

# The Influence of Incentives, Work Environment and Work Discipline on Employee Satisfaction of PT XYZ Cakung Branch

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## Abstract

This study aims to analyze how much influence incentives, work environment and work discipline have on employee job satisfaction. In this study using primary data obtained from the distribution of questionnaires to 142 employees as respondents at PT, XYZ cakung branch. This study used descriptive analysis methods and inferential analysis. Data were analyzed using multiple linear regression correlation analysis, instrument test, model feasibility test, and t test. The results of this study show a positive and significant influence on employee job satisfaction, resulting from the results of the regression equation model in the Coefficients table  $Y = 4.307 + 0.246 + 0.241 + 0.202$ . In the feasibility test of the model, a significant value of 0.000 was obtained, which means that the model is said to be significant and the model is said to be feasible to be used in this study. In the results of the t-test hypothesis value, the sig value on the incentive variable is 0.000, the sig value on the work environment variable is 0.008, and the sig value on work discipline is 0.000. So it can be concluded that partially these three variables have a positive and significant influence on the dependent variable of employee performance. If the management provides good incentives and creates a comfortable and conducive work environment as well as implementing good discipline in the work environment to stimulate employees to do their jobs better, it will be able to influence employees to do their jobs better. Which will have an impact on achieving common goals

Keywords: Incentives, Work Environment, Work Discipline and Employee Job Satisfaction

## INTRODUCTION

The turmoil of economic competition is seen growing very rapidly, especially in parts of East Asia that enter free trade. Free trade is when goods, capital flows, and labor freely enter between countries, without anything to hinder the trade process. This condition cannot deny that entrepreneurs have to turn their brains to compete with foreign competitors, not even from their own country. Various strategies also need to be prepared to boost the ongoing business. It does not escape the role of human resources which is very thick role in advancing the business. Because without good human

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resources, a business will be abandoned and destroyed because the drivers are not competent and unprofessional. Therefore, business people must think about how to make all employees have a competent attitude in their fields and have a high professional

spirit. This must be based on job satisfaction arising from an employee. According to Robbins (2011: 114), views job satisfaction as a positive feeling about work as a result of evaluating its characteristics. Work requires interaction with colleagues and superiors, following organizational policies and regulations, meeting all work standards, living with less than ideal working conditions. Several factors that influence it in this study on job satisfaction are expected to affect future company activities at PT XYZ, researchers specialize in Incentive factors, Work Environment, and Work Discipline. Of these three factors, it will be analyzed which factor has the greatest influence in influencing satisfaction both in terms of employees and management

PT XYZ is a company engaged in after-sales. PT XYZ is the sole distributor of Komatsu heavy equipment in Indonesia. The company has a vision to become a worldclass solution-based company in the field of heavy equipment. In achieving the company's goals, PT XYZ experienced several obstacles faced in increasing employee job satisfaction. Although the company provides a fairly good salary and health program, job satisfaction sometimes decreases. Job satisfaction will be seen from the job satisfaction indicator Setyorini (2011: 304) states that the factors that affect job satisfaction are divided into two factors 1. Extrinsic factors. 2. Intrinsic Factors, which will be a factor in assessing employee satisfaction in a company.

According to Sarwoto (2010: 144), incentives are a means of motivation given by companies as a stimulant or encouragement given intentionally to workers so that in them there is a greater spirit to achieve for the organization. Incentives are programs that offer income beyond the basic salary, can be in the form of material, non-material to social incentives. It is expected that employees can be more motivated to do a better job, so that job satisfaction is achieved. However, the incentive program situation felt by PT XYZ employees has not given the satisfaction effect as expected. From the opinions of experts, it can be concluded that incentives are encouragement for someone to want to work well and to be able to achieve a higher level of performance so that it can increase the willingness to work and motivation of an employee in order to create a quality performance in accordance with the company's vision and mission. In the measurement aspect in assessing the provision of incentives in companies, researchers use indicators in Hasibuan (2010: 184), namely: 1. Non-Material Incentives. 2. Incentive Materials. 3. Social Incentives

The work environment is everything around the workers that can affect them in carrying out the tasks charged, such as workplace cleanliness, music and so on. The physical work environment in a company is a working condition to provide a comfortable employee atmosphere and work situation in achieving the goals desired by a company. According to Marwansyah (2010), the work environment is everything around workers that can affect them in carrying out their duties. Poor working conditions have the potential to cause employees to easily fall ill, easily stressed, difficult to concentrate and decreased work productivity. Just imagine, if the workspace is uncomfortable, hot, air circulation is inadequate, the workspace is too dense, the work environment is not clean, noisy, of course, it has a great effect on the comfort of employees' work. Therefore, companies must pay attention to the work environment both in terms of physical work environment, and non-physical work environment. Because the conditions in the work

environment will cause the employee stress and job satisfaction will decrease, causing the company to be unable to achieve its goals.

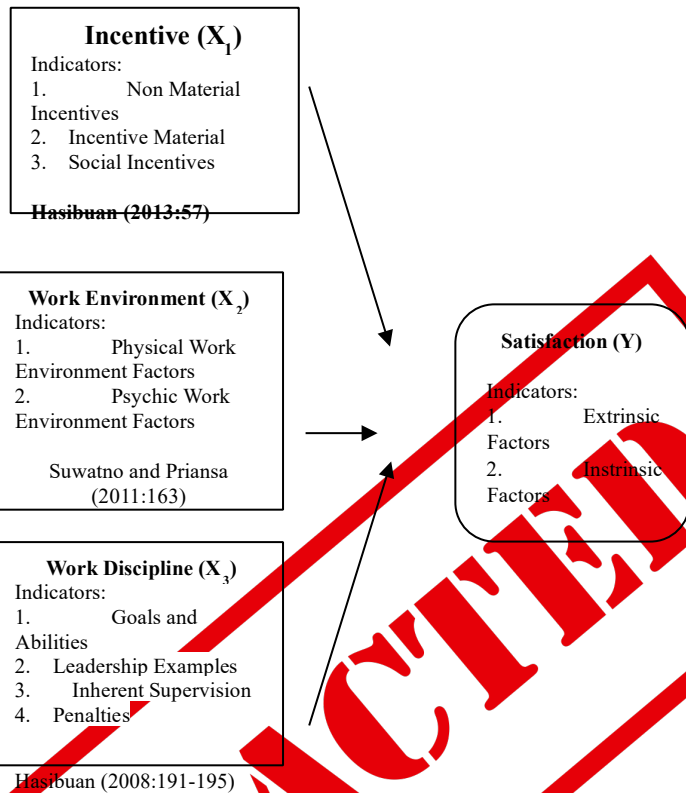
In the measurement aspect in assessing the Work Environment in the company, researchers use indicators in Suwatno and Priansa (2011: 163), 1. Physical environmental factors. 2. Psychic Environmental Factors.

The following factors that also support a satisfaction in addition to paying attention to the work environment, work discipline within the company must be applied. According to Hartatik (2014: 182), work discipline is useful for educating employees to comply with and like existing regulations, procedures, and policies. Lack of knowledge of regulations, procedures and policies will lead to disciplinary action. With this statement, the application of discipline in an organization aims to make all employees in the company willing to voluntarily obey and obey every applicable order without any coercion. Good work discipline can be seen from the high awareness of its employees in complying with and obeying all applicable rules and regulations, the amount of responsibility for their respective duties, and increasing the efficiency and job satisfaction of their employees.

Meanwhile, according to Hasibuan in his book Human Resource Management (2009: 190), work discipline is a person's awareness and willingness to obey all company regulations and applicable norms. Basically, many indicators affect the level of discipline of employees of an organization. In this study, researchers took these indicators according to Hasibuan in his book Human Resource Management (2008: 191-195) including: 1. Goals and Abilities. 2. Leadership Example. 3. Inherent Supervision. 4. Penalties

## **RESEARCH METHOD**

This study used a quantitative research approach design. The subjects of this study are employees of PT XYZ and the objects in this study are Incentives, Work Environment, Work Discipline, and Satisfaction. With a sample of 142 to represent a population of 221 employees represented as research subjects. The type of data collected in this study is in the form of primary data sourced from PT XYZ. The data collected in this study were (1) questionnaires, (2) document recording, and (3) interviews, to be analyzed by descriptive and inferential analysis.



**RESULTS AND DISCUSSION**

Analysis of the influence of independent variables and inferential dependent variables is an analysis that emphasizes testing hypotheses and concluding hypothesis results.

Type	Coefficients <sup>a</sup>			
	Unstandardized Coefficients	Std. Error	Standardized Coefficients	t
1(Constant)	4.307	1.298		3.318
Incentive	.246	.064	.288	3.849
Work Environment	.241	.090	.200	2.682
Work Discipline	.202	.043	.353	4.716

a. Dependent Variable: Kinerja\_Karyawan

Output coefficients of such multiple linear regression. Based on the linear regression equation is;  $Y = 4.307 + 0.246 + 0.241 + 0.202$

**1) Result of Partial Coefficient of Incentive Variable (X1)**

The results can be explained that the effect of the Incentive variable on Satisfaction is seen from a significant value of 0.000. ( $0.000 < 0.05$ ) then it is partially interpreted that the Incentive has a positive and significant effect on Satisfaction with PT XYZ.

The results of the analysis in this study found that incentives have a positive and significant influence on satisfaction with PT XYZ. The analysis is reinforced by the results

obtained through several tests and the results of hypothesis testing using the t test, obtained a significant value smaller than  $\alpha$  namely  $(0.000 < 0.05)$ . From these criteria, this positive influence means that the better the Incentive Provision in accordance with employee expectations at PT XYZ, the more it will affect employee job satisfaction. **2)**

### **Partial result of the coefficient of the working environment variable (X2)**

The results can be explained that the influence of Work Environment variables on Satisfaction seen from a significant value of 0.008.  $(0.008 < 0.05)$  then it is partially interpreted that the Work Environment has a positive and significant effect on Satisfaction at PT XYZ. Based on the results of hypothesis testing in this research analysis, it was found that the value was significantly smaller than the probability limit of the error rate used, which was 5% =  $(0.008 < 0.05)$  which means that the Work Environment variable has a positive and significant effect on satisfaction. This positive influence means that the better the work environment is in accordance with employee expectations at PT XYZ, the greater the effect will be on employee opportunities for job satisfaction.

### **3) Partial result of the coefficient of the labor discipline variable (X3)**

The results can be explained that the influence of the Work Discipline variable on Satisfaction seen from a significant value of 0.000.  $(0.000 < 0.05)$  then it is partially interpreted that Work Discipline has a positive and significant effect on Satisfaction at PT XYZ.

The results of the analysis in this study obtained that Work Discipline has a positive and significant influence on Satisfaction at PT XYZ. The analysis is reinforced by the results obtained through several tests and the results of hypothesis testing using the t test, obtained a significant value smaller than  $\alpha$  namely  $(0.000 < 0.05)$ . This positive influence means better work discipline at PT. XYZ, the greater the opportunity for employees to improve their performance.

## **CONCLUSION**

Based on the results of research on Satisfaction at PT XYZ., the results of the analysis and discussion that has been carried out, then in this study the researcher draws conclusions that: conclusion on Incentive (X1) has a positive and significant effect on Satisfaction in PT XYZ., which is shown in the results of multiple Linear Regression analysis of 0.246 with a Sig value of 0.000 in the Coefficients table. Which is concluded or can be interpreted, if the Incentive Provision factor is in accordance with the expectations of employees at PT XYZ, it will increasingly affect employee job satisfaction, especially in the Social Incentive indicator with a value of 4.13, it does not rule out the possibility that it can help in overcoming overall satisfaction problems that will improve the overall work of employees at PT XYZ. From the results of the study and discussion, researchers concluded that the Work Environment Variable had a positive and significant effect on Satisfaction in PT XYZ, which was shown at a value of 0.241 with a significance level of 0.008. These results are interpreted when within PT. XYZ, the better the work environment in accordance with the expectations of employees at PT XYZ, the greater the effect on employee opportunities for job satisfaction, especially in the Physical Environment indicator with a value of 4.17. The conclusion on the Work Discipline Variability (X3) has a positive and significant effect on Satisfaction in PT XYZ, which is shown in the results of multiple Linear Regression analysis of 0.202 with a Sig value of 0.000 in the Coefficients table. The results of the third variable mean that if employees are more disciplined in their daily implementation in working at the company both

personally and professionally, these factors can also increase in terms of employee satisfaction in general in the work environment of PT, XYZ, because the company will

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also adjust and provide employee rights that will make employee satisfaction also achieved. This is also seen in the Penalties Sanctions indicator with a value of 4.27.

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