



## Analysis of the influence of Work Culture on Job Satisfaction of STMIK Pelita Nusantara Employees

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### ABSTRACT

Satisfaction in work will affect productivity which is expected by the leadership of STMIK Pelita Nusantara. For that, institutional leaders need to understand what must be done to create employee job satisfaction. STMIK Pelita Nusantara is engaged in education. From a preliminary study conducted at STMIK Pelita Nusantara, it shows that most employees generally feel dissatisfied with their work. This is shown from the attitude and behavior of employees at work, for example, the frequent absences of employees from work, often procrastinating on work that should be completed immediately, and more conversations among colleagues at work. The formulation of the problems in this study are: 1) How is the influence of work culture and incentives on job satisfaction of employees at STMIK Pelita Nusantara, 2) What factors influence the incentives for employees at STMIK Pelita Nusantara? While the hypotheses put forward in the study are: 1) Work culture and incentives have an effect on employee job satisfaction at STMIK Pelita Nusantara, 2) Company ability and willingness, work productivity, position positions, and education and work experience affect the incentives for employees in STMIK Pelita Nusantara.

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### INTRODUCTION

Basically, job satisfaction is something that is individual. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the assessment of the perceived activity in accordance with the wishes of the individual, the higher the satisfaction with the activity. Thus, satisfaction is an evaluation that describes a person feeling happy or unhappy, satisfied or dissatisfied at work. Employee work culture is an attitude and behavior of employees in carrying out daily work that takes place continuously so that it becomes a habit, which in turn will shape the character of an employee in handling each job. A good culture will certainly produce a good performance and vice versa.

STMIK Pelita Nusantara is a university which consists of six study programs, namely the Information Management Study Program (D-3); Informatics Engineering (S-1); Software Engineering (S1); Information Technology (S1); Network Computer Engineering Technology (D4) and Digital Business (S1). STMIK Pelita Nusantara as a higher education institution is in the midst of a dynamic environment, demanding an active role in facing various changes in order to answer existing challenges, STMIK Pelita Nusantara has various challenges both internally and externally in the higher education management process, including the quantity of student input, limited resources, demands for globalization, demands from stakeholders, quality of graduates, competition in education, dynamics of government policies, and other factors that determine the sustainability of STMK Pelita Nusantara in the future. To become a superior educational institution, STMIK Pelita Nusantara has begun to improve itself as reflected in the vision, mission and objectives of STMIK Pelita Nusantara. STMIK Pelita Nusantara, which was founded on



September 5, 2003, focuses on providing the best academic education services with national standards through the staff inside. This is reflected in registration services, handling correspondence, paying tuition fees and studying in the classroom.

The success of an organization in carrying out its activities cannot be separated from the support of human resources. Therefore, handling various problems that occur in human resources requires handling quickly so that organizational goals can be achieved.

The work culture that exists for each employee will be reflected in the attitude and behavior of employees when carrying out work. Therefore, work culture is very important for an organization because it is considered capable of influencing the attitudes and behavior of its employees. In addition, work culture is also considered capable of influencing the relationship and work atmosphere in a better direction, as well as being able to influence work results and employee job satisfaction.

From a preliminary study conducted at STMIK Pelita Nusantara, it shows that most employees generally feel dissatisfied with their work. This is shown from the attitude and behavior of employees at work, for example, the frequent absences of employees from work, often procrastinating on work that should be completed immediately, and more conversations among colleagues at work.

Variables that are thought to play a role in employee job satisfaction which will affect the productivity that is highly expected by the leadership of the organization, such as: 1) work culture, work culture such as attitudes towards work and behavior at work inherent to each individual when carrying out their work will become a culture. which is believed by the group if the culture is applied continuously while doing work. 2) providing incentives, to further encourage higher employee productivity, many companies have used the system of providing incentives as part of the reward system that applies to company employees. 3) factors that can affect the size / size of the incentive.

## METHOD

The data collection methods used in this study are:

1. Interviews (interviews) were conducted to parties who are entitled and authorized to provide information and information needed in this study.
2. List of questions (questionnaire) given to STMIK Pelita Nusantara employees who were respondents in the study.
3. Documentation studies are carried out by collecting and studying documents obtained from STMIK Pelita Nusantara, such as a brief history of the company's establishment, organizational structure, number of employees, and various other important documents relevant to the research.

Two methods of analysis are used, namely:

- a. Descriptive method; namely collecting, classifying and interpreting data according to the truth.
- b. Deductive method; is a special conclusion based on theories that are accepted as a general truth about the facts observed.

In calculating the influence of work culture on employee satisfaction, the correlation coefficient formula is used, which is as follows:

Where:

r = Correlation Coefficient

X = Work Culture

Y = Employee Satisfaction

n = amount of data.

Where the value of r lies between  $-1 \leq r \leq 1$  which means:

1.  $r = 1$  the relationship between X and Y is perfect but positive.

2.  $r = -1$  the relationship between X and Y is perfect but negative.
3.  $r = 0$  has no relationship at all
4.  $r > 0$  the relationship between X and Y is getting weaker
5.  $r > 1$  the relationship between X and Y is getting stronger.
6. X = Work Culture
7. Y = Job Satisfaction

And the formula for the determinant is

$$D = r^2 \times 100\%$$

Hypothesis testing was performed using data processing software, Statistical Package for Social Sciences (SPSS) version 17.

## RESULTS AND DISCUSSION

The object of research is all employees of STMIK Pelita Nusantara totaling 35 people. These employees are scattered in their respective fields such as academics, finance, student affairs, LPPM, LPPM, and study programs.

The distribution of respondent data based on gender characteristics is presented in Table 1. below.

Table 1. Characteristics of Respondents by Gender

No.	Jenis Kelamin	Jumlah (orang)	Persentase (%)
1	Laki-laki	21	60
2	Perempuan	14	40
<b>Total</b>		<b>35</b>	<b>100,0</b>

Table 1 above shows that the majority of research respondents were male employees, namely 21 people or 60% and 14 female employees or 40% of the total respondents. It is hoped that the composition with the dominance of male employees will create a more conducive and active work climate considering that naturally male employees are more able to explore their full ability to carry out all work activities they are doing. On the other hand, men as the head of the family also have heavier responsibilities and duties than women, so that men are more required to be able to work better, although that does not mean that female employees are justified in not working optimally.

Female employees are an added value to the organization, even though their duties and responsibilities are no heavier than those of men, naturally women generally have a more reliable level of care and attention than men, so that their existence is also will be very beneficial for the creation of optimal work results.

The distribution of respondent data based on the characteristics of the amount of salaries received by STMIK Pelita Nusantara employees is presented in Table 2 below.

Table 2. Characteristics of Respondents Based on Salary

No.	G a j i	Jumlah (orang)	Persentase (%)
1.	Rp. 1.200.000 – Rp 1.500.000	19	54,3
2.	>Rp. 1.500.000 – Rp 1.800.000	9	25,7
3.	>Rp. 1.800.000 – Rp 2.100.000	5	14,3
4.	> Rp 2.100.000	2	5,7
<b>Jumlah</b>		<b>35</b>	<b>100,0</b>

Table 2 above shows that the majority of respondents have a level of income / salary between IDR 1,200,000 - IDR 1,500,000 as many as 19 people (54.3%), while respondents with salaries between > IDR 1,500,000 - IDR 1,800,000 are 9 people (25.7%) and the remaining 5

people (14.3%) with salaries > IDR 1,800,000 - IDR 2,100,000, and only 2 employees received salaries above IDR 2,100,000. Based on these conditions, in general it can be said that the employees of STMIK Pelita Nusantara do not have sufficient income.

The distribution of respondent data based on the characteristics of the level of education is presented in Table 3 below.

Table 3. Characteristics of Respondents based on Education Level

No.	Tingkat Pendidikan	Jumlah (orang)	Persentase (%)
1.	Diploma - III	25	71,4
2.	Sarjana (S - 1)	4	11,4
3.	Magister (S - 1)	6	17,2
<b>Jumlah</b>		<b>35</b>	<b>100,0</b>

Table 3 above shows that the majority of respondents had a Diploma education level, namely as many as 25 people (71.4%), while respondents with a Bachelor's education were 4 people (11.4%), and respondents with a Masters education were 6 people (17.2 %). Judging from the education level of respondents who work as employees at STMIK Pelita Nusantaramasih, they are dominated by employees who have Diploma education so that it is hoped that these employees can develop their potential so that they can work better as expected by the institution.

The distribution of respondent data based on the characteristics of the tenure is presented in Table 4 below.

Table 4. Characteristics of Respondents by Working Period

No.	Masa Kerja	Jumlah (orang)	Persentase (%)
1.	< 2 tahun	11	31,4
2.	2 - 4 tahun	14	40,0
3.	> 4 tahun	10	28,6
<b>Jumlah</b>		<b>35</b>	<b>100,0</b>

Table 4 above shows that the majority of respondents have a working period of 2 - 4 years as many as 14 people (40%), and the least respondents are employees who have worked more than 4 years, namely 10 people (28.6%), while the remaining 11 people (31.4%) are employees with a working period of less than 2 years. With this composition, it is very possible for employees to be able to work well, considering that most employees have or can be considered to have sufficient experience in their work and only some employees have work experience of less than 2 years. If work experience can be an accurate reference for employee performance appraisal efforts, in general the administrative staff at STMIK Pelita Nusantara have met these requirements, where the company has been managed and handled by experienced personnel.

### Research Hypothesis Testing

To test the effect of work culture on job satisfaction of STMIK Pelita Nusantara employees, the F statistical test (F test) was used. If the calculated F value > the F table value, then H<sub>0</sub> is rejected and H<sub>a</sub> is accepted. Conversely, if the calculated F value < the F table value, then H<sub>0</sub> is accepted and H<sub>a</sub> is rejected. The test results can be seen simultaneously in Table 5 below.

Table 5. Hypothesis Testing Results

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	57.023	2	28.511	12.386	.000 <sup>a</sup>
	Residual	73.663	32	2.302		
	Total	130.686	34			

a. Predictors: (Constant), Budaya Kerja

b. Dependent Variable: Kepuasan Kerja

In Table 5 above, it is obtained that the Fcount value is 12.386 using a 95% confidence interval or  $\alpha = 0.05$ , then the F distribution table shows the value of 3.30. By comparing the value of Fcount with Ftable, then Fcount (12.386) > Fcount (3.30). The decision is that Ho is rejected, and Ha is accepted, meaning that work culture has a significant effect on employee job satisfaction.

### Coefficient of Determination (R Square) Hypothesis

The coefficient of determination (R Square) in essence measures how far the model's ability to explain the variation in the dependent variable. The small coefficient of determination means that the ability of the independent variables to explain the variation in the dependent variable is very limited. The coefficient of determination close to one means that the independent variables provide almost all the information needed to predict the variation in the dependent variable.

Table 6. The Value of Hypothesis Determination Coefficient

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics			Sig. F	
					R Square Change	F Change	df1		df2
1	.661 <sup>a</sup>	.436	.401	1.51722	.436	12.386	2	32	.000

a. Predictors: (Constant), Budaya Kerja

In Table 6 above, it can be seen that the coefficient of determination (R Square) is 0.436 or 43.6%. These results provide an understanding that the dependent variable, namely employee job satisfaction, can be explained by the independent variable consisting of employee work culture (X). While the remaining 56.4% is explained by other independent variables that are not included in this research model.

Employee work culture is an attitude and behavior of employees in carrying out daily work that takes place continuously so that it becomes a habit, which in turn will shape the character of an employee in handling each job. A good culture will certainly produce a good performance and vice versa. How the employee's assessment of the following work culture variables is explained by the results of the research respondents' answers to the questions related to these variables, as presented in Table 7 below.

Table 7. Respondents' Explanation of Employee Work Culture

No	Pertanyaan	Persentase (%)					Total
		Sangat Penting Sekali	Sangat Penting	Penting	Tidak Penting	Sangat Tidak Penting	
<b>Sikap Dalam Bekerja</b>							
1.	Prioritas dalam menyelesaikan pekerjaan	29	14	20	37	0.0	100

2.	Koreksi terhadap hasil pekerjaan sebelum diserahkan	3	49	17	31	0.0	100
		<b>Sangat Ter-ganggu Sekali</b>	<b>Sangat Ter-ganggu</b>	<b>Ter-ganggu</b>	<b>Tidak Ter-ganggu</b>	<b>Sangat Tdk Ter-ganggu</b>	
3.	Sikap terhadap pekerjaan yang belum dapat diselesaikan	6	23	23	49	0.0	100
4.	Sikap terhadap pekerjaan rekan kerja yang belum diselesaikan	0	40	37	20	3	100
	<b>Perilaku Dalam Bekerja</b>	<b>Selalu</b>	<b>Sering</b>	<b>Kadang-kadang</b>	<b>Jarang</b>	<b>Tidak Pernah</b>	
5.	Keinginan untuk menunda pekerjaan	37	14	23	26	0.0	100
6.	Mencari inisiatif dengan ide sendiri untuk menyelesaikan pekerjaan yang sulit	0.0	46	34	20	0.0	100
7.	Konsistensi dalam hal kecepatan dan ketelitian kerja	0.0	34	40	23	3	100
8.	Pertimbangan dan saran atas hasil kerja rekan	0.0	49	11	40	0.0	100
	<b>Total</b>	<b>9.3</b>	<b>33.6</b>	<b>25.7</b>	<b>30.7</b>	<b>0.7</b>	<b>100</b>

Based on the data in Table 7 above, we can see that the respondent's assessment of the work culture of employees which is reflected in their attitude towards work and their behavior at work is as much as 33.6% of respondents feel it is very important to finish immediately and respondents check their work and tend to feel disturbed by work he and his co-workers haven't been able to finish. The answers of respondents who considered it important and very disturbed and thought that this assessment was normal were 9.3% and 25.7%, respectively. Based on the results of this assessment, it can be interpreted that in general the employees of STMIK Pelita Nusantara have enough to have a positive work culture in their daily activities.

Employee job satisfaction is a good indicator to create optimal work results. An employee who is satisfied with his work will always be motivated to do better and better for subsequent jobs. Many factors can determine employee job satisfaction and this greatly affects employee performance in general, for example a conducive and comfortable work environment and good relations among employees are some indicators that can be used to assess the level of job satisfaction of employees.

How do STMIK Pelita Nusantara employees assess job satisfaction of employees is reflected in their answers to the questions asked, which are related to job satisfaction variables as the data presented in Table 8 below.

Table 8. Explanation of Respondents on Employee Job Satisfaction

No.	Pertanyaan	Persentase (%)					Total
		Sangat Besar Sekali	Sangat Besar	Besar	Kecil	Sangat Kecil	
<b>Kondisi Lingkungan Pekerjaan</b>							
1.	Dampak suasana kerja terhadap hasil kerja pegawai	22.9	42.9	25.7	8.6	0.0	100

2.	Dampak negatif suasana yang buruk terhadap penyelesaian pekerjaan	31.4	34.3	31.4	2.9	0.0	100
	<b>Hubungan Antar Pegawai</b>	<b>Sangat Baik Sekali</b>	<b>Sangat Baik</b>	<b>Baik</b>	<b>Tidak Baik</b>	<b>Sangat Tidak Baik</b>	
3.	Hubungan dengan rekan kerja	11.4	45.7	28.6	14.3	0.0	100
		<b>Sangat Penting Sekali</b>	<b>Sangat Penting</b>	<b>Penting</b>	<b>Tidak Penting</b>	<b>Sangat Tidak Penting</b>	
4.	Dampak hubungan baik dengan rekan kerja terhadap hasil kerja	22.9	37.1	37.1	2.9	0.0	100
	<b>Kesempatan Untuk Promosi</b>						
5.	Persepsi terhadap promosi jabatan untuk seluruh pegawai	25.7	40.0	34.3	0.0	0.0	100
		<b>Sangat Baik Sekali</b>	<b>Sangat Baik</b>	<b>Baik</b>	<b>Tidak Baik</b>	<b>Sangat Tidak Baik</b>	
6.	Implementasi promosi jabatan di organisasi mereka bekerja	0.0	11.4	57.1	28.6	28.6	100
	<b>Keinginan Untuk Berhenti Dari Pekerjaan</b>	<b>Tidak Pernah</b>	<b>Jarang</b>	<b>Kadang-kadang</b>	<b>Sering</b>	<b>Selalu</b>	
7.	Mempunyai keinginan untuk berhenti dari pekerjaan	20.0	57.1	22.9	0	0.0	100
8.	Mencari peluang kerja yang lebih menjanjikan	31.4	51.4	17.1	0.0	0.0	100
	<b>Total</b>	<b>22.1</b>	<b>42.9</b>	<b>28.6</b>	<b>6.1</b>	<b>0.4</b>	<b>100</b>

Based on the data in Table 8 above, we can see that in general 42.9% of respondents feel that factors such as a non-conducive work climate, bad relationships among employees and improper implementation of job promotions greatly affect employee perceptions of employee satisfaction at work. An employee who feels that his environment is not supportive will feel bored and tired at work and vice versa. In accordance with the results of the respondents' answers, it can be seen that the employees of STMIK Pelita Nusantara are generally very satisfied with their work because they have a supportive work environment and good relationships have been created between fellow employees.

### CONCLUSION

From the results of the analysis and discussion, which have been described, several conclusions can be drawn as follows: STMIK Pelita Nusantara employees have a positive work culture in their daily activities. As many as 33.6% of employees feel it is very important to immediately complete and check their work and tend to be annoyed by work that they cannot complete. Work culture significantly affects employee job satisfaction. The contribution of the work culture factor is quite high, namely 43.63% towards the creation of job satisfaction of employees. While the remaining 56.4% is explained by other independent variables which are not included in this model.

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