

Influence Quality Of Work Life And Environment Of Work On Employee Job Satisfaction At Pt.Pln (Persero) Palangka Raya

Joyce Helena Priscilla Simatupang^{1*}, Rita Yuanita Toendan², Gema Borneo Poetra³, Peridawaty⁴

^{1,2,3,4} University Palangka Raya, Indonesia

*Corresponding Author: joycepriscillaa22@gmail.com

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ABSTRACT

This study aims to determine the effect of quality of work life and work environment on employee job satisfaction at PT. PLN (Persero) Palangka Raya. This is a quantitative study. The population for this study consists of all employees of PT. PLN (Persero) Palangka Raya, with a sample size of 49 respondents selected using total (saturation) sampling. The data used in this study are primary data obtained through the distribution of a questionnaire using a Likert scale. Data analysis was conducted using SPSS version 23, which included validity and reliability tests, classical assumption tests, multiple linear regression analysis, the t-test (partial), the F-test (simultaneous), and the coefficient of determination (R^2). The results of the study indicate that Quality of Work Life has a positive and significant effect on Employee Job Satisfaction at PT. PLN (Persero) Palangka Raya, the work environment has a positive and significant effect on employee job satisfaction at PT. PLN (Persero) Palangka Raya, and both Quality of Work Life and the work environment simultaneously have a positive and significant effect on employee job satisfaction at PT. PLN(Persero) Palangka Raya.

INTRODUCTION

Human resource resources are strategic factors that determine the success of an organization in achieving predetermined goals. In an ever-increasing competitive environment and public service demands, organizations are not only required to increase work productivity, but also ensure that employees work in safe, comfortable and peaceful conditions. These conditions are important because employees who have good job satisfaction are likely to be able to provide optimal contributions to the organization. This also applies to PT PLN (Pe\$re\$ro) as the main provider of national electricity services.

Job satisfaction is the level of positive or negative feelings felt by individuals regarding their work, which is influenced by various factors such as the work environment, compensation, and relationships with work colleagues (Sutrisno, 2023). There are several factors that influence job satisfaction, including the Quality of Work Life and the work

environment. Quality of Work Life describes the conditions in which employees are able to feel a balance between work demands and personal needs, have a sense of security and comfort in their work, and have satisfaction with their work. The work environment is everything that is around employees that can influence the implementation of work, both physical and non-physical, such as work facilities, environmental conditions, work methods, and the rules that apply in the organization (Sutiyem, 2024).

PT PLN (Persero) Palangka Raya is one of PLN's operational units which is responsible for providing and servicing electricity in the Palangka Raya City area and various other areas in Central Kalimantan. In achieving the company's goals, the company not only focuses on achieving operational targets, but also pays attention to human resources as an important asset for the company. One of the efforts made is by creating a good quality of work life through providing opportunities for career development, training, work balance, work security, as well as support for employee well-being.

However, based on the results of initial observations, it was still found that the quality of work life was not optimal, there was a lack of attention to the balance of work life, as well as work behavior that lacked discipline. Apart from that, the working environmental conditions which are the main reason for supporting employees also cause a decrease in employee morale and job satisfaction.

The phenomenon of employee job satisfaction at PT PLN (Persero) in Palangka Raya shows that a very good quality of work life can influence employee perception of their work, thereby resulting in lower job satisfaction which ultimately results in lower job satisfaction. has the potential to improve employee performance in a smooth way.

Research conducted by (Ahmad Ardhani Lubis, 2023) shows that Quality of Work Life and work environment have an influence on employee job satisfaction. Research conducted by (Ahmad Ardhani Lubis, 2023) and (Hendrawijaya et al., 2022) shows that Quality of Work Life has a significant influence on employee job satisfaction. Meanwhile, research (Jasmine and Edalmen, 2020) proves that the work environment has a significant influence on work satisfaction. Similar results were also found by Nunga et al., 2025, which stated that the work environment had a positive and significant influence on the job satisfaction of PT employees. PLN (Persero) UP3 Kupang.

Based on the description of the company, it can be understood that increasing employee job satisfaction is not only influenced by the compensation aspect, but also by the quality of the employee's life and the work environment provided by the company. Therefore, research into the quality of work life and work environment on employee work satisfaction at PT PLN (Persero) Palangka Raya is important to carry out.

RESEARCH METHODS

This research uses a quantitative approach with an explanatory research type of research. According to (Sugiyono, 2018), explanatory research is a research method that is intended to explain the differences between the researched variables and the relationship

between one variable and another. The research population is all employees of PT. PLN (Persero) Palangka Raya which has 49 people. Considering the relatively small population size, this research uses total sampling (census) techniques, so that all members of the population are used as a sample of research. Research data is disseminated through dissemination of information using Google forms. According to (Sugiyono, 2023), a questionnaire is a data management method that is carried out by providing a series of questions or statements about the results that will be found, and can be submitted to respondents directly or via message/internet. The method of using a 5-point likert scale. The Likert scale method is used to determine the attitudes, opinions and perceptions of individuals or groups of people towards social phenomena. Data collection is carried out by giving questions or statements to respondents (Sugiyono, 2023).

Data analysis techniques include descriptive statistical analysis, classical assumption tests consisting of normality tests, multiple linear regression tests, and partial tests (t tests), simulative tests (F tests), and coefficient of determination (R^2) test. Most of the data processing was carried out using the SPSS version 23 application, with research hypotheses as follows:

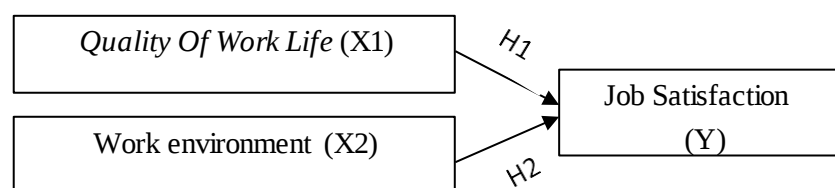


Figure 1. Conceptual Framework

H1: Quality of Work Life has an impact on Job Satisfaction at PT. PLN (Persero) Palangka Raya

H2: The work environment has an influence on work satisfaction at PT. PLN (Persero) Palangka Raya

H3: Quality of Work Life and Work Environment simultaneously have an impact on Work Satisfaction at PT. PLN (Persero) Palangka Raya.

RESULTS AND DISCUSSION

Validity Test

Validity testing is used to determine the level of validity or validity of a person. Validity testing is carried out by comparing the calculated r value with the table r at degrees of freedom (df) = $n - 2$, where n is the number of research samples. A statement item is declared valid if the calculated r value is greater than the table r, whereas if the calculated r is less than the table r, the statement item is declared invalid. In this research, a significance level of 5% ($\alpha = 0.05$) was used with a number of up to 49 respondents, resulting in a large role table (df) = $49 - 2 = 47$. 0.2816. The results of validity testing using the SPSS version 23 program are presented in the following table.

Table 4.1 Validity Test Results

Variables	Statement	R count	R table	Note
<i>Quality of Work Life</i> (X1)	X1.1	0.844	0.2816	VALID
	X1.2	0.65	0.2816	VALID
	X1.3	0.816	0.2816	VALID
	X1.4	0.865	0.2816	VALID
	X1.5	0.807	0.2816	VALID
	X1.6	0.863	0.2816	VALID
Work environment (X2)	X2.1	0.826	0.2816	VALID
	X2.2	0.873	0.2816	VALID
	X2.3	0.823	0.2816	VALID
	X2.4	0.759	0.2816	VALID
	X2.5	0.627	0.2816	VALID
	X2.6	0.758	0.2816	VALID
	X2.7	0.717	0.2816	VALID
	X2.8	0.826	0.2816	VALID
Job satisfaction (Y)	Y.1	0.734	0.2816	VALID
	Y.2	0.848	0.2816	VALID
	Y.3	0.837	0.2816	VALID
	Y.4	0.757	0.2816	VALID
	Y.5	0.812	0.2816	VALID

Source: Primary data processing using SPSS (2023)

Based on the results of the validity test of all the question items, Quality of Work Life, Work Environment, and Job Satisfaction has a value of 0.2816. So it can be concluded that the results of the validity test are declared valid or valid for use in testing research instruments.

Reliability Test

Reliability testing has the objective of determining whether reliability is or not. Reliability testing is done by looking at Cronbach's alpha. If the Cronbach's alpha value is greater than 0.6, it is reliable, and vice versa, if the Cronbach's alpha value is less than 0.6, it is not reliable. The reliability results for each variable can be seen in the table below:

Table 2. Reliability Test Results

Variables	Cronbach Alpha	Cut Off Value	Note
Quality of Work Life	0.893	0.600	Reliable
Work Environment	0.906	0.600	Reliable
Job Satisfaction	0.856	0.600	Reliable

Source: Primary data processing using SPSS (2023)

Based on the results above, it can be seen that all variables have a Cronbach Alpha that is greater or above 0.60. So, all the variables that are used as tools in this research are worthy of use.

Classic Assumption Test

Normality Test

The normality test is used to determine whether research data has a normal distribution or not. A good regression model is that data is distributed normally or near normal. The normality test in this research uses Kolmogorov-Smirnov (K-S). The test results can be seen in the table as follows:

Table 3. Normality Test Results

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		49
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	2.93143211
Most Extreme Differences	Absolute	.112
	Positive	.112
	Negative	-.057
Test Statistic		.112
Asymp. Sig. (2-tailed)		.168 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source: Primary data processing using SPSS (2023)

From the normality test results above, it can be seen how large the Asymp value is. Sig. (2-tailed) is 0.200 so it can be concluded that the data in this research has a normal distribution because of the Asymp.Sig value. (2-tailed) greater than 0.05.

Multicollinearity Test

The multicollinearity test is useful to find out whether there are symptoms of multicollinearity by looking at the VIF value (variance inflation factor) or tolerance. The VIF value for multicollinearity does not exceed 10, and the tolerance value is above 0.10. The results of the multicollinearity test can be seen in the following table:

Table 4. Multicollinearity Test Results
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	1.238	3.804		.326	.746		
	Quality Of Work Life X1	.365	.105	.450	3.482	.001	.946	1.057
	Lingkungan Kerja X2	.262	.088	.386	2.981	.005	.946	1.057

a. Dependent Variable: Kepuasan Kerja Y

Source: Primary data processing using SPSS (2023)

The results above show that all variables used in this study obtained VIF values below 10, namely X1 = 1.057 and X2 = 1.057. The tolerance value was more than 0.1, namely X1 = 0.946 and X2 = 0.946. From these results, it can be stated that all independent variables in this study did not show symptoms of multicollinearity.

Heteroscedasticity Test

The heteroscedasticity test in this research uses the glejSer test, if the variance from the residue of one observation to another observation remains or is the same then it is called homoscedasticity, and if the variances are different then it is called heteroscedasticity. The results of the heteroscedasticity test in this research were carried out using the Glazer test in the following table:

Table 4. Heteroscedasticity Test Results
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.913	2.060		.443	.660
	Quality Of Work Life X1	.051	.057	.134	.894	.376
	Lingkungan Kerja X2	.015	.048	.046	.306	.761

a. Dependent Variable: ABS_RES

Source: Primary data processing using SPSS (2023)

Based on the table above, it can be seen that the Sig. X1 = 0.376 and X2 = 0.761. If all independent variables have a value greater than 0.05, it can be concluded that this mode of regression does not have high density.

Multiple Linear Analysis

Multiple linear regression analysis can be used to find out whether there is an influence of the individual variable on the n variable. The calculation of multiple linear regression analysis using SPSS version 23, the results can be seen in the table below:

Table 5. Results of Multiple Linear Regression Analysis Test
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.238	3.804		.326	.746
	Quality Of Work Life	.365	.105	.450	3.482	.001
	Lingkungan Kerja	.262	.088	.386	2.981	.005

a. Dependent Variable: Kepuasan Kerja

Source: Primary data processing using SPSS (2023)

The mode of regression equation from the results of calculations of calculations that can be written in the form of an equation is as follows:

$$Y = 1.238 + 0.365 X_1 + 0.262 X_2 + e$$

The multiple linear regression equation can be explained as follows:

1. A constant of 1.238 indicates that if the variables Quality of Work Life (X1) and Work Environment (X2) are 0, then the value of Job Satisfaction (Y) is 1.238.
2. The coefficient of quality of work life (X1) is 0.365 and has a positive value. This means that if there is an increase in the Quality of Work Life variable by as much as 0.365, then Job Satisfaction will experience an increase of 0.365 per cent, assuming the other variables remain constant.
3. The economic coefficient of the work environment variable (X2) is 0.262 with a positive value. This means that if there is an increase in the Work Environment variable of as much as 1, then Work Satisfaction will experience an increase of 0.262, with the assumption that the other variables remain constant.

Hypothesis Testing

T Test (Partial)

A partial hypothesis test (t test) is carried out to find out the impact of each individual variable, namely Quality of Work Life (X1) and Work Environment (X2), on the first variable, namely Job Satisfaction (Y). The results of the hypothesis testing show the following.

Table 6. T Test Results (Partial)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.238	3.804		.326	.746
	Quality Of Work Life	.365	.105	.450	3.482	.001
	Lingkungan Kerja	.262	.088	.386	2.981	.005

a. Dependent Variable: Kepuasan Kerja

Source: Primary data processing using SPSS (2023).

The t-table value is obtained from the formula $df = n - k = 49 - 4 = 45$ with a significance level of $\alpha = 0.05$, resulting in a t-table value of 2.014. The t-test results are as follows:

a. Hypothesis Test of Quality of Work Life on Job Satisfaction

Based on the calculation results above, the calculated t-value is $3.482 > t$ -table of 2.014 with a significance value of $0.001 < 0.05$. This means that H_0 is rejected and H_a is accepted. Thus, it can be concluded that Quality of Work Life has a positive and significant effect on Job Satisfaction.

b. Hypothesis Test of Work Environment on Job Satisfaction

Based on the calculation results above, the calculated t value is $2.981 > t$ table of 2.014 with a significance value of $0.005 < 0.05$. This means that H_0 is rejected and H_a is accepted. Thus, it can be concluded that Work Environment has a positive and significant effect on Job Satisfaction.

F-Test (Simultaneous)

Table 7. F-Test Results (Simultaneous)
ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	153.522	2	76.761	8.560	.001 ^b
Residual	412.478	46	8.967		
Total	566.000	48			

a. Dependent Variable: Kepuasan Kerja

b. Predictors: (Constant), Lingkungan Kerja, Quality Of Work Life

Source: Primary data processing using SPSS (2023)

Based on the results of the F test in the ANOVA table, the calculated F value is 8.560 with a significance value of 0.001, which is smaller than 0.05. Additionally, the calculated F value (8.560) is greater than F table (3.20), so that H_0 is rejected and H_a is accepted. In this way, it can be concluded that Quality of Work Life (X1) and Work Environment (X2) simultaneously have a significant influence on Work Satisfaction (Y).

Determination Coefficient R²

The coefficient of determination (R^2) has the objective of determining how far the model's ability is in explaining variations in the dependent variable. The coefficient value is determined between 1 and 0, the greater the coefficient value, the greater the influence of the independent variable on the dependent variable. The coefficient of determination value can be seen in the table below:

Table 8. Coefficient of Determination Test Results (R2)**Model Summary^b**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.521 ^a	.271	.240	2.994

a. Predictors: (Constant), Lingkungan Kerja, Quality Of Work Life

b. Dependent Variable: Kepuasan Kerja

Source: Primary data processing using SPSS (2023)

Based on the calculation results, the Adjusted R-Square value was obtained at 0.240, which means that 24.0% of job satisfaction is influenced by Quality of Work Life (X1) and Work Environment (X2), while 76.0% is influenced by other variables outside this study.

Discussion

Based on the results of tests that have been carried out on the Quality of Work Life and the Work Environment on Work Satisfaction, it can be explained through the following discussions:

1. The Influence of Quality of Work Life on Job Satisfaction

The results of the research show that Quality of Work Life has a significantly positive influence on Job Satisfaction, with a p-value of as large as 0.001 (< 0.05), so that hypothesis H1 is accepted. This shows that the better the quality of work life that employees feel, the higher the level of work satisfaction they have. Good quality of work life, the existence of a balance between work and personal life, a supportive work environment, opportunities for career development, as well as appropriate rewards, can increase employees' sense of comfort and satisfaction in work.

The results of this research are in line with research conducted by (Ahmad Ardhani Lubis, 2023) and (Hendrawijaya et al., 2022) which stated that the Quality of Work Life has a positive and significant impact on employee job satisfaction.

2. The Influence of the Work Environment on Job Satisfaction

The results of the research show that the Work Environment has a significantly positive influence on Work Satisfaction, with a p-value of as large as 0.005 (< 0.05), so that hypothesis H2 is accepted. This shows that the better the work environment that employees feel, both physical and non-physical, the higher the level of job satisfaction they feel. A work environment that is safe, comfortable, and supported by harmonious work relations can create a conducive work atmosphere that increases employee satisfaction.

The results of this research are supported by research (Jasmine et al., 2020) which proves that the work environment has a significant impact on work satisfaction.

3. The Influence of Quality of Work Life and Work Environment on Job Satisfaction

The results of the study show that Quality of Work Life and Work Environment simultaneously have a significant influence on Job Satisfaction, with a p-value of 0.001

(<0.05), so that the hypothesis H3 is accepted. This shows that the combination of good quality of work life and a conducive work environment can simultaneously increase employee job satisfaction. Employees who have good quality of work life and are supported by a comfortable work environment will be more motivated in their work and feel satisfied with their work.

The results of this research are supported by research (Ahmad Ardhani Lubis, 2023) Quality of Work Life has a significant impact on employee work satisfaction as well as work life (Nunga et al., 2025) which proves that the work environment has a positive and significant impact on job satisfaction.

CONCLUSION AND SUGGESTION

Based on the results of the testing and discussion conducted in the previous chapter, it can be concluded that the results of the research on Quality of Work Life and work environment, both partially and simultaneously, have a positive and significant influence on employee job satisfaction at PT. PLN (Persero) Palangka Raya. This shows that the better the quality of work life and the more conducive the work environment perceived by employees, the higher their level of job satisfaction. Additionally, the two variables are not able to explain as much as 24% of the variation in job satisfaction, while the remainder is influenced by other factors outside of research.

Suggestion

For PT. PLN (Persero) Palangka Raya is expected to improve the quality of work life and create a comfortable, safe work environment, as well as support good work relationships so that employee work satisfaction increases.

Employees are expected to be able to maintain good communication and cooperation with leaders and co-workers as well as take advantage of programs provided by the company to support self-development.

For further research, it is recommended to add other variables that affect job satisfaction, compensation, work motivation, or leadership, as well as assessing objects and number of respondents so that research results are more comprehensive.

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