THE INFLUENCE OF THE WORK ENVIRONMENT, COMPETENCE AND SERVICE SYSTEM ON JOB SATISFACTION THROUGH WORK MOTIVATION AT THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF KARIMUN REGENCY

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Abstract

The purpose of this study was to determine the effect of the work environment, competence and service system on job satisfaction through work motivation. This type of research is descriptive research. Hypothesis testing is done by using multiple regression test. The sampling technique used is a saturated sample. The sample of this study were all employees within the Department of Population and Civil Registration of Karimun Regency, amounting to 70 people. Data processing using SmartPLS 3.0 software. The research method used as a descriptive statistical data analysis tool and Partial Least Square (PLS-SEM) is a method of analyzing data to predict and develop an existing theory. The results showed that partially the work environment had a positive and significant influence on job satisfaction,

Keywords:*Work Environment, Competence, Service System, Work Motivation and Job Satisfaction.*

1.INTRODUCTION

So far, public services have received less attention from local governments. But in reality, since the enactment of Law Number 22 of 1999 concerning Regional Government, it has not shown good progress in meeting the expectations of the community. Many parties see and highlight the reality of regional autonomy which is prone to irregularities and irregularities in the administration of public services. Seeing this condition in some government public agencies has become quite a complicated and important problem. For individuals, assessing the condition of public services will generate public enthusiasm for the improvement of these public services, so that this can certainly increase satisfaction with the services obtained.

Democratic local government can be seen and tested from two aspects, namely the aspect level through the process and the aspect level through the substance. The implementation of local government is said to be democratic at the aspect level through the process, if the local government concerned can open space for community involvement in all lines of policy making or criticize a regional policy that is made to be programmed. The implementation of regional government is said to be democratic at the level of substantial aspects if the regional policies can provide aspiration space for the community to evaluate what has been made and issued as a regional policy.

In this regard, the Department of Population and Civil Registration of Karimun Regency as one of the agencies in charge of administering civil registration and dealing directly with the community is expected to provide satisfaction for the people it serves. The work environment, service system and employee competence require changes to improve services to achieve the goals and objectives of the local government, especially the Karimun Regency Government. With regard to the dissatisfaction of employees over the entire work series of the services provided, it reflects that there is a serious problem with employee job satisfaction. Even the real work motivation is a tool that triggers employees to get job satisfaction has not been seen at all.

2. LITERATURE REVIEW
2.1. Job Satisfaction

According to Robbins, job satisfaction is a general attitude of an individual towards his work (Wibowo, 2016:422). Everyone has different job satisfaction that is adjusted to the personality and value system that applies to him. Someone will feel satisfied in working for an

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organization beyond having a high commitment. This means that job satisfaction affects the effectiveness of employees' work. Sutrisno (2016: 75) explains that job satisfaction is a person's emotional feelings and conditions that are pleasant or unpleasant for employees or employees by looking at their work. According to Wibowo in Luthans (2010:141) job satisfaction consists of five aspects, namely: (1) the work itself, 2) wages, 3) promotion opportunities, 4) supervision, and 5) work partners.
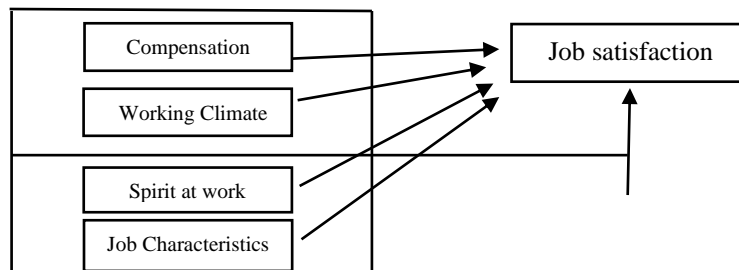
Image 1. Job Satisfaction Research Model

Promotion opportunities are given as a form of appreciation within the organization for their work, supervision is carried out by providing technical assistance and behavioral support, as well as working partners who help each other with socially adequate techniques. Factors that affect job satisfaction consist of two factors contained in the employee and also the work factor. (1) Employee factors such as intelligence, special skills, age, gender, physical condition, education, work experience, years of service, personality, emotions, ways of thinking, perceptions and work attitudes, (2) Occupational factors, such as type of work, structure organization, rank (class), position, quality of supervision, financial security, opportunity for promotion, social interaction, and work relations. (Mangkunegara, 2019:120)

2.2. Working environment

According to Sastrohadiwiryo (2015: 32) the work environment is a condition or situation and working conditions that give rise to workers having high morale and enthusiasm to work to increase work productivity which is adjusted to what is expected. Meanwhile, Mangkunegara (2015: 26) states that the work environment is everything that is around the workers that affect them in carrying out the tasks they carry. Therefore the work environment is a factor that has an influence on the success of his work.A safe and conducive work environment will be able to encourage the performance of the people in it to be more productive.
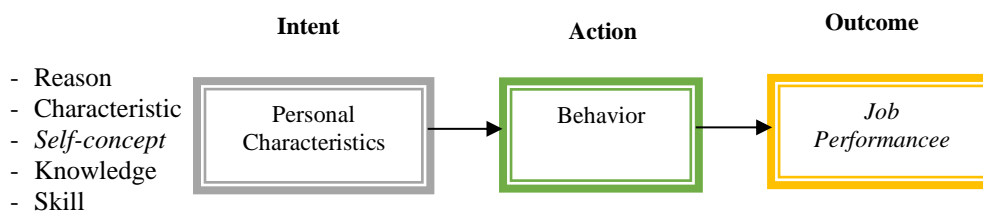
A humanist work environment will encourage enthusiasm and work motivation which in turn will encourage one's work productivity. However, a work environment that exceeds the limits of the worker's ability to be creative can have an adverse impact on his safety and health. Therefore, it is necessary to continue to strive for a safe, comfortable, healthy working environment, in order to get a strong and healthy working atmosphere or conditions and be able to work efficiently in increasing work productivity. Therefore, it is necessary to always have an assessment of the work environment and provide early warning to the leaders of the problems of the work environment in it.

2.3. Employee Competence

The higher the competence between institutions or public organizations, then there is no other way for every employee to be able to create quality and competitive outputs. In public organizations such as the Department of Population and Civil Registration (Disdukcapil) it is more directed how to provide the best service to the community, so that the reputation and good name of the service are maintained in the eyes of the public. In other words, employees must have competency standards as stated in the mandate of the Regulation of the Minister for the Empowerment of State Apparatus (Permenpan RB Number 38 of 2017) concerning Competency Standards for Positions of State Civil Apparatus which states that ASN competency standards are a

description of the knowledge, skills and behaviors required of an employee. State Civil Apparatus in carrying out their duties.

Usmara (2012:139) says that human resources play a role in every activity of the organization which sees that humans are no longer considered as costs but are considered as assets or capital, while employees or employees are no longer focused on competing for self-improvement but more emphasis on cooperation for the common good. Sedarmayanti (2011:126) says that competence is a basic character possessed by someone who has a direct influence on predicted good performance. In other words, competence is what is done more often, in more circumstances or conditions, with better results than what policy assessors do, as what must be considered is competent behavior.

Intent

- Reason
- Characteristic
- *Self-concept*
- Knowledge
- Skill

| Personal Characteristics | **Action** Behavior | **Outcome** *Job Performancee* |

Figure 2 Competency Flow Model

3.RESEARCH METHOD

The research method used as a descriptive statistical data analysis tool and Partial Least Square (PLS-SEM) is a method of analyzing data to predict and develop an existing theory. With the help of PLS structural analysis with SmartPLS 3.0 software where the structural model analysis has several stages, namely, formulating structural model theory, outer model analysis, inner model analysis and hypothesis testing. Descriptive method is used to get a complete and precise explanation of the purpose of the research. As the population in this study, there were 70 employees of the Department of Population and Civil Registration of Karimun Regency.

4.RESULTS AND DISCUSSION
4.1. Results of the Validity of Research Instrument Items

The results of the validity test were carried out on 70 respondents as a sample of all employees in the Department of Population and Civil Registration of Karimun Regency. The validity test formula used is the coefficient of correlation and processed with statistics. At a significance level of 0.05 (5%) the correlation value obtained is then compared with the product moment correlation value to determine the level of significance or correlation of the data.

Table 1. Questionnaire Indicator Validity Test Results

Variable	Code	R-count vs R-table	Note:
Environment	X1.1	0.822	Valid
	X1.2	0.888	Valid
Competence	X2.1	0.873	Valid
	X2.2	0.974	Valid
Pely System	X3.1	0.738	Valid
	X3.2	0.842	Valid
	X3.3	0.716	Valid
Motivation	Z1.1	0.793	Valid

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	Z1.2	0.773	Valid
	Z1.3	0.883	Valid
Satisfaction	Y1.1	0.825	Valid

Table 2

	Cronbach's alpha	Note:
Variable	0.755	*Reliable*
Competence	0.735	*Reliable*
Service System	0.637	*Reliable*
Motivation	0.754	*Reliable*
Satisfaction	0.649	*Reliable*

In table 1, it is known that all test data from each indicator have exceeded the r-table value so that all data is declared to have validity (valid).

Reliability Test Results of Research Instrument Items
The indicator can be said to be reliable or trustworthy if the value of Cronbach's alpha is above the value of 0.6. As for each variable with its level of reliability can be explained in the following table: (Table 2)

RESEARCH DATA ANALYSIS
Measurement Model (Outer Model)
In the model evaluation stage, the measurement model with the outer model is used to test the validity of a construct. The validity test of a construct in partial least squares consists of convergent validity and discriminant validity. If the construct of the relationship between variables is weak based on the question items, then it is one method to test the validity of a construct or construct validity. Construct validity consists of convergent construct validity and discriminant construct validity
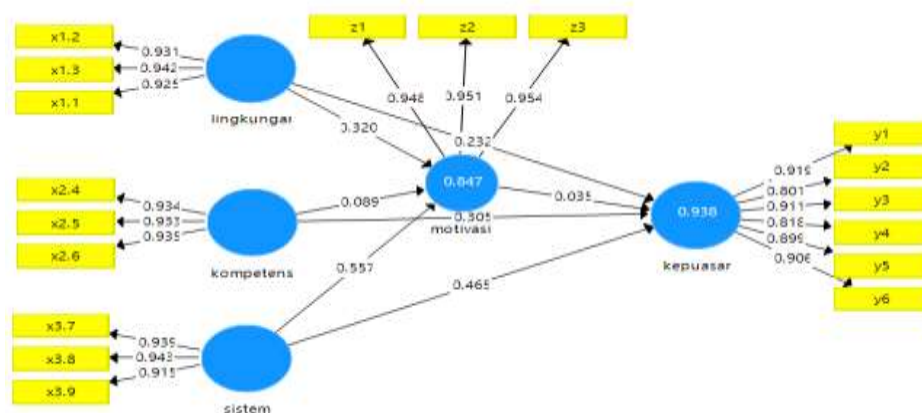
Figure 4. PLS-Algorithm

From the results of the analysis of the outer model test, it shows that all variables are above the value of 0.70.

Table 3. Loading Factor Results

Item Code	Loading Factor	Item Code	Loading Factor
Environment	0.925	Motivation	0.948
	0.931		0.951
	0.942		0.954
Competence	0.934	Satisfaction	0.919
	0.933		0.801
	0.935		0.911
Service System	0.939		0.818
	0.943		0.899
	0.915		0.906

Convergent Validity

Convergent validity index was measured using the average variance extracted factor, then composite reliability, then R-Square, and Cronbach's alpha. The following is the result of the outer model test which shows the outer loading value using the Smart PLS analysis tool.

Table 4. *Outer Loading Factor*

VAR	AVE	COMPOSITE RELIABILITY	CRONBACH'S ALPHA
ENVIRONMENT	0.870	0.953	0.925
COMPETENCE	0.873	0.954	0.927
PLY SYSTEM	0.869	0.952	0.925
MOTIVATION	0.904	0.966	0.947
SATISFACTION	0.769	0.952	0.939

Discriminant Validity

Discriminant validity is a value called cross loading of a factor that is used to determine whether a construct has a good or adequate discriminant value or not, by comparing a loading value on the intended construct that must be greater than the other values. By default, the value for each construct must be greater than 0.70. The data from this study contains cross loading values for each construct that has a value of more than 0.70, which indicates that the manifest variables in this study have correctly explained the latent variables and proved that all of the items were valid.

Structural Model (Inner Model)

The structural model is evaluated with the aim of predicting the relationship between variables*latent*based on substantive theory. The structural model was evaluated by using the R-square value of the dependent/endogenous construct.

Table 5. R-Square Nilai Value

| Var	R-Square	Adjusted RSquare
Satisfaction	0.938	0.934
Motivation	0.847	0.840

From the table, it is known that the R-Square value for the job satisfaction variable is 0.938, which means the magnitude of the influence of the work environment, competence and service system variables is 93.8% while the remaining 6.2% is influenced by other factors not included in the study. this.

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Direct Influence Analysis
A hypothesis that is used for the purpose of testing the hypothesis by using bootstrapping on Smart PLS, the hypothesis is said to be acceptable at a significance level less than 0.05 or the t-value exceeds the critical value and the t-statistic value at the significance level is 5% of 1, 96.
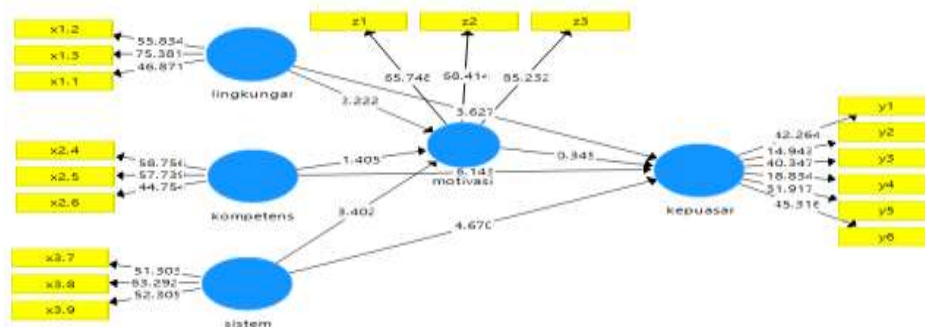
Figure 5. PLS-Boostrapping Results
The bootstrapping procedure was carried out to reassess the level of significance that had an influence between variables, with a two-tailed significance value, t-value of 1.96 (significance level 5).

Table 6. Path Coefficient Results

	Variable	Original Sample	T- stats	P Value	Results
H1	X1 -> Y	0.232	3,627	0.000	received
H2	X2 -> Y	0.305	6,143	0.000	received
H3	X3 -> Y	0.465	4,670	0.000	received
H4	X1 -> Z	0.320	2,222	0.027	received
H5	X2 -> Z	0.089	1,405	0.161	REJECTED
H6	X3 -> Z	0.557	3,402	0.001	received
H7	Z -> Y	0.035	0.345	0.730	REJECTED

Table 7. *Path coefficients* Indirect (Indirect Effect)

	Variable	P Value	Results
H1	X1 -> Z -> Y	0.003	received
H2	X2 -> Z -> Y	0.011	received
H3	X3 -> -> Y	0.019	received

5. CONCLUSIONS AND SUGGESTIONS
5.1. CONCLUSION
1. Environmental variables are proven to have an influence on job satisfaction so that the first hypothesis is accepted.
2. The competence variable is proven to have an influence on job satisfaction so that the second hypothesis is accepted.
3. The service system variable is proven to have an influence on job satisfaction so that the third hypothesis is accepted.
4. The environment is proven to have an influence on motivation so that the fourth hypothesis is accepted.
5. Competence is not proven to have an effect on motivation, so the fifth hypothesis is rejected.
6. The service system is proven to have an influence on motivation so that the sixth hypothesis is accepted.

7. Motivation is not proven to have an effect on job satisfaction, so the seventh hypothesis is rejected.
8. Environmental variables are indirectly proven to have an influence on satisfaction through motivation so that the eighth hypothesis is accepted.
9. The competence variable is indirectly proven to have an influence on satisfaction through motivation so that the ninth hypothesis is accepted.
10. The service system variable is indirectly proven to have an influence on satisfaction through motivation so that the tenth hypothesis is accepted.

5.2.SUGGESTION

1. The variables of work environment, employee competence and service system have a positive and significant contribution value to job satisfaction, and this still needs improvement to get a positive and significant increase in the value of the variable.
2. The motivation variable does not have a positive value on job satisfaction because it is necessary to improve the questionnaire items to be checked in order to get back the positive statement.
3. The motivational intervening variable has no relationship between the independent construct and the dependent construct. This means that motivational variables do not mediate the relationship between research constructs and the presence or absence of intervening variables will not make satisfaction decrease. We recommend that the use of the intervening model needs to be reconsidered for further research.
4. It is necessary to add other research variables to strengthen the existing research variables.

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