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#### **Abstract**

This study was conducted to determine the effect of education level, work experience and work environment on job satisfaction through work motivation as an intervening variable. The research method used is descriptive quantitative. Sampling using a survey method technique with the total population as a sample of 73 respondents. The data collection technique used an instrument in the form of a questionnaire to be analyzed. The instrument was calibrated using item validity and reliability coefficients using SEM-PLS analysis with the help of SmartPLS software. From the research results, it is known 1).education level has a significant effect on work motivation, 2).work experience directly has a significant effect on work motivation, 3).work environment directly has a significant effect on work motivation, 4), work motivation directly has a significant effect on job satisfaction, 5).level of education directly does not have a significant effect on job satisfaction, 6) work experience directly has a significant effect on job satisfaction, 7). work environment has a direct and insignificant effect on job satisfaction, 8). The level of education indirectly has a significant effect on job satisfaction through work motivation, 9), work experience indirectly has a significant effect on job satisfaction through work motivation, 10). The work environment indirectly has a significant effect on job satisfaction through work motivation. The coefficient of determination of the model of education level, work experience and work environment on job satisfaction is 0.462, meaning that job satisfaction can be influenced by education level, work experience and work environment by 46.2% and the remaining 53.8% is influenced by other variables outside research, while the model of education level, work experience and work environment on work motivation is 0.451, meaning that work motivation can be influenced by education level, work experience and work environment by 45.1% and the remaining 54.9% is influenced by other variables outside study.

Keywords: education level, work experience, work environment, work motivation, job satisfaction

#### 1.INTRODUCTION

Human resource management is the main asset of an organization that needs to be developed continuously to achieve better organizational performance in the future.

In a study conducted by Roli Sambuardi (2021) which stated that the performance of employees in the Karimun Regency government environment with a level of job satisfaction was stated to be quite good ranging from 33% to 34%. The indicators are only seen in job descriptions and employee quality. While other factors are not known with certainty. Then what about the indicators of education level, work experience and work environment will also affect job satisfaction. Because the success of an organization depends on the human element as the main capital that plays an important role in improving the quality of an organization.

Based onthe results of the questionnaires that have been distributed to all employees of the Planning, Research and Development Agency of Karimun Regency. Then from the results of the questionnaire, the authors collect information related to employee job satisfaction which can be said to be low. Where in daily work activities, there are many employees who are considered less

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contributing in several ways, namely work results that are less than optimal, to the lack of coordination between employees which affects work results.

#### 2. LITERATURE REVIEW

#### 2.1. Job Satisfaction

Robbins (2003:78) in Wibowo (2016:415) says that job satisfaction is a general attitude towards one's work, which shows the difference between the number of awards workers receive and the amount they believe they should receive. Employees who get job satisfaction will have a greater sense of responsibility and commitment to the organization than employees who do not get job satisfaction. Meanwhile, employees who do not get job satisfaction with their work conditions and conditions will affect their job satisfaction and lead to a lack of enthusiasm or motivation in doing work.

According to Afandi (2018:82) job satisfaction can be seen through indicators, namely: 1) Wages; 2) Employment; 3) Promotion; 4) Supervisor; 5) Colleagues.

#### 2.2. Education Level

Education level is an activity and a person's activities in an effort to develop attitudes and forms of behavior both for life in the future through certain organizations or not organized (Wirawan, 2016: 3).

According to Tirtarahardja (2005) in Wiryawan and Rahmawati (2020) the indicators for the level of education are divided into three, namely, 1) education level, which is an educational stage set for the level of development of students, which aims to achieve developed abilities; 2) the suitability of the department, which is before the employee is recruited, the company first records the level of education and the suitability of the employee's education department so that later it can be placed in a position that is in accordance with the employee's expertise; 3) competence, which is knowledge, mastery of the skills possessed by a person.

## 2.3. Work Experience

Work experience is the length of time employees work in the workplace from the time they are accepted at work until now (Wirawan, 2016: 3). Anhar (2017:29) argues that work experience is the time used by a person to acquire knowledge, skills, and attitudes according to the frequency and type of task. An employee in carrying out his duties and responsibilities towards his work has a very important role. Because with longer and more work experience, you will understand better what to do and deal with when a problem arises.

#### 3.RESEARCH METHOD

This research was conducted at the Research and Development Planning Agency of Karimun Regency. The researcher uses Saturated Sampling (Census), According to Sugiyono (2017:124) saturated sampling is a sample collection technique when all members of the population are used as samples, namely in this study there were 73 respondents.

This research method uses a causal model survey method using path analysis techniques. Based on the reasons, this study aims to confirm the theoretical model with empirical data. Statistical data analysis using SEM-PLS (Structural Equation Modeling-Partial Least Square) regarding research variables, instrument testing, normality testing, hypothesis testing, and discussion of the results of hypothesis testing and path analysis. This study uses path analysis to examine the pattern of relationships that reveal the effect of a variable or set of variables on other variables, both direct and indirect. nodirect. The calculation of the path coefficient in this study was assisted by the Smart PLS Version 3.0 software.



## **4.RESULTS AND DISCUSSION**

# **4.1.Description of Respondents**

Table 1. Respondent Statistics

Criteria	Frequency	%
Gender:		
Man	39	53.42
Woman	34	46.58
Age:		
20 – 30 Years	12	16.44
31 – 40 years	27	36.99
41 – 50 years	28	38.36
51 – 60 years	6	8.22
<b>Education:</b>		
S2 (Strata Two)	8	10.96
S1 (Strata One)	28	38.36
D3 (Three Diploma)	7	9.59
SLTA/SMK	29	39.73
junior high school	0	0
SD	1	1.37
Years of service:		
0 – 1 year	10	13.70
25 years	18	24.66
6 – 10 years	17	23.29
> 10 years	28	38.36

Source: Primary data processed, 2022

# 4.2. Outer Model Analysis

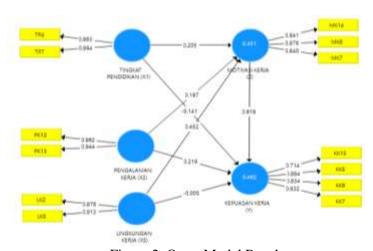


Figure 2. Outer Model Results

## **Convergent Validity**

To test convergent validity, the outer loading or loading factor values are used. An indicator is declared to meet *convergent validity* in the good category if the value of outer loading > 0.7. Here is the outer loading value of each indicator on the research variables:

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Table 2. Loading Factor					
Construct	Item	Loading			
Collstruct	Code	Factor			
<b>Education Level</b>	TP4	0.863			
(X1)	TP7	0.894			
Emperion on (V2)	PL12	0.962			
Experience (X2)	PL13	0.944			
Environment (V2)	LK2	0.878			
Environment (X3) -	LK5	0.913			
	MK14	0.841			
Motivation (Z)	MK6	0.876			
_	MK7	0.840			
	KK15	0.714			
Job Satisfaction	KK5	0.884			
(Y)	KK6	0.834			
<del>-</del>	KK7	0.832			

Source: Primary data processed, 2022

The results of the convergent validity test in table 2 above state that all tested items are greater than 0.7, then all variable indicators are declared valid and can be used for further analysis.

## **Discriminant Validity**

An indicator is declared to meet discriminant validity if the value of the cross-loading indicator on the variable is the largest compared to other variables.

## Composite Reliability

A variable can be declared to meet composite reliability if it has a composite reliability value > 0.7.

From table 4 above, it can be seen that the composite reliability value of all research variables is > 0.7. These results indicate that each variable has met composite reliability, so it can be concluded that all variables have a high level of reliability.

## 4.3. Test R2 (R-Square)

Analysis of Variant (R2) or Determination Test, which is to determine the influence of the independent variable on the dependent variable. Based on the data processing that has been done using the smartPLS 3.0 program, the R-Square values are obtained as follows:

Table 5. R-Square. Value

Variable	R-Square Nilai Value		
Job Satisfaction (Y)	0.462		
Work Motivation (Z)	0.451		

Source: Primary data processed, 2022

Based on the data presented in table 5 above, it can be seen that the R-Square value for the job satisfaction variable is 0.462 and for the work motivation variable is 0.451. The value obtained explains that the percentage of job satisfaction

can be explained by the level of education, work experience and work environment by 46.2% while the percentage of work motivation can be explained by the level of education, work experience and work environment by 45.1%.

The goodness of fit assessment is known from the Q-Square value. The Q-Square value has the same meaning as the coefficient determination (R-Square) in regression analysis, where the higher



the Q-Square, the model can be said to be better or more fit with the data. The results of the calculation of the Q-Square value are as follows:

Q-Square = 
$$1 - [(1 - R12) \times (1 - R22)]$$
  
=  $1 - [(1 - 0.462) \times (1 - 0.451)]$   
=  $1 - (0.538 \times 0.549)$   
=  $1 - 0.295$   
=  $0.705$ 

#### a. Indirect Influence

The following is the value of the indirect effect test results obtained in this study:

Table 7.Indirect Effect Test Results

Variable	T-stats	P- Values	Results
$TP \rightarrow MK \rightarrow KK$	1,763	0.039	Received
PK -> MK -> KK	1,708	0.044	Received
LK -> MK-> KK	3,730	0.000	Received

Source: PLS Data Processing, 2022

Based on the data presented in table 7 above, it can be seen that of the 3 indirect influence hypotheses proposed in this study, all of them are accepted because each of the effects shown has a P-value. *Values*<0.05 so that it can be stated that the intervening variable, namely work motivation, mediates positively and significantly between education level, work experience and work environment on employee job satisfaction.

# 4.4. DISCUSSION

#### 1. The Effect of Education Level on Work Motivation

Based on the test results of the direct influence of the education level variable on work motivation, it was obtained a p-value of 0.022 <0.05, it can be concluded that the level of education has a significant effect on work motivation.

In line with research conducted by Desak Ketut et al (2016) that there is a positive influence of the variable level of education on work motivation. High education coupled with high work motivation will further increase enthusiasm and enthusiasm for work. Therefore, the value of the influence of the level of education on work motivation is very meaningful in providing input to this study. The results of this study support several previous studies conducted by Muda (2019), Hernidatiatin & Susijawati (2017), and Putri & Purwanto (2020) which all concluded that there was a significant influence between the level of education on work motivation.

## 2. The Effect of Work Experience on Work Motivation

Based on the test results of the direct influence of the work experience variable on work motivation, it was obtained a p-value of 0.040 <0.05, it can be concluded that work experience has a significant effect on work motivation.

Work experience in this study shows that employees have sufficient work experience. The results of this study support several studies conducted by Putri & Purwanto (2020) and Siswanto, et al. (2019) which state that work experience affects work motivation at the Majene Regency Transportation Service Office. Work experience is more dominant on work motivation at the Majene Regency Transportation Service Office. Likewise with research conducted by Asri, et al (2020) which states that work experience has a positive effect on work motivation of employees of the South Lampung Regency Housing and Settlement Service.

## 3. The Effect of Work Motivation on Job Satisfaction

Based on the results of the test of the direct influence of the education level variable on work motivation, it was obtained a p-value of 0.000 <0.05, it can be concluded that work motivation has a significant effect on job satisfaction.

The motivation of most employees has a positive impact on the element of job satisfaction. because it is supported by the participation of employees in carrying out their work with high morale. The results of this study support several previous studies conducted by Ratnaningsih

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(2018) which stated that motivation has a significant influence on increasing job satisfaction. Research conducted by Vanessa & Nawawi (2022) states that motivation has a positive and significant influence on job satisfaction.

## 4. The Effect of Education Level on Job Satisfaction

Based on the results of the test of the direct influence of the education level variable on job satisfaction, it was obtained a p-value of 0.125 > 0.05, it can be concluded that the level of education has no significant effect on job satisfaction.

These results support research conducted by Wright and Davis (2003) which states that education has an influence on job satisfaction, which is not proven true. Meanwhile, according to research conducted by Wahyu Hidayat (2013) that employee competition will be higher and more stringent, it requires a more qualified level of education that is better able to compete to enter the organizational world better.

## 5. The Effect of Work Experience on Job Satisfaction

Based on the test results of the direct influence of the work experience variable on job satisfaction, a p-value of 0.024 < 0.05 was obtained, it can be concluded that work experience has a significant effect on job satisfaction.

As research conducted by Yulainda et al (2018) regarding the work experience variable which states that experience has a significant effect on job satisfaction because it is easier for employees to do a good job because it is supported by work experience.

## 5. CONCLUSIONS AND SUGGESTIONS

#### 5.1. CONCLUSION

- 1. The results of the first hypothesis test prove that the level of education directly has a significant effect on work motivation at the Research and Development Planning Agency of Karimun Regency.
- 2. The results of the second hypothesis test prove that experience directly has a significant effect on work motivation at the Research and Development Planning Agency of Karimun Regency.
- 3. The results of the third hypothesis test prove that the environment directly has a significant effect on work motivation at the Research and Development Planning Agency of Karimun Regency.
- 4. The results of the fourth hypothesis test prove that motivation directly has a significant effect on job satisfaction at the Research and Development Planning Agency of Karimun Regency.

# **5.2. SUGGESTION**

- 1. The organization is expected to be able to facilitate employees to have a higher level of education by considering the ability, both knowledge and skills, so that work productivity can increase more than before and have competitiveness even though it does not affect employee job satisfaction at the Research and Development Planning Agency of Karimun Regency.
- 2. Work experience is the most dominant influencing variable, should history and length of assignment at the Research and Development Planning Agency of Karimun Regency be taken into consideration by the leadership in promoting employees to shape employee job satisfaction with the results of their service during work.
- 3. The organization is expected to improve the work environment in order to further increase job satisfaction for the employees of the Research and Development Planning Agency of Karimun Regency. For example, provide facilities such as a quiet workplace, away from noise, having the appropriate temperature, a comfortable smell and others.
- 4. To all employees at the Research and Development Planning Agency of Karimun Regency to motivate each other so that they can achieve more and achieve a high position or can enjoy material rewards, social rewards, and obedience which in turn can increase the job satisfaction of the employees themselves.



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THE EFFECT OF EDUCATION LEVEL, WORK EXPERIENCE AND WORK ENVIRONMENT ON JOB SATISFACTION THROUGH JOB MOTIVATION AS INTERVENING VARIABLES IN THE PLANNING, RESEARCH AND DEVELOPMENT AGENCY OF KARIMUN DISTRICT

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