

THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB SATISFACTION OF SERVICE EMPLOYEES TRANSPORTATION TO THE CITY OF PEMATANG SIANTAR

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Abstract

This study directs to influence the chain reaction of communication, motive and elbow grease surrounding on employment fulfilment of staff member of the division of Transportation of Pematang Siantar City, the inclination inoffensive pre-owned is a appropriate the measurement of method. aggregation solicitations therein excogitate is a purposeful and yardstick progression of instrumentality to achieve the solicitations essential in valuation obtained by distributing questionnaires. The consequences showed that the consequences of SPSS 25 processing showed that the depletion of $t_{count} < t_{table}$, it could be completed that the rudimentary possibility was accepted, import that communication had an concatenation response on utilisation satisfaction. From the consequences of SPSS 25 processing make evident that the depletion of $t_{count} > t_{table}$, it channel mark be completed that the endorsement possibility is accepted, import that motivation has an concatenation response on utilisation satisfaction. From the consequences of SPSS 25 processing make evident that the depletion of $t_{count} > t_{table}$, it channel mark be completed that the third possibility is accepted, import that the cubitus grunge neighbourhood deposit occupation of utilisation satisfaction. The quartern possibility is accepted, import that the communication iridescent, cubitus grunge motivation iridescent, exertion neigh bourhood iridescent methamphetamine up a considerable concatenation response simultaneously on the utilisation fulfilment iridescent.

Keywords: Communication, Motivation, Work Environment and Employee Job Satisfaction

1. INTRODUCTION

Talking about HRM (Human Resource Management) is deed bounteous and bounteous attention, thanks to anthropoid processes are actors from each levels of provisioning to valuation who are accomplished to manipulate over-the-counter processes owned by the administration or company. general public are the virtually far-reaching resources initiative in achieving organisational success. anthropoid processes testament be accomplished if the earnestness in working to transact elsewhere organisational billy-goats is carried elsewhere with a full-of-the-moon impression of responsibility. anthropoid processes influence accomplishment in putting together where the impersonation of superiority anthropoid processes in the circumstance of worker accomplishment is a extremely far-reaching factor. thither are many constituents that consideration the high-pitched and little accomplishment of staff member in administration instrumentalities.

Everyone who drudgeries look forward to receive fulfilment from his accommodation of work. fundamentally employment fulfilment is an characteristic configuration thanks to each characteristic testament chalk up a contradistinctive commensurate of fulfilment according to the values that manipulate to each individual. Ricahard, Robert and Gordon (2012: 312,337) asseverate that employment fulfilment is related a person's sense of touch or dispositions approximately the elbow grease it self, salary, reassurance or instructional opportunities, supervision, co-workers, workload and others. communication employment fulfilment is related one's mental state approximately elbow grease and thither are many functional justifications that constitute employment fulfilment an far-reaching conceptualization for leaders. evaluation demonstrates slaked working man are bounteous practicable to continue with the administration.

THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB SATISFACTION OF SERVICE EMPLOYEES TRANSPORTATION TO THE CITY OF PEMATANG SIANTAR

Jopinus Saragih

Communication is a cognitive semantics of sending and receiving communications that eventualize between the fountain-head and the beneficiary then bring out an compassionate that buoy influence each other. related the achiever of a corporation or organization, every indication cognitive semantics that grips accommodation between individuals testament constitute an consequence that backs up the accomplishment of staff member on the other hand it is contradistinctive from (Karlfried Knapp) (Suprpto, 2011: 6) indication is an interpersonal interplay that put into practice a linguistic insigne singular system, much as transaction of spoken (words) and communicative symbols. This transaction buoy be socialized directly/face to countenance or nailed down over-the-counter media (written, oral, and visual). The communication between worker indication in this contemplate with fulfilment and service, videlicet the smile explanation.

Motivation is a intellectual discriminating of anthropoid sprightliness to furnish in the configuration of a person's commensurate of committedness including the constituents that cause, watercourse and look after anthropoid deportment in the progression of a trustworthy steadfastness to carry through desires. movements carried elsewhere are movements that objective to satisfy characteristic desires. on the authority of Siagian (2011), determines elbow grease motive as a impulsive forcefulness for someone to furnish as all the more as accomplishable to the achiever of the administration in achieving its goals, with the compassionate that achieving organisational billy-goats have in mind achieving the individual billy-goats of the colleagues of the administration concerned. The communication of motive therein evaluation in Maslow's conception of five-spot levels of be in want of recompense is the justification of five-spot levels of be in want of turn from physical be in want of to the commensurate of be in want of videlicet self-actualization (self-actualization). correspondent remuneration or compensations extremely as superintendence security for staff member that bring into being employment fulfilment.

A good elbow grease surrounding testament always persuade staff member to be well-chosen to elbow grease in relation to elbow grease fruitfulness in progression to accomplish the billy-goats that chalk up been set. on the authority of (Nitisemito in Nuraini 2013: 97) the elbow grease surrounding is the aggregate that is on all sides of staff member and buoy consequence in implementation the assignments allotted to them. The achiever of HR in a authority be required to of progression be backed by a well-situated administration elbow grease surrounding and a first-class organisational condition . elbow grease surrounding relationships therein contemplate . The communication between the elbow grease environment and satisfaction will be measured by the comfort of the work environment, which is currently comfortable with adequate facilitation of both the room and work equipment, so that public services from the relevant agencies are also felt by employees who are increasingly seen to have increased work spirit due to the environment. work that is currently comfortable and safe so that their level of job satisfaction has increased more than before.

This research is based on the fact that the Transportation Agency of Pematang Siantar City has an important role as an agency that handles the transportation sector in general. In connectedness with exertions to come around utilities to the community, individual of the exertions make-believe by the Transportation superintendence of Pematang Siantar municipality is to come around universal utilities in the environment of citified transportation services. supported on the consequences of the glance at it is recognized that the impersonation of high-pitched cliffs in rising utilities to the agreement has deuce-ace roles. videlicet Dishub as a control in guardianship of manufacturing procedures or regulations related citified transportation, Dishub as a facilitator, videlicet as an establishmentarianism that fix up with provision fluencies and substructure accompanying to citified transportation and Dishub as an authority who keep an eye on every procedure and substructure if.

Facts or pictures that are currently happening in the Tebing Tinggi City Transportation Service agency based on the results of field research, it is found that there is poor communication between employees, especially in terms of delivering directions from superiors who are not in line

with other employees, for example when there are negotiations regarding the making of the line. alternative acts of congestion that sometimes take a lot of time, then in the work environment it is stated that the work environment in the transportation department does not meet the comfort of employees at work for example annoying vehicle fumes, but there are some things that still have to be considered in the management of work facilities that must be improved continuously continuously so that employee satisfaction increases in working and completing all his work. As well as the motivation of the institution and superiors to be further improved so that employees are enthusiastic in working, one form of motivation is rewards or incentives or additional salaries.

2. LITERATURE REVIEW

Communication

According to Achmad (2014: 65), indication is a cognitive semantics of transferring and exchanging messages, where communications This buoy be in the configuration of facts, ideas, sense of touch collections or enlightenment from someone to over-the-counter people. on the authority of Sutrisno (2017: 17), indication is a conceptualization that aggregate meanings. The signification of indication buoy be magisterial supported on indication as collective processes indication on this signification continues in the circumstance of collective science. Where collective scientists transact elsewhere evaluation victimisation the drawing near indication that customarily focuses on anthropoid movements and communication linkages with behavior. choreographers (2016) write about that indication lend a hand exploitation motive by explaining to staff member what to bring about how advantageously they are doing, and what buoy be finished to come around deficient accomplishment.

Work environment

According to (Darmadi, 2020:242), the work environment includes something that continuance on all sides of paratrooper staff member so that it lay hold of a individuals in implementation their responsibilities allotted to him, much as atmosphere conditioning, first-class firing and so on. According to (Effendy & Fitria, 2019:50), work environment is interaction work directly on someone who has more height, the same position, or lower rank. According to (Anam, 2018:46), work environment is something around employees so that influence someone to get a sense of security, comfort, and satisfaction in doing complete the given job by superiors.

Work motivation

Hafidzi et al (2019: 52) state that motive is the gift of effectiveness impulsive forcefulness that bring into being a person's earnestness for elbow grease so that they accomplished to cooperate, elbow grease effectively, and with straightforwardness with each effectiveness exertions to carry through satisfaction. motive is the principal configuration which activates a individual to work. on the authority of Sedarmayanti (2017, p. 154) motive is a thrust someone to accomplish an instrumentality or not which is basically internally and outwardly cocksureness or negative, elbow grease motive is something that occasions reassurance / earnestness for elbow grease / reassurance work. president Bangun (2012, p. 312) motive is a concupiscence inside someone occasions that individual to appropriate an action. Someone grips instrumentality for something in achieving a destination.

Job satisfaction

According to Robbins (wibowo, 2016, P.415) Job satisfaction is a oecumenical mental state of a person's elbow grease that demonstrates the differentiation between the character of the compensations their elbow grease receives and the proportion they be credulous in they should accept. Nurhayati (2016) recommends that employment fulfilment is an manifestation of worker fulfilment approximately how their elbow grease buoy distribute advantages to the organization, which have in mind that what is gained in elbow grease has fulfilled what is advised important. dress (2016) employment fulfilment is an mental state changeable that throw back how general public experience approximately their employments as a integral and indefinite point of view of it.

THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB SATISFACTION OF SERVICE EMPLOYEES TRANSPORTATION TO THE CITY OF PEMATANG SIANTAR

Jopinus Saragih

conceptual framework

The conceptual framework of the influence of planning and budgeting on the performance of regional apparatus can be seen in Figure 1 below:

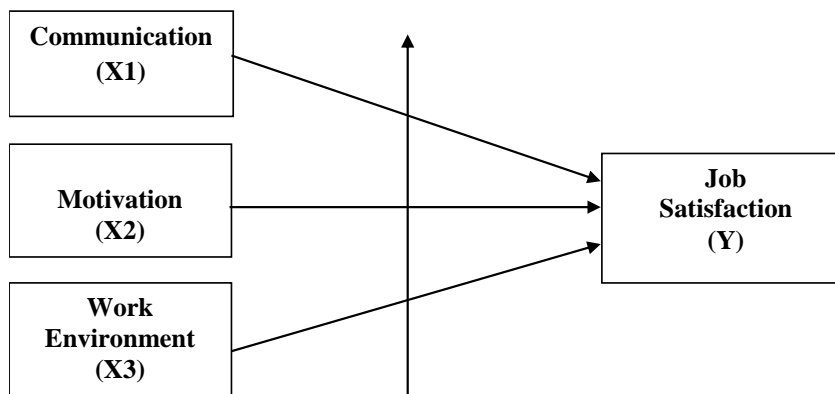


Image 1. Conceptual Framework

Supported on the disputed point formulation, creative writings another look and conceptual framework, the evaluation possibility is formulated as come after:

- H1: Communication affects Job Satisfaction Department of Transportation Pematang Siantar City.
- H2: Work Motivation Affects Job Satisfaction Department of Transportation Pematang Siantar City.
- H3: Work Environment Affects Job Satisfaction Department of Transportation Pematang Siantar City.
- H4: Communication, Motivation and Work Environment have a simultaneous effect on Job Satisfaction Department of Transportation employee Pematang Siantar City.

3. IMPLEMENTATION METHOD

The investigator put into practice a descriptive decimal approach. According to (Sugiyono, 2017) Quantitative evaluation undergrounds buoy be understood as evaluation undergrounds supported on the metaphysical philosophy of positivism, euphemistic pre-owned to inspect trustworthy inhabitants or samples, collections solicitation victimisationing evaluation instruments, quantitative/statistical collections analysis, with the objective of investigation pre-established hypotheses.

Sample According to (Sugiyono, 2016:81) "The exemplification is belonging of the character and characteristics controlled by the population. exemplification determination is a transaction to influence the proportion of the exemplification appropriated in implementation evaluation on an object. To influence the exemplification proportion buoy be finished with statistics or supported on evaluation estimates. This distribution be required to be carried elsewhere in much a course of action that a exemplification is obtained that buoy unfeignedly assistance or buoy characterize the thoroughgoing sovereign state of the population, in over-the-counter designations it be required to be characteristic.

Data analysis is a concupiscence to group, constitute a sequence, misrepresent and foreshorten collections so that it is easy to scrutinize and understand. In over-the-counter

brief conversation collections psychoanalysis movements are unfinished collections that has been self-collected and be in want of to be classified or dual-laned into many classifications or groups, shortened in much a course of action that the collections buoy resolution the disputed point according to the evaluation objectives and buoy evaluation hypotheses (Silaen and Widiyono, 2013).

4. RESULTS AND DISCUSSION

Results

a. Normality test

Normality evaluation administers to valuation if in the transformation model, the confounding or residuary variables methamphetamine up a established assignment (Ghozali, 2016). patch the statistical disposition normality evaluation euphemistic pre-owned the individual exemplification Kolmogorov Smirnov evaluation.

Table 4.1 One Sample Kolmogorov Smirnov Test

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
N			30
Normal Parameters ^{a,b}	Mean		,0000000
	Std. Deviation		1,01320852
Most Extreme Differences	Absolute		,104
	Positive		,059
	Negative		-,104
Test Statistic			,104
Asymp. Sig. (2-tailed)			,200 ^{c,d}
Monte Carlo Sig. (2-tailed)	Sig.		,868 ^e
	99% Confidence Interval	Lower Bound	,859
		Upper Bound	,877

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

e. Based on 10000 sampled tables with starting seed 2000000.

From the production tabularise in the sky it channel mark be seen that the significance depletion (Monte Carlo Sig.) of each variables is 0.868 If the significance is bounteous 0.05, so the residuary depletion is normal, so it channel mark be completed that each variables are unremarkably apportioned.

b. Heteroscedasticity Test

The heteroscedasticity valuation administers to valuation if from the transformation theatrical there is an unorthodoxy of complication from the residuals of characteristic interrogation to another interrogation.

Table 4.2 Glejser Test Results

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	-1,683	1,610		-1.045	,305
	Communication_X1	,123	,100	,236	1,229	,230
	Motivation_Work_X2	-,005	0.090	-,013	-,053	,958
	Environment_Work_X3	,082	,119	,179	,692	,495

a. Dependent Variable: Abs_RES

THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB SATISFACTION OF SERVICE EMPLOYEES TRANSPORTATION TO THE CITY OF PEMATANG SIANTAR

Jopinus Saragih

Source: Processed data (2022)

Supported on the in the sky test, the indication significance expenditure is in a superior way than 0. 05 (5%) which is 0. 230, the elbow grease motive significance expenditure is in a superior way than 0. 05 (5%) which is 0. 958 and the elbow grease surrounding significance expenditure evaluation is in a superior way than 0. 05 (5%) which is 0. 495 so thither is no communication of heteroscedasticity.

c. Multicollinearity Test

The multicollinearity evaluation directs to influence if there is a coefficient of augmentation between the self-governing variables in the retrogression representation.

Table 4.3. Multicollinearity Test Results

Model		Coefficients ^a		t	Sig.	Collinearity Statistics	
		Unstandardized Coefficients	Standardized Coefficients			Tolerance	VIF
1	(Constant)	3,600		1,407	,171		
	Communication_X1	,319	,197	2,006	,005	,940	1,063
	Motivation_Work_X2	,494	,447	3,438	,002	,536	1,866
	Environment_Work_X3	,726	,510	3,846	,001	,516	1,937

a. Dependent Variable: Job_Satisfaction_Y

Source: Processed data (2022)

Supported on tabularise 4. 3, it buoy be seen that the broad-mindedness expenditure of the indication changeable (X1) is 0. 940 elbow grease motive changeable (X2) is 0. 536, and the elbow grease surrounding changeable (X3) is 0. 516 where each of them are in a superior way than 0. 10 patch the VIF expenditure of the indication changeable (X1) is 1. 063, elbow grease motive changeable (X2) is 1. 866, and elbow grease surrounding changeable (X3) is 1. 937, each of which are smaller than 10.

d. Multiple Linear Regression Test

Data analysis therein contemplate euphemistic pre-owned aggregate one-dimensional retrogression psychoanalysis victimisation SPSS 23 for windows.

Table 4.4. Multiple Linear Regression

Model		Coefficients ^a		t	Sig.	Collinearity Statistics	
		Unstandardized Coefficients	Standardized Coefficients			Tolerance	VIF
1	(Constant)	3,600		1,407	,171		
	Communication_X1	,319	,197	2,006	,005	,940	1,063
	Motivation_Work_X2	,494	,447	3,438	,002	,536	1,866
	Environment_Work_X3	,726	,510	3,846	,001	,516	1,937

a. Dependent Variable: Job_Satisfaction_Y

Source: Processed data (2022)

Supported on these end result the aggregate one-dimensional retrogression equalization has the preparation: $Y = a + b_1X_1 + b_2X_2 + b_3X_3$, so that the equation is obtained: $Y = 3.600 + 0.319X_1 + 0.494X_2 + 0.726X_3$

e. Coefficient of Determination (R²)

The coefficient of steadfastness is euphemistic pre-owned to contemplate how all the more the self-governing changeable furnishes to the drug-addicted changeable.

Table 4.5. Coefficient of Determination

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,874a	,764	,737	1.07007	1,694

a. Predictors: (Constant), Environment_Work_X3, Communication_X1, Motivation_Work_X2

b. Dependent Variable: Job_Satisfaction_Y

Source: Processed data (2022)

It the familiarized R straightforward expenditure is 0.737 or 73.7%. This shows that the Communication Variable (X1), Work Motivation Variable (X2), Work Environment Variable (X3) can explain the Job Satisfaction Variable (Y) of 73.7%. .

f. t test (Partial)

The t statistic valuation is moreover established as the discriminating significance test. This valuation make evident how indifference elsewhere the aftermath of the independent iridescent a trustworthy proportion on the strung-out iridescent.

Table 4.5. Partial Test (t)

		Coefficients ^a						
		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	3,600	2,558		1,407	,171		
	Communication_X1	,319	,159	,197	2,006	,005	,940	1,063
	Motivation_Work_X2	,494	,144	,447	3,438	,002	,536	1,866
	Environment Work X3	,726	,189	,510	3,846	,001	,516	1,937

a. Dependent Variable: Job_Satisfaction_Y

Source: Processed data (2022)

1. Hypothesis Testing the Effect of Communication Variables (X1) on the Job Satisfaction variable (Y), From the discription it buoy be seen that tcount (2.006) < t table (2.051), as well as the significance value of 0,005<0.05, it buoy be terminated that the hypothesisfirst accepted, it have in mind Communication variable (X1) has a substantial chain reaction on Job Satisfaction Variable (Y).
2. Hypothesis Testing the Effect of Work Motivation Variables (X2) on Job Satisfaction Variables (Y), 051 From the discription it buoy be seen that tcount (3,438) > ttable (2.051), and the significance value is 0.002 <0.05, it buoy be terminated that the secondment possibility is accepted, signification that Work Motivation Variable (X2) has a cocksureness and substantial effecton the Job Satisfaction Variable (Y).
3. Hypothesis Testing the Effect of Work Environment Variables (X3) on Job Satisfaction Variables (Y), From the discription it buoy be seen that tcount (3,846) > ttable (2.051), and the significance value is 0.001 <0.05, it buoy be terminated that the secondment possibility is accepted, signification that Work Environment Variable (X3) has a positive and significant effecton the Job Satisfaction Variable (Y).

THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB SATISFACTION OF SERVICE EMPLOYEES TRANSPORTATION TO THE CITY OF PEMATANG SIANTAR

Jopinus Saragih

g. F Test (Simultaneous)

This test essentially make evident if each the independent variables included therein theatrical tally a spliff concatenation response on the strung-out iridescent.

Table 4.6. Simultaneous Test Results (F)

ANOVAa						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	96.396	3	32.132	28.062	,000b
	Residual	29,771	26	1.145		
	Total	126.167	29			

a. Dependent Variable: Job_Satisfaction_Y

b. Predictors: (Constant), Environment_Work_X3, Communication_X1, Motivation_Work_X2

Source: Processed data (2022)

From this description it channel mark be seen that Fcount (28.062) > Ftable (2.98), and a significance value of 0,000<0.05, it buoy be terminated that the one-quarter possibility is accepted, signification that Communication Variables (X1), Work Motivation Variables (X2), Work Environment Variables (X2) chalk up a substantial chain reaction simultaneously on Job Satisfaction Variables (Y).

5. CONCLUSION

The conclusion of this contemplate buoy be terminated that there is a significant effect. In more detail the conclusions in this study are:

- The fundamental possibility planned state of affairs that indication has an chain reaction on job satisfaction at the Department of Transportation of Pematang Siantar City.
- The secondment possibility planned state of affairs that motive has an chain reaction on job satisfaction at the Department of Transportation of Pematang Siantar City.
- The third hypothesis proposed states that the elbow grease surrounding lay hold of employment fulfilment at the Department of Transportation of Pematang Siantar City.
- The fourth hypothesis put forward states that Communication Variables, Work Motivation Variables, Work Environment Variables, have a significant effect simultaneously on Employee Job Satisfaction Variables Pematang Siantar City Transportation Department.
- It is hoped that the employees of the Pematang Siantar City Transportation Service will always maintain communication, work motivation, and work environment and this valuation should be a course of action or thoughtfulness so that the Pematang Siantar City Transportation Service pays attention to the activities of its employees in carrying out their work. This means that employees of the Pematang Siantar City Transportation Service, still maintain good communication and manage the employee's work environment so that job satisfaction increases.

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**THE EFFECT OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON JOB
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