The Influence of Workload and Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Malang Employees

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Abstract
One of the airports serving flights in Malang, East Java, precisely in Pakis, Kab. Malang is Abdulrachman Saleh Airport. Abdulrachman Saleh Airport is an airport managed by the East Java Provincial Government through the Technical Implementation Unit. The purpose of this study is to find out whether workload affects job satisfaction, does the work environment affect job satisfaction, does workload and work environment both affect job satisfaction, and how much workload and work environment affect job satisfaction Job Satisfaction of employees working at UPT Abdulrachman Saleh Airport Malang. This research is included in the group of quantitative research. The research was conducted at UPT Abdulrachman Saleh Airport Malang from 1 to 30 November 2022 where UPT Abdulrachman Saleh Airport Malang employees were the objects of this research. The source of the data used in this study was obtained from distributing questionnaires to the respondents of UPT Abdulrachman Saleh Airport Malang. The results of the study concluded that there was a significant influence between workload and work environment on job satisfaction of 26.8%.
Keywords: Workload, Work Environment, Job Satisfaction, Abdulrachman Saleh Airport Malang.

INTRODUCTION

Every company has goals to be achieved effectively and efficiently. The success of a company depends on the quality of its human resources. Human resources are one of the most important factors in achieving company goals, because human resources determine the success or failure of a company. In a company what is meant by human resources is employees. Employees in a company need to be managed properly so that they can produce employees who are smart, skilled, agile, creative, tenacious, and professional, and accompanied by high morale.

Employee morale is caused by employee job satisfaction itself. Job satisfaction is an emotional attitude that pleases and loves his job. One that affects employee job satisfaction is workload. According to vanchapo (2020), workload is a process or activity that must be completed by a worker within a certain period of time. If a worker is able to complete and adapt to a given number of tasks, then this does not become a workload. However, if the worker is not successful then the tasks and activities become a workload. Another factor that can affect employee job satisfaction is the work environment. The work environment is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace, and the adequacy of work equipment (Afandi, 2018).

In the world of aviation, such as airports, optimal service is needed for all passengers. Optimal service at an airport is supported by the performance of employees who are competent in carrying out their duties. So that the performance of airport employees can run well, it needs to be supported by all parties, both the leadership, the work system and the work environment. One of the airports that is required to provide optimal service is UPT Abdulrachman Saleh

Airport which is located in Malang, East Java. As we know Malang is a tourist city and a student city which will have an impact on transportation density, especially air transportation. Head of Aviation Security and Emergency Services UPT Airport Abdulrachman Saleh Purwo Cahyo Widhiatmoko said, since the beginning of fasting until now, there has been an increase of approximately 20 percent compared to before when everyone had to be tested for COVID-19 (Aminudin, 2022). With this, it is hoped that the human resources (HR) at UPT Abdulrachman Saleh Airport will be well managed and prepared.

In achieving optimal airport services, the satisfaction of UPT Abdulrachman Saleh Airport employees must also be optimized, remembering where in flight the employees should not make the slightest mistake. Therefore it takes employees who are professional and have high morale. To achieve the quality of UPT Abdulrachman Saleh Airport employees who have high work enthusiasm, of course UPT Abdulrachman Saleh Airport must also meet and pay attention to the needs of its employees properly. These needs can be by paying attention to the appropriate workload and optimal work environment. Not only employees who have to work well, UPT Abdulrachman Saleh Airport must also pay attention to the needs of its employees. Thus the success of a company is supported by one of the job satisfaction of its employees.

Therefore, a company must really pay attention to the factors that affect employee job satisfaction where some of these factors are paying attention to employee workload and a good, safe, comfortable, and efficient work environment. Job satisfaction in employees is expected to be able to make employees loyal to the company, more motivated at work, feel happy at work so as to produce high productivity. If the company does not care about the workload of employees and fulfills the work environment well then the resulting job satisfaction is also not high. This is a problem that must be faced by companies to pay more attention to their employees.

based on the description above and the experience of researchers when conducting On Job Training (OJT) at UPT Abdulrachman Saleh Airport Malang, therefore researchers are interested in researching whether there is an effect of workload and work environment on job satisfaction of UPT Abdulrachman Saleh Airport Malang and raising issues mentioned in a research proposal entitled "The Influence of Workload and Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Malang Airport Employees".

RESEARCH METHODS

The research design of this research uses quantitative research methods. According to Sugiono (2019), the quantitative research method is a research method based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, analyzing data is quantitative with the aim of testing the hypotheses that have been set. The data collection technique belongs to the primary data where the researcher distributes questionnaires to the respondents who want to be studied, this method is carried out quickly, namely one month with accurate results, this research is carried out in order to see the effect of workload and work environment on UPT employee job satisfaction Abdul Rachman Saleh Airport, Malang.

Time and place of research is the time and place used to conduct research on research objects. This research was conducted at UPT. Abdulrachman Saleh Airport, located in Pakis, Malang, East Java, from 1 to 30 November 2022. Population is a generalized area consisting of; subjects/objects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn (Sugiyono, 2019). The population in this study were all employees at UPT. Abdul Rachman Saleh Airport, Malang.

According to Sugiyono (2019), the sample is part of the number and characteristics possessed by the population. If the population is large, and it is not possible for the researcher to study everything in the population, for example due to limited funds, manpower and time, then the researcher can use samples taken from that population. What is learned from the sample, the conclusions will be applicable to the population. For this reason, samples taken from the population must be truly representative. To determine the number of samples, researchers used a saturated sample because the population was > 100. According to (Sugiyono, 2019) a saturated sample is when taking samples with a relatively small population. The researcher will take samples from all 90 employees of UPT Abdulrachman Saleh Airport Malang. The sampling procedure in this study used the Non-Probability Sampling Technique with the Saturated Sample Technique. Non-Probability Sampling according to Sugiyono (2019), is a sampling technique that does not give each element or member of the population the same opportunity to be selected as a sample. Meanwhile, saturated sample is a sampling technique when taking samples with a relatively small population. (Sugiyono, 2019). The researcher will take samples from all 90 employees of UPT Abdulrachman Saleh Airport Malang.

RESEARCH RESULTS AND DISCUSSION
Research Result

This research is a quantitative research where the method of data analysis is used to answer the problem formulation and test the hypotheses that have been set beforehand, namely to determine whether or not there is an influence of the independent variables on the dependent variable. In this study the variables consisted of Workload (X1), Work Environment (X2), while the dependent variable was Job Satisfaction of UPT Abdulrachman Saleh Airport Malang (Y). Data collection was carried out by distributing questionnaires to respondents, namely all employees who work at UPT Abdulrachman Saleh Airport Malang.

Validity test

The validity test in this study used a data sample of 31 respondents R Table df = (N-2).

X1 Variable (Workload)

Table 1. Results of the Analysis of the Validity Test of Variable X1

Question	R-Count	R-Table	Information	Question	R-Count	R-Table	Information
X1.1	0,705	0,355	Valid	X1.6	0,675	0,355	Valid
X1.2	0,675	0,355	Valid	X1.7	0,705	0,355	Valid
X1.3	0,705	0,355	Valid	X1.8	0,374	0,355	Valid
X1.4	0,705	0,355	Valid	X1.9	0,677	0,355	Valid
X1.5	0,675	0,355	Valid	X1.10	0,705	0,355	Valid

Source: Data Processed by Researchers in 2022

Based on Table 1 above, the R count data was obtained from 31 respondents who were used to test the validity. The data explained that the value of R Count > R Table was based on a significant test of 0.05, namely 0.355. This means that the items X1.1, X1.2, X1.3, X1.4, X1.5, X1.6, X1.7, X1.8, X1.9, X1.10 above are declared valid.

X2 Variable (Work Environment)

Table 2. Results of the Analysis of the Validity Test of Variable X2

Question	R-Count	R-Table	Information	Question	R-Count	R-Table	Information
X2.1	0,514	0,355	Valid	X2.13	0,790	0,355	Valid
X2.2	0,746	0,355	Valid	X2.14	0,748	0,355	Valid
X2.3	0,606	0,355	Valid	X2.15	0,850	0,355	Valid

X2.4	0,650	0,355	Valid	X2.16	0,774	0,355	Valid
X2.5	0,472	0,355	Valid	X2.17	0,637	0,355	Valid
X2.6	0,746	0,355	Valid	X2.18	0,805	0,355	Valid
X2.7	0,736	0,355	Valid	X2.19	0,800	0,355	Valid
X2.8	0,676	0,355	Valid	X2.20	0,867	0,355	Valid
X2.9	0,703	0,355	Valid	X2.21	0,746	0,355	Valid
X2.10	0,746	0,355	Valid	X2.22	0,543	0,355	Valid
X2.11	0,651	0,355	Valid	X2.23	0,715	0,355	Valid
X2.12	0,761	0,355	Valid	X2.24	0,707	0,355	Valid

Source: Data Processed by Researchers in 2022

Based on Table 2 above, the R Count data was obtained from 31 respondents who were used to test the validity. The data explained that the value of R Count > R Table was based on a significant test of 0.05, namely 0.355. This means that items X2.1, X2.2, X2.3, X2.4, X2.5, X2.6, X2.7, X2.8, X2.9, X2.10, X2.11, X2.12 , X2.13, X2.14, X2.15, X2.16, X2.17, X2.18, X2.19, X2.20, X2.21, X2.22, X2.23, X2.24 above declared Valid.

Variable Y (Job Satisfaction of UPT Abdulrachman Saleh Airport Malang Employees)

Table 3 Results of the Y Variable Validity Test Analysis

Question	R-Count	R-Table	Information	Question	R-Count	R-Table	Information
Y1	0,575	0,355	Valid	Y7	0,644	0,355	Valid
Y2	0,583	0,355	Valid	Y8	0,793	0,355	Valid
Y3	0,526	0,355	Valid	Y9	0,743	0,355	Valid
Y4	0,505	0,355	Valid	Y0	0,567	0,355	Valid
Y5	0,783	0,355	Valid	Y11	0,504	0,355	Valid
Y6	0,576	0,355	Valid	Y12	0,519	0,355	Valid

Source: Data Processed by Researchers in 2022

Based on Table 3 above, the R count data was obtained from 31 respondents who were used to test the validity. The data explained that the value of R Count > R Table was based on a significant test of 0.05, namely 0.355. This means that the items Y1, Y2, Y3, Y4, Y5, Y6, Y7, Y8, Y9, Y10, Y11, Y12 above are declared valid.

Reliability Test
The reliability test in this study used a data sample of 31 respondents with a Cronbach's Alpha value > 0.60 so that it was said to be reliable.

Table 4. Results of the Reliability Test Analysis of Variables X1, X2, Y

Variable	Cronbach's Alpha	Limit Value	Information
X1	0,859	0,60	Reliabel
X2	0,955	0,60	Reliabel
Y	0,804	0,60	Reliabel

Source: Data Processed by Researchers in 2022

Based on Table 4 above, the value of Cronbach's Alpha was obtained from 31 respondents who were used for the reliability test. The data explained that the values of the variables X1, X2, and Y Cronbach's Alpha > Limit Values were 0.60. This means that the Workload variable (X1), the Work Environment variable (x2) and the Job Satisfaction variable for UPT Abdulrachman Saleh Airport Malang (Y) are declared Reliable.

Classic Assumption Test
Kolmogorov-Smirnov Probability Normality Test

According to Ghozali (2018), the normality test aims to test whether in the regression model, the independent and dependent variables are normally distributed or not. A good regression model has a normal or close to normal data distribution, that is, the distribution does not deviate to the left or right (normal curve). The data normality test used the Kolmogorov-Smirnov test in the IMB SPSS Statistics application program with a probability level (sig) of 0.05.

Table 5. Results of Normality Test Analysis

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		90
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	3.38964878
Most Extreme Differences	Absolute	.085
	Positive	.066
	Negative	-.085
Test Statistic		.085
Asymp. Sig. (2-tailed)		.116[c]

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source: Data Processed by Researchers in 2022

Based on Figure 1, the results of the Normality Test using the unstandardized residual above are obtained by the Kolmogorov-Smirnov significance of 0.116. sig. The Kolmogorov-Smirnov is higher than the significance level of 5% (0.05) or sig > 0.05. This gives an image that the data of the two variables are normally distributed.
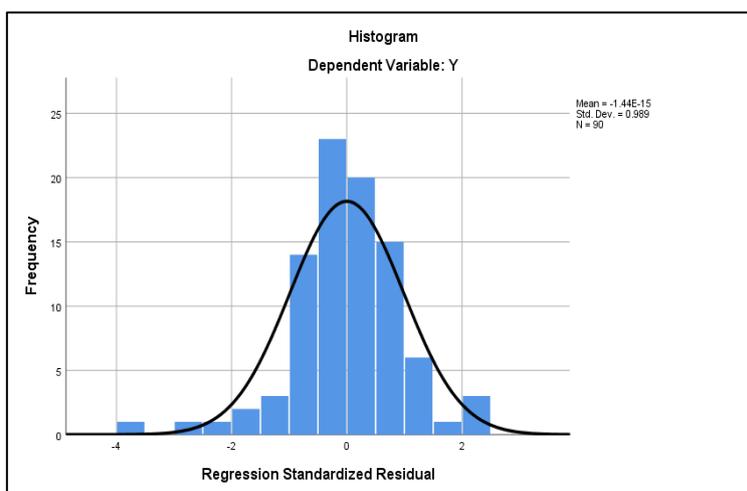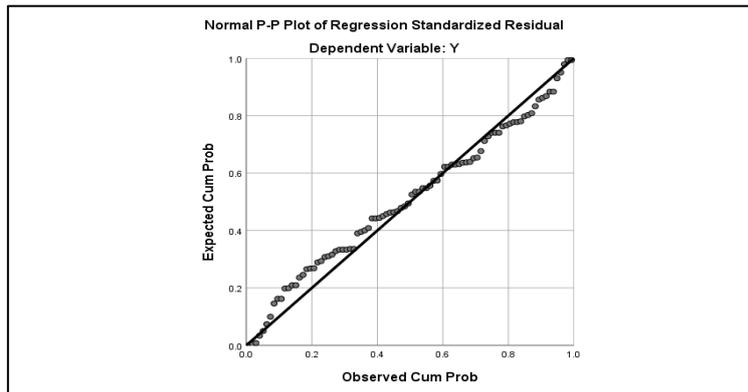

Figure 1. Normality Test Histogram

Figure 2. P-Plot of Normality Test
Source: Data Processed by Researchers in 2022

In the Histogram and P-Plot graphs above, it can be seen that the data spreads evenly around the diagonal line and follows the direction of the histograph line towards a normal distribution pattern, so the dependent variable Y fulfills the assumption of normality

Heteroscedasticity Test
The results of the Hetoeroscedasticity Test are as follows:
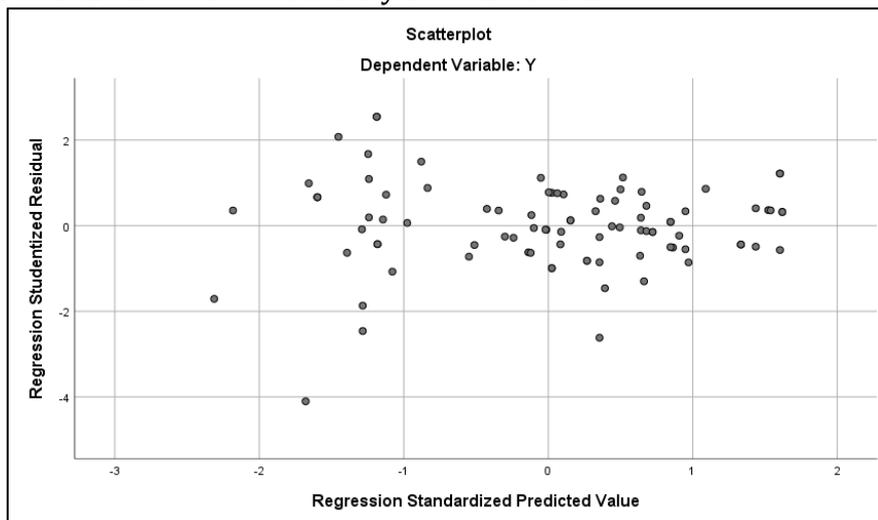

Figure 3. Scatterplots
Source: Data Processed by Researchers in 2022

In the scatterplot graph, it can be seen that the points spread randomly and are spread both above and below the number 0 on the Y axis. It can be concluded that there is no heteroscedasticity in this regression model.

Hypothesis Testing
T test
T-test was conducted to determine whether individually (partially) the independent variables significantly affect the dependent variable or not.
Hypothesis:
H1: Workload affects job satisfaction of UPT Abdulrachman Saleh Airport employees.
H2: The work environment affects the job satisfaction of UPT Abdulrachman Saleh Airport employees.

H3: Workload and work environment have a significant effect on job satisfaction of UPT Abdulrachman Saleh Airport employees. H0: Workload and work environment have no significant effect on job satisfaction of UPT Abdulrachman Saleh Airport employees.

Tabel 6. T Test

		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
Model		B	Std. Error	Beta	t	Sig.	Tolerance	VIF
1	(Constant)	29.343	4.799		6.115	.000		
	X1	.130	.105	.133	1.230	.222	.799	1.252
	X2	.164	.051	.350	3.225	.002	.799	1.252
a. Dependent Variable: Y								

Source: Data Processed by Researchers in 2022

The test results using SPSS on the variable X1 (workload) obtained t count which is smaller than t table, namely 1.230 < 1.987 with a significance value greater than the probability value, namely 0.222 > 0.05, so it can be said that H1 is rejected H0 is accepted or in other words the variable Workload (X1) has no effect on the variable Job Satisfaction of UPT Abdulrachman Saleh Airport Employees (Y). then the variable X2 (Work Environment) obtained t count is greater than t table which is 3.225 > 1.987 with a significance value smaller than the probability value which is 0.002 <0.05 so it can be said that H2 is accepted H0 is rejected or in other words the Work Environment variable (X2) has an effect on the variable Job Satisfaction of UPT Abdulrachman Saleh Airport Employees (Y).

F Test

F statistical test to show whether all the independent variables referred to in the model jointly affect the dependent variable. The F statistic test has a significance of 0.05. The criterion for testing the hypothesis in the use of F statistics is when the significance value of F is <0.05, then the alternative hypothesis is accepted, which states that all are independent simultaneously and significantly affect the dependent variable (Ghozali, 2018).

Table 7. F Test

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	227.737	2	113.869	9.688	.000^b
	Residual	1022.585	87	11.754		
	Total	1250.322	89			
a. Dependent Variable: Y						
b. Predictors: (Constant), X2, X1						

Source: Data Processed by Researchers in 2022

Based on the ANOVA results above, it can be seen that the sig. 0.00 < 0.05 and where f counts with a value of 9.68 > f table with a value of 3.10. Thus indicating that each independent variable jointly has a significant effect on Y. It can be said that workload and work environment have an effect on job satisfaction.

Coefficient of Determination Test (R2)

According to Ghozali (2018), the coefficient of determination test aims to measure how far the model's ability to explain variations in the dependent variable. The coefficient of determination lies at 0 and 1. The correlation coefficient classification is, 0 (no correlation), 0-0.49 (weak correlation), 0.50 (moderate correlation), 0.51-0.99 (strong correlation), 1.00 (perfect correlation).

Table 8. R Square Test

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.518[a]	.268	.251	3.243

a. Predictors: (Constant), X2, X1

b. Dependent Variable: Y

Source: Data Processed by Researchers in 2022

It can be seen above that the value of R2 = 0.268 means that the variables X1 (Workload) and X2 (Work Environment) affect the variable Y (Employee Job Satisfaction at UPT Abdulrachman Saleh Airport) by 26.8% and the rest is influenced by other variables that are not included in the this research.

Multiple Linear Regression Analysis Test

According to Ghozali (2018), multiple linear regression analysis is used to determine the direction and how much influence the independent variables have on the dependent variable.

Table 9. Multiple Linear Regression Equations

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	29.343	4.799		6.115	.000		
	X1	.130	.105	.133	1.230	.222	.799	1.252
	X2	.164	.051	.350	3.225	.002	.799	1.252

a. Dependent Variable: Y

Source: Data Processed by Researchers in 2022

Where the following calculation results are obtained:

Y = a + b1.X1 + b2.X2

Y = 29.343 + 0.130 + 0.164

The interpretation:

1. The a value of 29.343 is a constant or condition when the employee job satisfaction variable has not been influenced by other variables, namely the Workload variable as (X1) and the Work Environment variable as (X2). If the independent variable does not exist, then the Job Satisfaction variable does not change.
2. b1.X1 (regression coefficient value X1) of 0.130, indicating that the Workload variable has a positive influence on Employee Job Satisfaction, which means that each increase in the Workload variable unit will affect Employee Job Satisfaction by 0.130. Assuming that other variables are not examined in this study.

3. b2.X2 (regression coefficient value X2) of 0.164 indicates that the Work Environment variable has a positive influence on Employee Job Satisfaction, which means that each increase in the Work Environment variable unit will affect Employee Job Satisfaction by 0.164. Assuming that other variables are not examined in this study.

Discussion

1. The Effect of Workload on Job Satisfaction of UPT Abdulrachman Saleh Airport Employees

According to the expert, one of the factors that influence job satisfaction is the existence of challenging work which can be categorized into workload. If the workload given is high then job satisfaction is low. Conversely, if the workload given is low, the resulting job satisfaction is high. From the research results obtained and tested by the researchers, it was found that workload did not affect the job satisfaction of employees who worked at UPT Abdulrachman Saleh Airport Malang where Tcount was obtained which was smaller than Ttable, namely 1.230 <1.987 with a significance value greater than the probability value, namely 0.222> 0.05, it can be said that H1 is rejected, H0 is accepted, or in other words, the Workload variable (X1) has no effect on the Job Satisfaction variable for UPT Abdulrachman Saleh Airport (Y). Although the results of the study indicate that there is no effect of workload on job satisfaction in UPT Abdulrachman Saleh Airport employees, it is very important to pay attention to the workload given to employees whether it is in accordance with the abilities possessed by employees to support job satisfaction and can produce quality human resources.

2. The Influence of the Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Employees

One of the factors that influence job satisfaction is the work environment. Where if the work environment provided by the company or agency is high then the job satisfaction obtained by employees will also be high, conversely if the work environment provided is low then the job satisfaction felt will also be low. From the results of the research obtained and tested by the researchers, it was found that the work environment had an effect on the job satisfaction of employees who worked at UPT Abdulrachman Saleh Airport Malang where Tcount was greater than Ttable, namely 3.225 > 1.987 with a significance value smaller than the probability value, namely 0.002 <0. , 05, it can be said that H2 is accepted, H0 is rejected, or in other words, the Work Environment variable (X2) influences the Job Satisfaction variable for UPT Abdulrachman Saleh Airport (Y). The results of this study indicate the importance of paying attention to the Work Environment both physically and mentally in order to support Job Satisfaction of UPT Abdulrachman Saleh Airport Malang employees. Employees will feel satisfied at work if their physical and mental needs are met. This will also have an impact on the resulting performance. Employees will work optimally if they are satisfied at work. Thus UPT Bandar Abdulrachman Saleh can consider the importance of paying attention to the Work Environment.

3. The Influence of Workload and Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Employees.

Workload and work environment are factors that can affect job satisfaction. Where job satisfaction will increase if the company or agency pays attention to the workload and work environment provided to its employees or employees. From the results of the research obtained and tested by the researchers, the workload and work environment jointly affect the job satisfaction of UPT Abdulrachman Saleh Airport Malang. Where Based on the results

of ANOVA it can be seen that the sig. 0.00 <0.05 and where is fcount with a value of 9.68 > ftable with a value of 3.10. Thus indicating that each independent variable jointly has a significant effect on Y, it can be said that workload and work environment have an effect on job satisfaction. This makes it important to pay attention to the Workload and Work Environment provided to UPT Abdulrachman Saleh Airport Employees to foster Job Satisfaction which can produce quality capabilities or human resources in UPT Abdulrachman Saleh Airport. Qualified human resources will produce quality performance.

4. Level of Influence of Workload and Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Employees

From the results obtained and tested by the researcher, the results of the determination test showed that the Workload variable (X1) and the Work Environment variable (X2) had an effect on the Job Satisfaction variable for UPT Abdulrachman Saleh Airport (Y) of 0.268 or 26.8%. This indicates that the workload and work environment provided affect the Job Satisfaction of UPT Abdulrachman Saleh Airport Malang employees by 26.8%, and the remaining 73.2% is influenced by other unknown factors or variables and are not included in this study. meaning that in this study there are still variations of other variables that can affect job satisfaction of UPT Abdulrachman Saleh Airport Malang employees. Although the level of influence from workload and work environment is said to be weak, it is not to be underestimated either. Because 26.85% will be a big problem if you don't pay attention. Therefore UPT Abdulrachman Saleh Airport must pay close attention to the level of influence of the workload and work environment provided in order to produce Job Satisfaction for UPT Abdulrachman Saleh Airport Malang employees to support the creation of good and satisfying performance too.

CONCLUSION

Based on the research that has been done and the discussion with the research title The Influence of Workload and Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Malang. So the authors draw the following conclusions: The results of testing the hypothesis in this study show that; 1. There is no effect of workload on job satisfaction of UPT Abdulrachman Saleh Airport employees. This can be seen that the Tcount value is smaller than Ttable, namely 1.230 <1.987 with a significance value greater than the probability value, namely 0.222 > 0.05, 2. There is influence from Work Environment on Job Satisfaction of UPT Abdulrachman Saleh Airport Malang. It can be seen that the Tcount value is greater than Ttable, namely 3.225 > 1.987 with a significance value smaller than the probability value, namely 0.002 <0.05, 3. Workload and Work Environment together -equally affecting Job Satisfaction of UPT Abdulrachman Saleh Airport Malang employees. Where Based on the results of ANOVA it can be seen that the sig. 0.00 <0.05 and where fcount with a value of 9.68 > ftable with a value of 3.10, 4. The results of the Determination test found that the Workload variable (X1) and the Work Environment variable (X2) had an effect on the UPT Employee Job Satisfaction variable Abdulrachman Saleh Airport (Y) of 0.268 or 26.8%. This indicates that Workload (X1) and Work Environment (X2) affect Job Satisfaction of UPT Abdulrachman Saleh Airport Employees (Y) by 26.8%, and the remaining 73.2% is influenced by other factors or variables that are unknown or unknown. included in this research.

There are several suggestions that can be concluded by researchers, namely for UPT Abdulrachman Saleh Airport Malang which is the manager of Abdulrachman Saleh Airport which is the only airport located in Malang City to be able to pay attention to workload and improve the quality of the work environment so that employee job satisfaction can also be

increase. For future researchers, it is expected to be able to expand and expand references from complete reading sources that can be used as a reference in developing this research. . So it is hoped that future researchers will be able to develop this research to obtain more complete results.

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