

The Effect of Work Motivation, Employee Engagement and Work Facilities on Employee Satisfaction at PT Marinal Indo Prima



Runik Puji Rahayu¹, Alfi Hasaniyah², Rani Nur Fitrianti³

^{1,2,3} Faculty of Economics and Business, Universitas Madura, Indonesia

ABSTRACT: The purpose of this study was to determine the effect of Work Motivation, Employee Engagement, and Facilities on Employee Job Satisfaction at PT Marinal Indo Prima. This research is classified as Explanatory Research with a quantitative approach. The sample used was 90 employees of PT. Marinal Indo Prima with purposive sampling technique. The type of data used is primary data, namely data collection using a questionnaire. The data analysis used is Multiple Linear Regression with SPSS. The results of this study indicate that work motivation, employee engagement, and work facilities have a positive effect on employee job satisfaction. Simultaneously Work Motivation, Employee Engagement, and Work Facilities affect Employee Job Satisfaction.

KEYWORDS: Work Motivation, Employee Engagement, Work Facilities, Employee Job Satisfaction

I. INTRODUCTION

To be able to survive and succeed in the midst of this competition, companies need to create a competitive advantage that differentiates them from other competitors in the same market. According to Pallawagau (2021), work motivation is a significant determinant of performance and long-term competitive advantage in companies. In this case, work motivation can be realized if the needs of each employee can be met, so it can be said that the level of employee motivation can be influenced by how far the needs of each employee are met. According to Riyanto, S. (2021) motivation is the provision of driving force that awakens a person's enthusiasm for work, so that they want to work together, work effectively and integrate with all their efforts to achieve satisfaction. Meeting employee needs is an important factor for creating incentives for employees to do a good job so that ultimately organizational goals can be achieved. According to Salsabila (2021), argues that motivation is the key to organizational success in maintaining continuity of work within the organization in a strong way and helping to survive. Motivation is giving proper guidance or direction. Hassanie (2021), describes employee engagement as a form of commitment and concern, in other words as a form of willingness to invest oneself to help the company succeed. According to Orgad (2021), one of the factors that influence it is a person's level of self-confidence. Gottlieb (2022), states that self-confidence is an attitude or belief in one's own abilities, so that in interacting with others one has the drive for achievement and can recognize one's own strengths and weaknesses. Someone who has a good level of self-confidence can easily get attached to each other.

Work facilities are one of the factors that can affect job satisfaction for each employee, the better the facilities, the higher the level of employee job satisfaction, and vice versa. This can be seen from the level of employee absenteeism. According to Judge, TA et al (2020), variables that can be used as an indication of decreased job satisfaction are high levels of absenteeism, high employee turnover, and decreased work productivity or employee performance. The completeness of work facilities and infrastructure will encourage effective and efficient work results and encourage quality improvement in line with existing work standards. The work facilities provided by the company must be adjusted to the needs of the company.

Pallawagau, (2021) in his research states that there is a significant influence between work motivation and job satisfaction. Suswati (2022), states that employee engagement has a significant effect on job satisfaction. Prawira, (2020) states that work facilities have a significant effect on job satisfaction. Based on the description above, the authors are interested in researching and analyzing whether there is an influence between work motivation, employee engagement, work facilities on employee job satisfaction at PT. Marine Indo Prima. Based on the problems above, this study aims to identify and analyze the role of work motivation, employee engagement, and work facilities on job satisfaction of PT Marinal Indo Prima employees.

II. THEORETICAL REVIEW AND HYPOTHESIS

Relationship between Work Motivation and Employee Job Satisfaction.

Motivation is defined as a mover or impulse in humans that can generate, direct, and organize behavior (Nsiah, et al. 2021). (Wigfield, et al. 2020) states that the elements of work motivation consist of the direction of behavior, the level of effort, and the

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level of persistence. The direction of behavior is a person's chosen behavior at work, measured by the desire to complete the job and obedience to the rules. In this case, Maslow developed a theory of motivation based on needs. Maslow identified and analyzed five basic needs that are believed to underlie all human behavior, these needs relate to physiology, security, affiliation, self-esteem, and self-actualization (Amin, 2021). Furthermore (Acquah, 2021) argues that motivation is the process of arousing behavior, maintaining the progress of behavior and channeling certain behaviors and actions, thus work motivation is the need and desire that encourages employees to act. Lower level needs such as physiological and safety needs must be met before higher level needs such as belonging and self-actualization. According to the implication of Maslow's hierarchy of needs, individuals must have lower levels of need fulfillment, for example safe working conditions, adequate wages to meet self needs, family and job security before they are motivated by increased job responsibilities, status and challenging work assignments. (Kuswati, 2020). Employee motivation in the company is very dependent on the condition of the company where employees work. Companies that experience losses that cannot be borne such as: decreased profits, high increases in operational costs, and the company's inability to meet employee salary payments will result in a decrease in the work supervision of its employees. Employees who feel that their rights cannot be fulfilled by the company will have implications for decreasing employee motivation. (Numonjonovich, 2022) explains that a person's needs are met hierarchically. Someone tries to fulfill basic (physiological) needs, safety needs, esteem and social needs, and self-actualization needs. To meet the necessities of life, an employee wants to be able to improve his career so that income and self-image is higher so that his needs can be met. According to Nguyen (2020), apart from having to fulfill his life's needs, an employee must also carry out his duties and responsibilities at work. In terms of improving the quality of work and this responsibility, employees need work motivation and the same is true for employee job satisfaction (Nozariyanti, et al. 2022). Where work motivation here is very influential on employee job satisfaction. Work motivation is support or encouragement that is formed from potential strengths that exist in each individual that can be developed independently or from forces outside the individual, which will later appear as a financial or non-financial reward that can affect individual performance and employee job satisfaction as a whole. positive and significant (Numonjonovich, 2022). Furthermore, the researchers argue that a positive relationship between work motivation and employee job satisfaction can occur if employees have a satisfaction value followed by aspects of high work motivation as well, or when employees feel a moderate level of satisfaction, then it is also followed by a moderate level of work motivation. etc. That is, employees who have reached high job satisfaction will also encourage employee motivation at the maximum level. The dimension of job satisfaction values should be a concern and can be created harmoniously by the company towards its employees. And for companies that have been able to provide aspects of employee comfort and work responsibility towards their duties. Companies here must also be able to foster positive work motivation for their employees (Nguyen, 2020).

H1: Work Motivation has a positive and significant effect on Employee Job Satisfaction

The Relationship between Employee Engagement and Employee Job Satisfaction

Employee engagement arises because of a feeling of love or interest in a job which will automatically love their job. When employees start to love their work, they feel happy about their work, causing high job satisfaction. Employees who have high job satisfaction, employees will have high enthusiasm, dedication, and work interest so that employees will attach themselves emotionally to the organization. Employees who have a high emotional level towards the organization or company will automatically build and increase employee engagement in the organization. And it can be said that the higher the employee's engagement with his work, the higher the employee's job satisfaction (Margaretha, 2008). Furthermore, researchers argue that employee engagement or employee engagement are employees who are fully connected both physically, cognitively, and emotionally with their job roles (Albrecht, 2010). Employee engagement can be defined as the level of commitment and attachment that employees have towards the organization and the values applied in the organization. Employees who have high emotional attachment to the company will influence the completion of work and tend to improve the quality of work so that the results obtained are more satisfying. These engaged employees will be motivated to increase their productivity, ready to accept challenges, and feel their work is meaningful. This has a positive impact on productivity, employee performance and company performance growth. Therefore it can be said that employee engagement can provide change for the company (Margaretha, 2008). Employee engagement is one way to make employees have high loyalty thereby reducing the desire to leave the company voluntarily. Employees who feel engaged will feel really involved and enthusiastic about their work and organization, so they can provide job satisfaction to these employees. Therefore employee engagement has been considered as an introduction to business success in today's competitive market and one of the determining factors in organizational success (Lockwood, 2007). Employee engagement is one way to make employees have high loyalty thereby reducing the desire to leave the company voluntarily. Employees who feel engaged will feel really involved and enthusiastic about their work and organization, so they can provide job satisfaction to these employees. Therefore employee engagement has been considered as an introduction to business success in today's competitive market and one of the determining factors in organizational success (Lockwood, 2007) and Genkova, D. (2021).. Employee engagement is one way to make employees have high loyalty thereby reducing the desire to leave the company voluntarily. Employees who feel engaged will feel really involved and enthusiastic about their work and organization, so they can provide job satisfaction to these employees. Therefore

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employee engagement has been considered as an introduction to business success in today's competitive market and one of the determining factors in organizational success (Lockwood, 2007). so as to provide job satisfaction to these employees. Therefore employee engagement has been considered as an introduction to business success in today's competitive market and one of the determining factors in organizational success (Lockwood, 2007). so as to provide job satisfaction to these employees. Therefore employee engagement has been considered as an introduction to business success in today's competitive market and one of the determining factors in organizational success (Lockwood, 2007).

H2: Employee Engagement has a positive and significant effect on Employee Job Satisfaction.

Relationship between Work Facilities and Employee Job Satisfaction

The Effect of Work Facilities on Job Satisfaction According to Taheri, (2020) work facilities are various facilities and infrastructure that can be used by employees to complete one or several jobs for which they are responsible. The existence of adequate and complete facilities can be a driving force for workers because it can lighten the workload they carry. This is in line with research conducted by Bamatraf (2014) who found that work facilities have a positive and significant effect on job satisfaction. Supported by research conducted by Prawira (2020) which state that work facilities have a positive and significant effect on job satisfaction. Furthermore, researchers argue that work facilities are facilities and infrastructure needed to help employee's complete work so that work is easier and can improve their performance. Work facilities are a form of service or assistance to employees to help meet every employee's needs in order to increase job satisfaction and employee performance. Facilities are defined as one of the supporting factors for an employee's work in carrying out tasks assigned by a company, good work facilities with appropriate tools support more conducive employee performance thereby making work more effective and efficient (Hasibuan, 2014).

H3: Work Facilities have a positive and significant effect on Employee Job Satisfaction

III.METHODOLOGY

Measurement

The variables in this study were measured using a Likert scale with a range of 1 to 5 which equals "Agree". The variables studied consisted of independent variables and dependent variables. Independent variables include work motivation, employee engagement, work facilities. Work Motivation is adopted from Saputra, (2021), Employee Engagement and Work Facilities are adopted from Suswati, (2022), while the dependent variable is Employee Job Satisfaction. This study uses Multiple Linear Regression with the SPSS tool.

Sample

The sample in this study were employees of PT. Marinal Indo Prima as many as 100 employees, the sampling technique is purposive sampling technique. Namely by giving a questionnaire to employees at PT. Marinal Indo Prima. This research includes Explanatory Research.

Research Framework

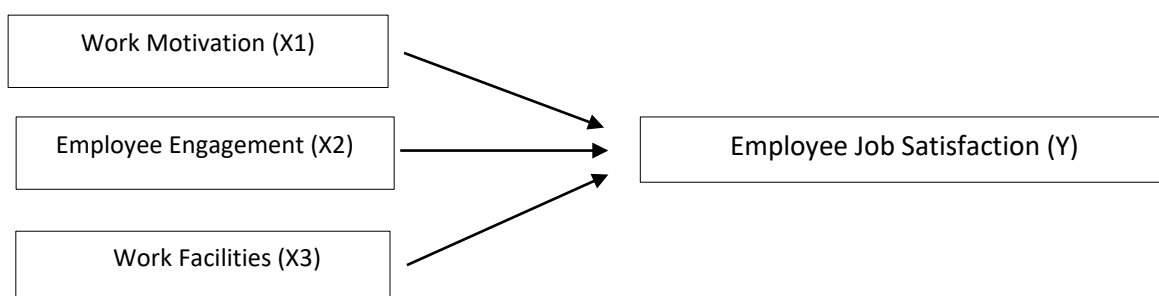


Figure 1. Research Framework

RESULTS

Multiple Linear Regression Analysis.

Data processing, using multiple linear regression analysis. The aim is to measure the strength of the relationship between two or more variables. Which, the variables used in this study are Work Motivation (X1), Employee Engagement (X2), Work Facilities (X3) as independent variables that affect Employee Job Satisfaction (Y) as the dependent variable. Based on the results of data processing using SPSS, the results are as shown in table 1 below:

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Table 1. Results of Multiple Linear Regression Analysis

Variable	Regression Coefficient	t-test	Sig.	Information
Constant	73,325			
Work Motivation (X1)	0.670	5,880	0.000	Significant
Employee Engagement (X2)	0.460	3,680	0.000	Significant
Work Facilities (X3)	0.550	4,480	0.000	Significant

Source: Processed Data (2023)

Based on the multiple regression equation above, the following conclusions can be seen:

1. The constant value is 73,325 which means that if the variables of Work Motivation and Employee Engagement together do not change or equal to zero, then the Employee Job Satisfaction variable is 73,325 which is not influenced by any variables.
2. The value of the regression coefficient of the Work Motivation variable is 0.670 which means that the variable Work Motivation (X1) has a positive effect on Employee Job Satisfaction (Y). This means that if work motivation increases, employee job satisfaction will increase.
3. Employee Engagement regression coefficient value of 0.460 which means Employee Engagement (X2) has a positive effect on Employee Job Satisfaction (Y). This means that if employees have a high level of Employee Engagement, the higher the level of Employee Job Satisfaction.
4. Work Facilities regression coefficient value of 0.550 which means Work Facilities (X3) have a positive effect on Employee Job Satisfaction (Y). This means that if employees have comfortable work facilities, the higher the level of employee satisfaction.

Coefficient of Determination (R) The coefficient of determination is a value that indicates the effect of the independent variable on the dependent variable. The value of the coefficient of determination can be seen in Table 2.

Table 2. Determination Coefficient Test Results

R	R square	Customized R Square	St. Estimation Error
0.770	0.713	0.700	1722

Source: Processed Data (2023)

Table 2 shows the R Square value of 0.713, which means that the Anxiety Problem of Termination of Employment is determined by the variables Work Motivation, Employee Engagement and Work Facilities by 71,3%, while the remaining 28,7% is influenced by other factors that are not included in independence. This research variable. This means that the selection of the variables of Work Motivation, Employee Engagement and Work Facilities is appropriate in predicting Employee Job Satisfaction.

Hypothesis testing

T Test (Partial Test)

The t test is used to test the independent variables individually affecting the dependent variable. The results of the t test for coefficients X1, X2 and X3 can be seen in Table 3.

Table 3. Summary of Partial Test Results

Variable	Regression Coefficient	t-test	Sig.	Information
Constant	73,325			
Work Motivation (X1)	0.670	5,880	0.000	Significant
Employee Engagement (X2)	0.460	3,680	0.000	Significant
Work Facilities (X3)	0.550	4,480	0.000	Significant

Source: Processed Data (2023)

1. Work Motivation Variable (X1) of 5,880 > t table of 1.98472 with a significance value of 0.000 less than 0.05 (0.000 < 0.05), and the regression coefficient is positive, so the first hypothesis states that "Work Motivation has a positive influence on Employee Job Satisfaction" is accepted.
2. Employee Engagement Variable (X2) has a value of 3.680 > t table of 1.98472 with a significance value of 0.000 less than 0.05 (0.000 < 0.05), and the regression coefficient is positive, so the second hypothesis states that "Employee Engagement has an Effect Positive on Employee Job Satisfaction" is accepted..
3. Employee Work Facilities variable (X3) has a value of 4,480 > t table of 1.98472 with a significance value of 0.000 less than 0.05 (0.000 < 0.05), and the regression coefficient is positive, so the second hypothesis states that "Work Facilities have Positive Effects on Employee Job Satisfaction" is accepted.

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F Test (Simultaneous Testing)

The F test is used to test whether work motivation, Employee Engagement and Work Facilities affect Employee Job Satisfaction simultaneously by comparing the value of the F test with F_{table} with the test criteria if the F test $>$ F_{table} then H_0 is rejected and H_a is accepted. Calculation of the F test can be seen in Table 4.

Table 4. F Significance Test Results

Variable	F-test	F-Table	Sig.	Information
Work Motivation (X1), Employee Trust (X2), Work Facilities (X3)	35,130	2.70	0.000	Significant

Source: Processed Data (2023)

From Table 4 it is known that the results of the F test between Work Motivation, Employee Engagement and Work Facilities simultaneously have a significant effect on Employee Job Satisfaction with a critical value in the F distribution at a significant level of 5%. So degrees of freedom/df = $(n-k-1) = 100-3-1 = 86$, then F table 2.70 and F test 35,130 with a significance level of 0.000. Thus it can be said that the third hypothesis is accepted which states that "Work Motivation, Employee Engagement and Work Facilities simultaneously influence Employee Job Satisfaction".

DISCUSSION

Work Motivation has a positive and significant effect on Employee Job Satisfaction (H1 Accepted).

The results of this study prove that work motivation influences employee job satisfaction. The contribution of the influence of both is positive, meaning that the higher the employee's work motivation, the higher the level of employee job satisfaction, and vice versa. The results of this study also show that the statement that gets the highest score for the Work Motivation variable is that employees are motivated to work, because they have an obligation to meet clothing and food needs. Motivation and job satisfaction is an incentive that can affect employee behavior, in this case the behavior in question is an activity that must be carried out by employees to produce optimal work. With motivation and job satisfaction, employees can increase and improve their performance.

Employee Engagement has a positive and significant effect on Employee Job Satisfaction (H2 Accepted).

The results of this study prove that Employee Engagement influences Employee Job Satisfaction. The influence of both is positive, meaning that the higher the employee's self-attachment, the higher the level of Employee Job Satisfaction. Many factors influence Employee Job Satisfaction, as according to Khan, (2021) suggests that job satisfaction is a general attitude towards work due to the difference between the number of rewards received and what should be received. Job satisfaction is obtained when there is a match between expectations and the results obtained in the job. Employees with high job satisfaction will show a positive attitude towards their work, while employees who are dissatisfied will show a negative attitude towards the job. According to Demircioglu, (2021) job satisfaction is a pleasant or unpleasant emotional state towards the work they do. According to Taheri, (2020), said that job satisfaction is important for self-actualization. Employees who get job satisfaction perform better than employees who don't get job satisfaction. In this case, researchers argue that job satisfaction is a form of self-esteem that is obtained by each individual after the individual works in accordance with organizational goals. Employees who are attached to their work are able to carry out their duties properly. The results of this study are in line with research conducted by Hassanie, et al. (2021) which states that the level of Employee Engagement affects Employee Job Satisfaction. Employees who have a high level of engagement with their work will increase their potential so that they always think optimistically, are confident in making decisions with others. The results of this study prove that the variable Employee Engagement Work Motivation influences Employee Job Satisfaction simultaneously as indicated by the F test. This indicates that the high or low levels of Employee Job Satisfaction in this study can be determined by Work Motivation and Employee Engagement together. Employees with high work motivation and employee engagement have high levels of employee satisfaction. Someone who is able to motivate himself well to welcome the world of work will definitely have self-confidence. With a high level of self-confidence, the level of employee satisfaction tends to increase. High Work Motivation and Employee Engagement are also an indicator that employees believe in their ability to complete their duties and responsibilities, so that if an employee has high motivation and self-confidence, it will increase the level of Employee Job Satisfaction. And based on the results of this study, it can be concluded that employee engagement has a significant positive effect on employee job satisfaction. This shows that the higher the employee engagement felt by employees, the higher job satisfaction will be. However, the lower the employee engagement, the lower the job satisfaction. This influence is because, employee engagement is the extent to which a person feels engaged, satisfied, and enthusiastic about his work. Employees with a strong interest in their work who are persistent in overcoming challenges, feel motivated to complete assigned tasks, are energized and mentally tough at work. When employees achieve this, employees will feel more satisfied with their work (Mugira. (2022).

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Work Facilities have a positive and significant effect on Employee Job Satisfaction (H3 Accepted).

The results of this study prove that Work Facilities affect Employee Job Satisfaction. Work Facilities are supporting facilities in physical company activities, and are used in normal company activities, have a relatively permanent term of use and provide benefits for the future. Work facilities are very important for companies, because they can provide job satisfaction for their employees. In this case, the contribution of both influences is positive, meaning that the facility is a tool used to facilitate the completion of work. The better the facilities used by PT Marinal Indo Prima employees, the faster the completion of work. Thus, it will increase employee job satisfaction. These results are in accordance with the research by Pangarso et al. (2016) and Amen, (2021). And based on the results of this study, it can be concluded that work facilities have a significant positive effect on employee job satisfaction. This shows that the better the work facilities felt by employees, the higher job satisfaction will be. However, if the perceived work facilities get worse then job satisfaction will decrease. This influence occurs because work facilities are commodities offered by the organization to assist in achieving organizational goals. Therefore, having access to good work facilities will help employees to perform better. This is one of the steps that employees can take to provide comfort in carrying out their duties without feeling disturbed, so that employees will feel satisfied with their work (Katebi, 2022).

CONCLUSION

Based on the results of the analysis and discussion that has been carried out, it can be concluded that:

1. Work motivation affects Employee Job Satisfaction.
This means that high work motivation will increase the level of employee satisfaction. This means the first hypothesis is accepted.
2. Employee Engagement influences Employee Job Satisfaction.
That is, the higher the level of employee engagement with his work. So, the higher the level of Employee Job Satisfaction. This means that the second hypothesis is accepted.
3. Work Facilities affect Employee Job Satisfaction.
That is, the higher the level of employee work facilities. So, the higher the level of Employee Job Satisfaction. This means that the third hypothesis is accepted.

SUGGESTION

The results of this study indicate that the level of employee satisfaction is in the high category. So that the company can provide work motivation, employee engagement and employee work facilities. Work Motivation, Employee Engagement and Work Facilities can be done by providing directions, instructions, and also work evaluations so that optimal performance results are obtained. Companies can also provide bonuses or other strategies to increase work motivation, employee engagement and work facilities. This research can be used as reference material and add to studies related to work motivation, employee engagement, work facilities on employee job satisfaction. Future researchers are expected to be able to add research variables, because not only work motivation, employee engagement and work facilities that affect employee job satisfaction. so as to support and complete this research.

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