces rice in Ogan Ilir, South Sumatra. Rice products produced by PT. Buyung Putra Pangan such as super slip rice, super belida rice, and others. The following table shows the results of the implementation of employee work on rice production at PT. Buyung Putra Pangan. The production target for the last 5 years has not reached its maximum, which means that the annual rice production target that has been targeted by the company has not been realized properly. This condition is due to the results achieved by PT. Buyung Putra Pangan has not yet met the target, so it appears that the company's goal of maximizing profits has not been achieved. This maximum target has not been achieved yet illustrates that the job satisfaction felt by employees of PT. Buyung Putra Pangan is not as expected.

This job satisfaction can have an impact on the company, job satisfaction at PT. Buyung Putra Pangan is not good because the jobs that employees want are not in accordance with the abilities and characteristics that employees have, this causes work that is less than optimal. Not only that, the ability of leaders to guide their subordinates is still lacking. In addition, colleagues who do not have a sense of concern or familiarity at work which results in a lack of good cooperation between fellow employees.

Formulation of the problem: Is There any Effect of Physical, Social and Psychological Factors on Job Satisfaction of PT. Buyung Son of Food? Is There an Influence of Physical Factors on Job Satisfaction of PT. Buyung Son of Food? Is There an Influence of Social Factors on Employee Job Satisfaction at PT. Buyung Son of Food? Is There an Influence of Psychological Factors on Job Satisfaction of PT. Buyung Son of Food?

2. Literature Review

Job satisfaction. According to Robbins (in Busro, 2018) job satisfaction is a general attitude towards one's work, the difference between the amount of reward a worker receives and the amount of reward they believe they should receive. The greater the results obtained compared to the expected results, the more satisfied the employee is, and vice versa. The smaller the results obtained compared to the expected results, the lower the employee satisfaction. According to Afandi (2021) Job satisfaction is an effectiveness or emotional response to various aspects of work. A set of employee feelings about whether or not their job is enjoyable. The general attitude toward a person's job that shows the difference between the amount of rewards employees receive and the amount they believe they should receive.

Physical Factors. According to Busro (2018) states, Physical factors are factors related to the physical conditions of the work environment and the physical conditions of employees. According to As'ad (in Priansa, 2016) Physical factors are factors related to the physical conditions of the work environment and the physical conditions of employees, including the type of work, work and rest time arrangements, work equipment, room conditions, air temperature, lighting, air exchange, employee health condition, age and so on.

Social Factors. According to Busro (2018) are factors related to interactions with fellow

employees, interactions with superiors and interactions with employees of different types of work. According to Bintoro and Daryanto (2017) Social factors are factors related to social interactions between fellow employees and superiors and employees who have different types of work.

Psychological Factors. According to Busro (2018) states that psychological factors are factors related to the psychology of employees which include interest, peace at work, attitudes towards work and skills. According to Anorago (2016) psychology can be interpreted as a science that seeks to measure, explain and sometimes change the nature of human behavior.

3. Research Method

The type of research used in this study is associative research, namely research that aims to determine the relationship or linkages between two or more variables. The variables in question are Physical Factors (X_1), Social Factors (X_2) and Psychological Factors (X_3) on Employee Job Satisfaction (Y) at PT. Buyung Putra Pangan. The population in this study are employees of PT. Buyung Putra Pangan has a total of 118 employees with a classification based on education. The sample used in this study amounted to 54 employees with an error rate determined based on the slovin formula, namely 10%. The data in this study uses primary data and secondary data. Primary data was obtained through answers to questionnaires which were distributed to respondents, while the secondary data related to the number of employees and a general description of PT. Buyung Putra Pangan. The data collection method in this study was a questionnaire (questionnaire) and documentation related to the indicators used. Data analysis used in this research is qualitative analysis which is quantified using a Likert scale. The analysis technique used to determine the effect of physical, social and psychological factors on job satisfaction of employees of PT. Buyung Putra Pangan is with multiple linear regression analysis. What was done in this study was to carry out an instrument test, then after the data was declared valid and reliable, it was followed by using multiple linear analysis to ensure that the independent variable had an influence on the dependent variable, then a hypothesis test (f test and t test) was carried out to find out the significance of the independent variable to the dependent variable, and draw conclusions.

4. Findings and Discussions

The Influence of Physical, Social and Psychological Factors on Job Satisfaction of PT. Buyung Putra Pangan. Based on multiple linear regression shows that the regression coefficients of physical factors, social factors and psychological factors are positive. This means that physical factors, social factors and psychological factors are interrelated in contributing to influence the job satisfaction of employees of PT. Buyung Putra Pangan, this is also proven through the coefficient of determination test which shows the contribution of the variables of physical factors, social factors and psychological factors of 87.4% contribution to employee job satisfaction while the remaining 12.6% is influenced by other variables not included in the this research is the financial factor variable. The results of hypothesis testing simultaneously at the 90% confidence level show the calculated F value ($123.125 > F_{table} (2.20)$ with a sig.F level of $0.000 < 0.1$ (significant), then H_{o1} is rejected and H_{a1} is accepted meaning there is an influence significant physical factors, social factors and psychological factors on job satisfaction of

employees of PT. Buyung Putra Pangan. The results of this study prove that physical factors, social factors and psychological factors are very important aspects in influencing employee job satisfaction. As a review of the low job satisfaction of employees of PT. Buyung Putra Pangan caused by the low of these three factors. Because when connected with the distribution table of respondents' answers on the questionnaire variable physical factors, social factors and psychological factors which show very high answers to disapproval. So this proves that employees recognize the lack of physical factors, social factors and psychological factors at PT. Buyung Putra Pangan so that it has an impact on employee job satisfaction which also decreases as is the consistency of the relationship with the results of respondents' answers on the variable job satisfaction which shows a low level. Then the results of the respondent's answers show a causal relationship that influences each other and is reciprocal which means that the low impact of physical factors, social factors and psychological factors will have an impact on decreasing employee job satisfaction and vice versa if physical factors, social factors and psychological factors can be increased by the company will have an impact on increasing employee job satisfaction. This is in line with the theory stated by Sutrisno, (2017) regarding the factors that influence job satisfaction are (1) psychological factors, (2) social factors, (3) physical factors and (4) financial factors. This is supported by previous research conducted by Sarfiah (2018), Heriyana (2020), Saad, et al (2020), Widiasih and Suarmanayasa (2021) which proves that the variables of physical factors, social factors and psychological factors have a positive and significant effect on job satisfaction employee.

Effect of Physical Factors on Employee Job Satisfaction PT. Buyung Putra Pangan. The results of partial hypothesis testing at the 90% confidence level show that the calculated t value for physical factors is $2.313 > t_{table} 1.675$ with a sig.t level of $0.025 < 0.1$ (significant), then H_0 is rejected and H_a is accepted, meaning that there is a significant influence physical factors on job satisfaction of employees of PT. Buyung Putra Pangan. The results of this study prove that the physical factor is a factor that can contribute to creating employee job satisfaction. As a review of the low job satisfaction of employees of PT. Buyung Putra Pangan caused by the low physical factor. Because if it is connected with the distribution table of respondents' answers on the physical factor variable questionnaire which shows very high disapproval answers. So this proves that employees recognize the lack of physical factors at PT. Buyung Putra Pangan so that it has an impact on employee job satisfaction which also decreases as is the consistency of the relationship with the results of respondents' answers on the variable job satisfaction which shows a low level. Then the results of the respondents' answers show a causal relationship that influences each other and is reciprocal which means that the low impact of physical factors will have an impact on decreasing employee job satisfaction and vice versa if physical factors can be increased by the company it will have an impact on increasing employee job satisfaction. This is in line with the theory stated by Sutrisno, (2017) regarding the factors that influence job satisfaction are (1) psychological factors, (2) social factors, (3) physical factors and (4) financial factors. These results are supported by previous research conducted by Heriyana (2020), Mulyana, et al (2020) and Saad, et al (2020) which partially show that physical factors have a positive and significant influence on employee job satisfaction.

The Effect of Social Factors on Employee Job Satisfaction at PT. Buyung Putra Pangan The results of partial hypothesis testing with a 90% confidence level show that t_{count} for social factors is $2.221 > t_{\text{table}} 1.675$ with a sig.t level of $0.031 < 0.1$ (significant), then H_{o3} is rejected and H_{a3} is accepted, meaning that there is a significant influence of factors social impact on job satisfaction of employees of PT. Buyung Putra Pangan. The results of this study prove that social factors affect employee job satisfaction. As a review of the low job satisfaction of employees of PT. Buyung Putra Pangan caused by the low social factor. Because if it is connected with the distribution table of respondents' answers on the social factor variable questionnaire which shows very high disapproval answers. So this proves that employees recognize the lack of social factors at PT. Buyung Putra Pangan so that it has an impact on employee job satisfaction which also decreases as is the consistency of the relationship with the results of respondents' answers on the variable job satisfaction which shows a low level. Then the results of the respondents' answers show a causal relationship that influences each other and is reciprocal which means that the low impact of social factors will have an impact on decreasing employee job satisfaction and vice versa if social factors can be increased by the company it will have an impact on increasing employee job satisfaction. This is in line with the theory stated by Sutrisno, (2017) regarding the factors that influence job satisfaction are (1) psychological factors, (2) social factors, (3) physical factors and (4) financial factors. These results are supported by previous research conducted by Heriyana (2020), Mulyana, et al (2020) and Saad, et al with the results that social factors have a partially positive and significant effect on employee job satisfaction.

The Influence of Psychological Factors on Employee Job Satisfaction at PT. Buyung Putra Pangan. The results of partial hypothesis testing with a 90% level of confidence show that t_{count} for psychological factors is $1.947 > t_{\text{table}} 1.675$ with a sig.t level of $0.057 < 0.1$ (significant), then H_{o4} is rejected and H_{a4} is accepted, meaning that there is a significant influence of factors psychological impact on job satisfaction of employees of PT. Buyung Putra Pangan. The results of this study prove that psychological factors have a major contribution in building employee job satisfaction. As a review of the low job satisfaction of employees of PT. Buyung Putra Pangan caused by the low psychological factor. Because when connected with the distribution table of respondents' answers to the questionnaire on the psychological factor variable which shows very high disapproval answers. So this proves that employees recognize the lack of psychological factors at PT. Buyung Putra Pangan so that it has an impact on employee job satisfaction which also decreases as is the consistency of the relationship with the results of respondents' answers on the variable job satisfaction which shows a low level. Then the results of the respondents' answers show a causal relationship that influences each other and is reciprocal which means that the impact of low psychological factors will have an impact on decreasing employee job satisfaction and vice versa if psychological factors can be increased by the company it will have an impact on increasing employee job satisfaction. This is in line with the theory stated by Sutrisno, (2017) regarding the factors that influence job satisfaction are (1) psychological factors, (2) social factors, (3) physical factors and (4) financial factors. These results are supported by research conducted by Heriyana (2020), Mulyana, et al (2020) and Saad, et al (2020) with the results of the research showing that partially psychological factors have a positive and significant effect on employee job satisfaction.

5. Conclusion

Based on the research results from the discussion it can be concluded that: There is a significant influence of physical, social and psychological factors on job satisfaction of employees of PT. Buyung Putra Pangan. There is a significant influence of physical factors on job satisfaction of employees of PT. Buyung Putra Pangan. There is a significant influence of social factors on job satisfaction of employees of PT. Buyung Putra Pangan. There is a significant influence of psychological factors on job satisfaction of employees of PT. Buyung Putra Pangan. Based on the results of the study, the researchers provide the following suggestions: PT. Buyung Putra Pangan should increase employee job satisfaction, this is to maximize the potential of employees at work. Because to make employees work effectively employee job satisfaction must also be fulfilled. PT. Buyung Putra Pangan should pay more attention to and improve the physical factors concerning the elements around the employee's work environment, including work equipment, room conditions and lighting in the workplace so that employees can work optimally in completing their work. PT. Buyung Putra Pangan should further improve the social factors that exist in the company, including relations among employees, relations with superiors and relations with employees of different types of work so that a sense of togetherness will be created that can lead to a sense of satisfaction among employees. PT. Buyung Putra Pangan should pay more attention to and improve the psychological factors of his employees so that they feel more satisfied by the company, including by creating peace at work, improving employee attitudes towards their work, and increasing employee interest in their work.

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