Identification of hygiene factor in the working environment at Owned State Electrical Company of Mataram City

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Abstract. Human resources or employees are the most valuable asset of a company. Managing employees is not easy because every employee has a specific character and background. A company needs to encourage its employees to remain productive in their respective fields, and employee job satisfaction needs to be improved so that employees can survive and work comfortably. This study aims to examine the hygiene factor and its effect on employee job satisfaction and empirically examine which factors influence more dominantly on job satisfaction of employees in the Distribution Division of PT PLN (Persero) of Mataram Branch. The type of research used is associative research. The data collection method applied in this study is the use of a research instrument in the form of a questionnaire. The analysis technique used is the SEM-based variant, namely SEM with Smart PLS version 3.0 M3 software. PLS Analysis Results show that there are two variables of hygiene factors that have a positive and significant effect on employee satisfaction, namely interpersonal relationships with supervisors and company policies and regulations. While other variables have no significant effect, namely interpersonal relationships with coworkers; work safety and security; health; supervision method, and salary/wages.

1. Introduction

PT. PLN (Persero) as an state-owned company in Indonesia, has the task of supplying and regulating electricity. This company is also the only government-owned company that serves electricity services. PT. PLN (Persero) has a vast number of consumers consisting of housings, buildings, offices, and industries. Every year the need for electricity in Indonesia continues to increase, on the other hand, PT. PLN (Persero) cannot fulfill electricity needs. However, PT. PLN (Persero) continues to make efforts to fulfill electricity needs gradually throughout the country, such as utilizing various alternative energy to be able to produce sufficient electricity supply. PT. PLN (Persero) continues to improve the quality of its services due to many complaints from customers.

Similarly, PT. PLN (Persero) Mataram Area is an electricity service provider and service network that operates directly under PT. PLN (Persero). The task of PT. PLN (Persero) Mataram
Area is to encourage and support the implementation of the target of PT. PLN (Persero) so that progress and success can be achieved. The progress and success of a company cannot be separated from the role and the competency of human resources. In this context, companies need to manage human resources to the maximum extent possible to remain productive.

Human resources or employees are the most valuable asset of a company. Managing employees is not easy because every employee has a specific character and background. To be able to manage employees well, the company needs to encourage employees to remain productive in their respective fields, and employee job satisfaction needs to be improved so that employees can survive and work comfortably. Employees also need to be placed as the right partner in supporting the success of a company so that employees can be satisfied with the work they are doing [1]. Some literature explain that there are several factors that influence the level of satisfaction of an employee at work, including company policy, salary, work safety, and security, and personal relationships.

The work environment also influences the ongoing management. The work environment can be divided into two forces, namely: the influence of internal environment (internal environment), and the influence of external environment (external environment) [2]. Environmental influences on motivation can be seen in sources within the work organization: infrastructure, sources of funds, control or supervision, procedures, supervision, working conditions, work climate and welfare.

One sign that causes poor working conditions of an organization is low job satisfaction. Jurges argues that job satisfaction is an important outcome in labor market activities. Conversely high job satisfaction is an indication of management effectiveness, which means that the organization has been well managed. Often, management attempts to improve employee job satisfaction through salary and wage improvements, which may still be acceptable at some level because by the salary increment employees can meet their living needs [1]. But the fact is that high salary does not always make employees satisfied with their work [3]. With high job satisfaction, employees are always motivated to perform their job well that leads to an improvement of their performance [4]. Likewise, with PT. PLN (Persero) Mataram Area, until now, employee job satisfaction has become one of the company's priorities. From now on the part of the internal PT. PLN (Persero), Mataram Area is the distribution sector. This distribution field handles technical services and electricity disruptions experienced by consumers.

It is necessary to examine the hygiene factors that affect employees' job satisfaction, which include company policy, salary, occupational safety and security, and personal relationships to have an in-depth examination to the level of employee satisfaction. For example, a less conducive work environment, such as internal problems between one employee and another employee or a leader will have a direct impact on decreasing employee commitment. This will have an unfavorable impact on the company so that work performance is low and employee productivity is also low. Therefore policyholders need to know what factors influencing employee satisfaction or are known as Hygiene Factors so that companies can improve job satisfaction of their employees, and ultimately, the company's goals can be achieved.

2. Method
The type of research used is associative research. The data collection method was conducted by distributing the questionnaire to respondents, and they were requorred to fill it based on the responses they deemed most appropriate. The respondents in this study were 304 employees of PT. PLN of Mataram Branch, spread in two zones, namely zone 1 (North Lombok, Cakra, Mataram) as many as 223 people and zone 2 (Praya, Selong, Pringgabaya) as many as 81 people.

The questionnaire instrument uses a Likert scale. In the Likert scale, the measured variable is described as a variable indicator; then the indicator is described as a starting point for compiling instrument items which can be in the form of statements or questions [5]. Measurements are made using data that has been collected by giving a score of 5, 4, 3, 2, 1 which is adjusted to the answer criteria as follows:

a. Answers given a score of 5 Categories for answers are: Very Satisfied (SP)
b. Answers given a score of 4 Categories for answers are: Satisfied (P)
c. Answers given a score of 3 Categories for answers are: Satisfaction (KP)
d. Answers given a score of 2 Categories are: Dissatisfied (TP)
e. Answers given a score of 1 Category are: Very Dissatisfied (STP)

Based on the conceptual framework, the data analysis in this study uses correlation. Partial Least Squares (PLS) analysis is a multivariate statistical technique that makes comparisons between multiple dependent variables with multiple independent variables. PLS is one of the variant-based SEM statistical methods that is designed to solve multiple regression when specific problems occur in the data, such as small sample sizes, missing data and multicollinearity. PLS is a reliable tool to test prediction models that are not based on various assumptions. It can be used to predict models with a weak theoretical foundation and also on data that experiences classic assumption diseases (such as data not normally distributed, multicollinearity problems, and autocorrelation problems). In addition, it is also applicable for small sample sizes and formative and reflective constructs [6]. PLS is a powerful analysis method because it is not based on many assumptions. Data does not have to be multivariate norm distributed (indicators in the category scale, ordinal, the interval up to the ratio can be used in the same model) and the sample does not have to be large [7].

The data analysis technique used is SEM based on variants, namely SEM with SmartPLS version 3.0 M3 software. The stages of data analysis using PLS-SEM can be seen in Figure 1 [8].

![Figure 1. Stages of PLS-SEM Analysis](image)

Hypothesis
a. Hypothesis 1 (H1): Interpersonal relationship with superiors has a positive and significant effect on employee satisfaction PT. PLN Persero area Mataram.
b. Hypothesis 2 (H2): Interpersonal relationship with work colleagues has a positive and significant effect on employee satisfaction PT. PLN Persero Mataram area.
c. Hypothesis 3 (H3): The relationship between work security and safety has a positive and significant effect on employee satisfaction of PT. PLN Persero Mataram area.

d. Hypothesis 4 (H4): Company policies and regulations have a positive and significant effect on employee satisfaction at PT. PLN Persero Mataram area.

e. Hypothesis 5 (H5): Health has a positive and significant effect on employee satisfaction at PT. PLN Persero Mataram area.

f. Hypothesis 6 (H6): The supervision method has a positive and significant effect on the satisfaction of employees of PT. PLN Persero Mataram area.

g. Hypothesis 7 (H7): Wages have a positive and significant effect on employee satisfaction at PT. PLN Persero Mataram area.

3. Result and Discussion

3.1. Test results effect of free (exogenous) variables on boundable (endogenous)

It is necessary to pay attention to the coefficient of significance and t-value in each relationship between variables to examine the effect of free variables (exogenous) on the dependent variable (endogenous) in the study. Figure 2 below shows the value of t-values in each relationship.

![Figure 2. Full model with t-value and between research variables](image)

The direct influence between construct variables can be seen from the results of the analysis of the path coefficients values shown in Table 1. Based on Table 1, it can be explained that not all direct relationships between variables are positive.

|                  | Original Sample (O) | Sample Mean (M) | Standard Deviation (STDEV) | T Statistics (|O/STDEV|) | P Values |
|------------------|---------------------|-----------------|-----------------------------|-------------------------|----------|
| HIA → KK         | 0.23                | 0.23            | 0.08                        | 2.96                    | 0.00     |
| HIRK → KK        | 0.12                | 0.11            | 0.08                        | 1.52                    | 0.13     |
| KKK → KK         | -0.03               | -0.02           | 0.07                        | 0.47                    | 0.64     |
| KPP → KK         | 0.30                | 0.30            | 0.07                        | 4.13                    | 0.00     |
| KS → KK          | -0.07               | -0.05           | 0.08                        | 0.91                    | 0.36     |
3.2. Hypothesis testing

The development of a structural model is also done to predict the causal relationship between variables or hypothesis testing. A measure of the significance of the support of hypotheses can be used to compare the values of T-tables and T-Statistics. If the T-Statistics value is higher than T-Table, then the hypothesis is supported. For the 90% confidence level (alpha 10%), df = n-k = 304-8=296, then the T-Table value for the one-tailed hypothesis test is ≥ 1.65. The following Table 2 show the results of the hypothesis testing of the effect of independent variables (exogenous) on the dependent variable (endogenous).

Table 2. Hypothesis testing

| Notation | Coefficient | T.Statistics | Result        |
|----------|-------------|--------------|---------------|
| H1       | 0.23        | 2.96         | Hypothesis Received |
| (HIAKK) |             |              |               |
| H2       | 0.12        | 1.52         | Hypothesis Rejected |
| (HIRKKK) |           |              |               |
| H3       | -0.03       | 0.47         | Hypothesis Rejected |
| (KKKKK) |             |              |               |
| H4       | 0.33        | 4.13         | Hypothesis Received |
| (KPPKK) |             |              |               |
| H5       | -0.07       | 0.91         | Hypothesis Rejected |
| (KSKK)  |             |              |               |
| H6       | 0.09        | 1.03         | Hypothesis Rejected |
| (MSKK)  |             |              |               |
| H7       | -0.06       | 0.89         | Hypothesis Rejected |
| (UPKK)  |             |              |               |

Based on Table 2, for Hypothesis 1, coefficient path (0.23) shows that the variables of interpersonal relations with superiors have a positive effect on employee satisfaction PT. PLN Persero Mataram Area. The positive effect is significant, as indicated by the t-statistic value which is higher than the T-table (2.96> 1.65). Hypothesis 2, coefficient (0.12) shows that the variables of interpersonal relations with superiors have a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is not significant as indicated by t-statistic values which is smaller than T-table (1.52 <1.65). Hypothesis 3, coefficient (-0.03) shows that the variables of interpersonal relations with superiors do not have a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is not significant as indicated by t-statistic values which is smaller than T-table (0.47 <1.65). Hypothesis 3, coefficient (0.03), it shows that the policy variable of the company regulation has a positive effect on the satisfaction of the employees of PT. PLN Persero Mataram Area and is significant which is indicated by a large t-statistic value of the T-table (4.13> 1.65). Hypothesis 5, coefficient (-0.07), shows that health variables do not have a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is significant which is indicated by a large t-statistic value of the T-table (4.13> 1.65). Hypothesis 5, coefficient (-0.07), shows that health variables do not have a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is significant which is indicated by a large t-statistic value of the T-table (4.13> 1.65). Hypothesis 6, coefficient (0.09) shows that the supervision method variable has a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is not significant as indicated by a small t-statistic value of the T-table (1.03 <1.65). Hypothesis 7, coefficient (-0.06) shows that the wage
variable does not have a positive effect on employee satisfaction of PT. PLN Persero Mataram Area and is not significant as indicated by a small t-statistic value of the T-table (0.89 <1.65.) Overall, there are 2 (two) variables of hygiene factors that have a positive and significant effect on employee satisfaction, namely interpersonal relationships with superiors and company policies and regulations, while other variables have no significant effect, namely interpersonal relationships with co-workers; occupational safety and security; health; supervision method, and salary.

4. Conclusion
Overall Index of respondents' perceptions of Employee Satisfaction and Hygiene Factors (covering Company Policies and Regulations; Interpersonal Relations with Colleagues; Interpersonal Relations with Bosses; Salaries / Wages; Supervision Methods; Occupational Safety and Security; Health) are high. The perception index of respondents in zone 2 (Praya, Selong, Pringgabaya) groups is higher than that in the zone 1 group (North Lombok, Cakara, Mataram) with a value of 84,053 > 83,484. The highest perception index for the zone 1 hygiene factor is occupational safety and security (85.70), and the lowest is salary or wages (79.93). The highest perception index for zone 2 hygiene factors is interpersonal relationships with co-workers (87.47), and the lowest is salary or wages (76.36). PLS Analysis Results shows, in reality, there are 2 (two) variables of hygiene factors that have a positive and significant effect on employee satisfaction, namely interpersonal relationships with superiors and company policies and regulations. While other variables have no significant effect, namely interpersonal relationships with co-workers; occupational safety and security; health; supervision method, and salary.

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