

The Influence of Work Behavior, Work Environment, and Social Interaction, on Job Satisfaction of Raja Pas Rantauprapat Minimarket Employees

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Abstract

This study aims to determine the effect of work behavior, work environment and social interaction on job satisfaction of employees of Minimarket Raja Pas Rantauprapat. The population in this study were all employees at Minimarket Raja Pas Rantauprapat. The sample in this study was 36 people, the sampling was carried out using a saturated sampling technique or census sampling, where all members of the population were sampled. The object of this research is the result data regarding work behavior, work environment, and social interaction. The data analysis technique used is the classical assumption test, multiple linear regression test, hypothesis testing and the coefficient of determination. Data processing in this study was assisted using the IBM SPSS application. The results showed that work behavior had a positive and significant effect on employee job satisfaction at the Raja Pas Rantauprapat Minimarket, with a coefficient value of 0.202, the work environment positively and significantly affected employee job satisfaction at the Raja Pas Rantauprapat Minimarket with a coefficient value of 0.238 and social interaction significantly. positive and significant effect on employee job satisfaction at Raja Pas Minimarket with a coefficient value of 0.447. And work behavior, work environment and social interaction together have a positive and significant effect on job satisfaction for employees at the Raja Pas Rantauprapat Minimarket. work environment positively and significantly affects employee job satisfaction at Raja Pas Minimarket Rantauprapat with a coefficient value of 0.238 and social interaction positively and significantly affects employee job satisfaction at Raja Pas Minimarket with a coefficient value of 0.447. And work behavior, work environment and social interaction together have a positive and significant effect on job satisfaction for employees at the Raja Pas Rantauprapat Minimarket. work environment positively and significantly affects employee job satisfaction at Raja Pas Minimarket Rantauprapat with a coefficient value of 0.238 and social interaction positively and significantly affects employee job satisfaction at Raja Pas Minimarket with a coefficient value of 0.447. And work behavior, work environment and social interaction together have a positive and significant effect on job satisfaction for employees at the Raja Pas Rantauprapat Minimarket.

Keywords: work environment, loyalty, OCB.

1. Introduction

Human resources are always important to the company, and can help contribute to the company's success. Realizing this, companies need reliable and quality human resources, so they are looking for people who fit these needs. Companies must be able to manage and pay attention to their human resources as well as possible.

In today's competitive business environment, companies must be able to survive, considering that more and more companies are out there vying for the attention of their customers. Companies need competent management that can improve the quality of their employees. Every business in general wants its resources to be people who have high productivity at work. A key factor in employee productivity is how satisfied employees are with their jobs.

In a company, good employee behavior is an important factor in determining employee productivity and satisfaction. If employees do not behave well, it will be difficult for the company to achieve its goals. To create good work behavior, there are several things that must be considered, one of which is good communication between employees, and understanding the existing differences. Thus the company will be easy to understand employees with the aim of creating

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a good and positive work environment, so that the company runs well and can increase profits for the company.

Job satisfaction can also be felt by employees if the work environment supports work well, the employees will feel more at home in the room, then vice versa if the work environment is not comfortable, the employees will not focus on doing work and serving consumers and easily change employees' emotions at work. The work environment includes the relationship formed between employees and the working relationship between employees and superiors as well as the physical environment at work. If work and self aspects support each other, employees will feel satisfied. If work and self aspects do not support each other, employees will feel dissatisfied (Pohan, 2022).

Employees who work with high satisfaction will do so, seeing their work as fun. When employees are satisfied with their work, they will be more loyal to the company. Someone who is dissatisfied with his work will be able to interfere with his social interactions with other employees, social interaction is a relationship between individuals and other individuals, one individual can influence other individuals or vice versa, so there is a reciprocal relationship. The factors that are expected to affect satisfaction will always be there (Prayoga & Pohan, 2022). These are three contributing factors, namely work behavior in the form of attitudes or traits that occur at work, work environment is how work is done and how people are treated. Social interaction is how people communicate with each other. Social interaction is a relationship between individuals with other individuals, one individual can influence another individual or vice versa, so there is a reciprocal relationship. The factors that are expected to affect satisfaction will always be there (Ribeiro et al., 2021). These are three contributing factors, namely work behavior in the form of attitudes or traits that occur at work, work environment is how work is done and how people are treated. Social interaction is how people communicate with each other. Social interaction is a relationship between individuals with other individuals, one individual can influence another individual or vice versa, so there is a reciprocal relationship.

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Therefore, researchers are interested in knowing how influential work behavior, work environment on employee job satisfaction and how much social interaction affects job satisfaction. So the researchers conducted a study entitled, "the influence of work behavior, work environment and social interaction on job satisfaction of Raja Pas Rantauprapt Minimarket employees."

2. Literature Review

2.1. Work Behavior

Ivanov & Usheva, (2021) defines behavior as an attitude or action as well as everything that humans do, for example activities carried out by humans in their daily lives, either working hard or with other people, exchanging opinions, either accepting opinions or rejecting them. The definition of work behavior (Hariono & Marlina, 2021) is how people in the work environment can actualize themselves through attitudes at work. Where this opinion emphasizes the attitude taken by workers to determine what people with this type will do in the workplace environment. Behavior is an action or activity of the human itself which has a very wide range such as walking, talking, crying, laughing, working, studying, writing, reading, and so on. Thus, human behavior is all human activities or activities, both those that are directly observed, and those that cannot be observed by outsiders (Kusuma & Rahardja, 2018).

2.2. Work Environment

According to Dominici, (2009) the work environment is the overall work facilities and infrastructure around employees who are doing work that can affect the implementation of the work. It can be concluded that the work environment is the situation around employees when employees do their jobs in order to carry out the duties of the company. The work environment also means the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as a group. Siagian and Khair (2018).

2.3. Social Interaction

According to Song & Lee, (2020) social interaction is a relationship between individuals or more, where the behavior

of one individual affects, changes or improves the behavior of another individual or vice versa. The nature of life in the social environment consists of the relationships that bring them together in joint efforts in reciprocal action and action, so that people respond to each other's actions. (Paudel, 2021).

2.4. Job Satisfaction

Job satisfaction is an assessment, feeling or attitude of a person or employee towards his work and related to the work environment is the fulfillment of several desires and needs through work and work activities (Sintyaningsih et al., 2020). Meanwhile, according to (Khan & Khan, 2018) Job satisfaction is an employee's satisfaction with his work as measured by the workload, the salary of the leader's work and the environment.

Job satisfaction is a common attitude that occurs in the workplace. Job satisfaction is an emotional expression that is positive or pleasant as a result of an assessment of a job. According to Bataneh, (2020) states that when employees are hired by the company they come to the company with a number of expectations and past experiences which will be combined with job expectations about work. Job satisfaction is felt by employees after employees compare what they expect to get from their work with what is actually obtained from the work. Then job satisfaction can reflect several related attitudes.

3. Methods

This research was conducted at the Raja Pas Rantauprapat Minimarket, which is located on Jalan Suka Dame, Urung Kompas area, Rantau Selatan sub-district, Labuhanbatu Regency. The object of this research is work behavior, work environment, social interaction and job satisfaction. Data collection techniques in this study were observation, interviews, documentation, and questionnaires using a Likert scale. In this study, the research population was all employees at the Raja Pas Rantauprapat Minimarket, totaling 36 people. The sample used in this study uses a saturated sampling technique, which means that the sample used is the entire population, which is 36 employees. The analysis carried out in this study is the validity and reliability test. The data analysis techniques used are: 1) classical assumption test.

4. Result and Discussions

4.1. Validity and Reliability Test

Validity test is used to determine how well an instrument or questionnaire measures the level of validity with its provisions. A valid instrument means that the instrument can be used to measure precisely and correctly. To find out whether the score of each question item is valid or not, the following statistical criteria are set :

- a. If the result of r arithmetic $>$ r table and positive value, then the variable is valid.
- b. If the result of r count $<$ r table and is negative, then the variable is not valid.

The results can be seen in the table 1.

Table 1. Validity and reliability Test

Variable	Corrected Item-Total Correlation	r table	Information
X1.1	0.701	0.3291	Valid
X1.2	0.755	0.3291	Valid
X1.3	0.787	0.3291	Valid
X1.4	0.635	0.3291	Valid
X2.1	0.801	0.3291	Valid
X2.2	0.842	0.3291	Valid
X2.3	0.758	0.3291	Valid
X2.4	0.771	0.3291	Valid
X3.1	0.439	0.3291	Valid
X3.2	0.437	0.3291	Valid
X3.3	0.531	0.3291	Valid
X3.4	0.758	0.3291	Valid
Y1	0.460	0.3291	Valid

Variable	Corrected Item-Total Correlation	r table	Information
Y2	0.823	0.3291	Valid
Y3	0.627	0.3291	Valid
Y4	0.558	0.3291	Valid

Source: primary data processed by researchers (2022).

Based on the results of the validity test that has been carried out by using 16 questions with r table 0.3291 to find out if the question item is valid by looking at the Corrected Item-Total Correlation value if the question has an r arithmetic value > r table then it is said to be valid. The amount of r table for a sample of 36 is $df = n-2$, then $36-2 = 34$, when viewed from the distribution of r tables it is 0.3291. From the table above, it was found that all r counts were higher than r tables, so it was concluded that the data were valid.

4.2. Reliability Test Results

Reliability tests were carried out to find out the results of consistent measurements from the same measuring instrument (Sugiyono 2017). The results of the questionnaire which is an indicator of the variable can be accepted if the Cronbach's coefficient standard alpha has a value > 0.60.

Table 2. Reliability Test Results

Variable	Cronbach's Alpha if Item Deleted	Cronbach's Alpha standard	Decision
Work behavior	0.635	0.60	Reliable
Work environment	0.658	0.60	Reliable
Social interactions	0.673	0.60	Reliable

Source: primary data processed by researchers (2022).

Based on table 2, it can be seen that the variables of work behavior, work environment and social interaction have a Cronbach alpha value greater than 0.60, it can be concluded that all variables in this study are reliable.

4.3. Multicollinearity Test Results

Table 3. Multicollinearity Test Results

Model	Coefficients ^a			
	Unstandardized Coefficients	Collinearity Statistics		
	Std. Error	Tolerance	VIF	
(Constant)	3.204			
1	Work behavior	.086	.942	1.062
	Work environment	.076	.885	1,130
	Social interactions	.215	.865	1.156

Source: primary data processed by researchers (2022).

The multicollinearity test aims to test and find out whether in a regression model there is a high or perfect correlation of the independent variables studied. Based on the table, it can be seen that the tolerance value of all large variables is > 0.010, so it can be concluded that the variables meet the basic requirements of multicollinearity. While the test is seen from the value of $VIF < 10$, the model from multiple regression can meet the multicollinearity test.

4.4. Normality Test

The normality test is used to determine whether a data is normally distributed or not, Figure 1 shows that the data points used are normally distributed where the residual test points spread out following the diagonal line.

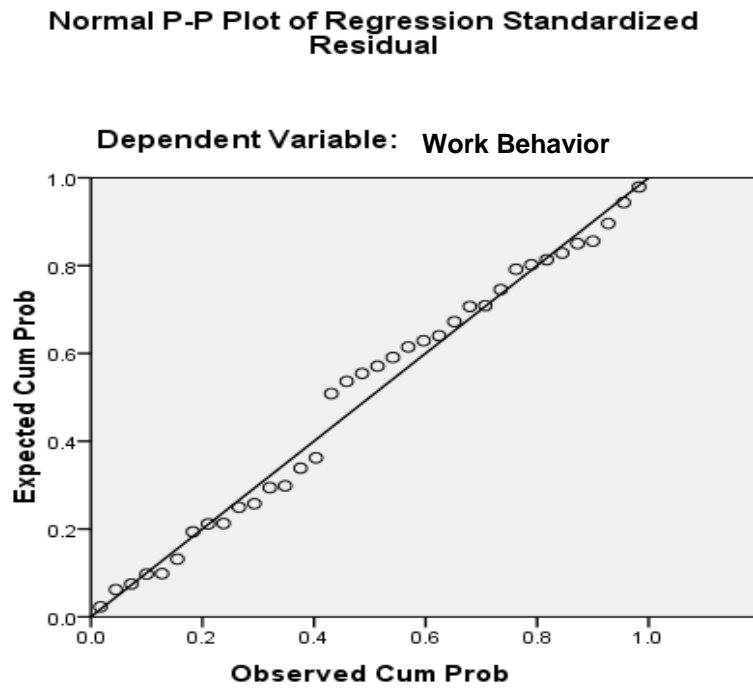


Figure 1. Normality Test Result

4.5. Heterocedastisity Test

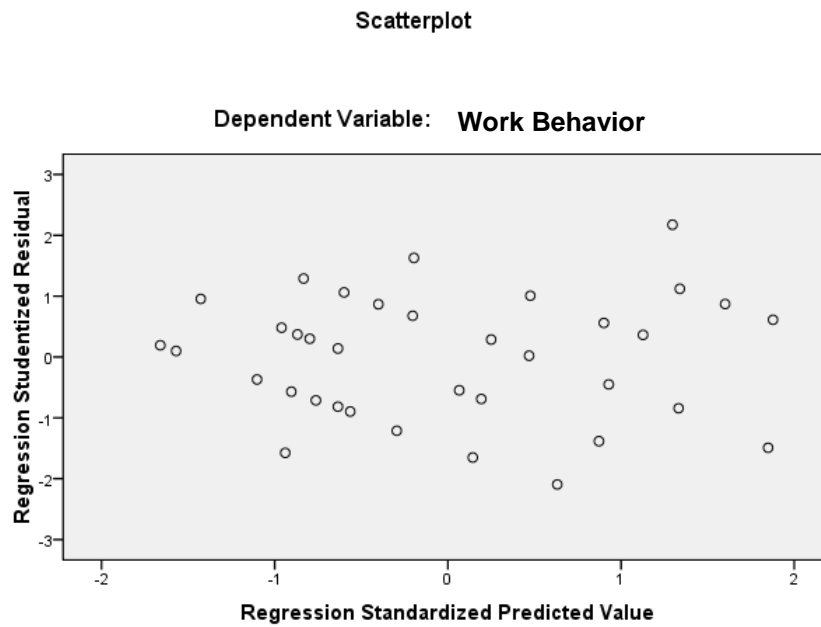


Figure 2. Heterocedastisity Test Result

From Figure 2 it can be seen that the data points spread randomly and do not collect only above or below and the spread of data points is not patterned, which indicates that there is no symptom of heteroscedasticity.

4.6. Multiple Linear Regression Test

Table 4. Result of Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	.833	3.204		.260	.797
Work behavior	.202	.086	.303	2.346	.025
Work environment	.238	.076	.416	3.119	.004
Social interactions	.447	.215	.279	2,073	.046

Source: primary data processed by researchers (2022).

Based on table 4, multiple regression analysis aims to determine whether or not the influence of the independent variables (X1), (X2) and (X3) on the dependent variable (Y). In this study, the dependent variable used job satisfaction (Y), and work behavior (x1), work environment (x2), and social interaction (x3) as the independent variables used. The regression equation is obtained as follows:

$$Y = 0.833 + 0.202X1 + 0.238X2 + 0.447X3.$$

It can be seen from the value of Unstandardized Coefficients (B) that the value (a) of 0.833 is a constant or condition when the job satisfaction variable has not been influenced by the variable (X1), (X2), (X3) then job satisfaction = 0.833, from the coefficient b1 = 0.202 (regression coefficient value X1) indicates that the work behavior variable has a positive influence on job satisfaction, which means that every one unit increase in the work behavior variable score will affect job satisfaction by 0.202. b2 = 0.238 (regression coefficient value X2) indicates that the work environment has a positive influence on job satisfaction with an increase of one unit score of 0.238 which means that it can affect job satisfaction of 0.238. b3=0.

4.7. T test

Table 5. T Test Result

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.833	3.204		.260	.797
Work behavior	.202	.086	.303	2.346	.025
Work environment	.238	.076	.416	3.119	.004
Social interactions	.447	.215	.279	2,073	.046

a. Dependent Variable: Job Satisfaction

Source: primary data processed by researchers (2022).

From table 5, shows that the value of sig. Work behavior is $0.025 < 0.05$, it can be concluded that work behavior has a positive effect and partially has an effect on job satisfaction, which means that the hypothesis can be accepted. For the work environment the value of sig. $0.004 < 0.05$ means that it has a positive effect and partially affects job satisfaction, the hypothesis can be accepted, and the value of social interaction is $0.46 < 0.05$ and it is concluded that it has a positive effect and partially affects job satisfaction, of course the hypothesis can be accepted.

4.8. F Test

Based on table 6, it can be seen that the significance value for the effect of work (X1), work environment (X2), and social interaction (X3) on job satisfaction (Y) is $0.000 < 0.05$ and F count equal to $10,547 >$ table F value 2.89, by conducting an F distribution with: $df = (k; nk) = (3; 36-3) = 33$. This proves that the influence of work, work

environment, and social interaction simultaneously has a positive and significant to job satisfaction.

Table 6. F Test Result

		ANOVA ^b				
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	36,295	3	12,098	10,547	.000a
	Residual	36,705	32	1.147		
	Total	73,000	35			

a. Predictors: (Constant), Social Interaction, Work Behavior, Work Environment

b. Dependent Variable: Job Satisfaction

Source: primary data processed by researchers (2022).

4.9. Coefficient of Determination Test

Testing the coefficient of determination is carried out to measure the ability of the dependent variable (Y).

Table 7. Coefficient of Determination Test

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.705a	.497	.450	1.071

Source: primary data processed by researchers (2022).

Based on table 7, the determination test above can be seen that the R Square value is 0.497, so from the results of the multiple linear regression test, the influence between work behavior, work environment and social interaction is 49.7% and the remaining 50.3% can be influenced by other variables that are not used. in this research.

4.10. Discussion

The Effect of Work Behavior on Job Satisfaction

The results of the t-test on the work behavior variable (X1) have a calculated f value (2.346) > ttable value (1.694) which means that the work behavior variable (X1) has a positive effect on the job satisfaction variable (Y) with a significance value of 0.025 <0.05, which means that the variable work behavior (X1) has a significant effect on job satisfaction (Y). The results of this study are in line with previous research conducted by Tri (2017) that work behavior has a significant effect on job satisfaction.

The Effect of Work Environment on Job Satisfaction

The results of the t-test on the work environment variable (X1) have a calculated f value of 3.119 > the t-table value of 1.694 which means that the work environment variable (X1) has a positive effect on the job satisfaction variable (Y) with a significance value of 0.004 <0.05, which means that the work behavior variable (X1) has a significant effect on job satisfaction (Y). The results of this test are in line with research conducted by Ade Irma and Muhammad Yusuf (2020), Tomy Siagian (2018), which states that the work environment has a significant effect on job satisfaction.

The Effect of Social Interaction on Job Satisfaction

The results of the t-test conducted on the social interaction variable (X1) has an f value of 2.073 > the t-table value of 1.694 which means that the social interaction variable (X1) has a positive effect on the job satisfaction variable (Y) with a significant value of 0.46 <0.05 which means the variablesocial interaction (X1) has a significant effect on job satisfaction (Y). The results of this study are in line with previous research by Sapta Edy (2017) with the results of interaction research and career development having a positive and significant influence on job satisfaction.

The Influence of Work Behavior, Work Environment, and Social Interaction on Job Satisfaction

Based on the results of hypothesis testing that has been done that the effect of work behavior (X1) work environment (X2) and social interaction has a positive effect and simultaneously has a significant effect on job satisfaction (Y) with a significant level of 0.000 < 0.05 and f count is 10,547 > from f table 2.89. From these results it can be concluded that

work behavior, work environment and social interaction simultaneously and have a positive impact on job satisfaction.

5. Conclusions

Based on the explanation above, researchers conclude that:

1. The results of the multiple regression test show that work behavior has a positive and significant effect on employee job satisfaction at Raja Pas Minimarket Rantauprapat.
2. The results of the multiple regression test indicate that the work environment has a positive and significant effect on job satisfaction of employees at Raja Pas Minimarket Rantauprapat.
3. The results of the multiple regression test show that social interaction has a positive and significant effect on job satisfaction of employees at Raja Pas Minimarket Rantauprapat.
4. The results of the multiple regression test show that work behavior, work environment, and Simultaneous social interaction has a positive and significant effect on satisfaction of work employees at Raja Pas Rantauprapat Minimarket.

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