



## The impact of training and work environment on the job satisfaction level of cleaners at Royal Prima Hospital Medan

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### Abstract

The vital role of hospital cleaners in creating a clean and safe environment also affects job satisfaction, influenced by training factors and work environment conditions. The importance of quality human resources emphasizes the need for sustainable human resource planning and development. This study aimed to analyze the effect of training and work environment on the level of job satisfaction of janitors at Royal Prima Medan Hospital. Quantitative research methods were used with a population of 68 janitors at Royal Prima Medan Hospital. The results of the influence of training on the job satisfaction of janitors at Royal Prima Medan Hospital align with the first hypothesis (H1). This can be seen from the partial test results (t-test) where the  $t\text{-count} > t\text{-table value}$  ( $7.325 > 1.69$ ) and a significance value of  $0.002 < 0.05$ , so the research results reject  $H_0$  and accept  $H_a$ . The existence of the influence of the work environment on the job satisfaction of cleaning staff at Royal Prima Medan Hospital is in line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the  $t\text{-count} > t\text{-table value}$  ( $4.145 > 1.69$ ) and a significance value of  $0.006 < 0.05$ , so the research results reject  $H_0$  accept  $H_a$ . The test conclusion shows that training and work environment partially have a positive and significant effect on the job satisfaction of janitors. Simultaneously, training and work environment also positively and significantly affect the job satisfaction of janitors at Royal Prima Medan Hospital.

**Keywords:** Training, work environment, job satisfaction, royal prima

### Introduction

As an integral part of health services, the role of janitors is crucial to creating a clean, safe, and healthy hospital environment. Despite this, janitors' job satisfaction can be affected by several factors, including the training received and the working environment conditions (Harlina & Bachri, 2019); (J & Prayuda, 2020). Training plays a crucial role in improving the skills and knowledge of cleaners, which can affect the quality of their work and their level of satisfaction. A clean, comfortable, and supportive work environment also impacts job satisfaction positively. Factors such as facility cleanliness, interpersonal relationships, and support from coworkers and management can be essential in shaping janitors' job satisfaction perceptions (Supatmi *et al.*, 2012); (Efendi, 2017). If not followed by human resource competencies, abundant resources will be useless because they cannot be managed and utilized properly (Lengkana & Husain, 2024). Therefore, organizations or companies must plan and continuously develop the quality of human resources (Zeke *et al.*, 2021).

Through an in-depth understanding of the effect of training and work environment on the level of job satisfaction of janitors at Royal Prima Medan Hospital, this research is expected to provide valuable insights for the hospital in improving the working conditions and job satisfaction of their janitors. Increased job satisfaction of cleaners can positively contribute to the hospital's operational efficiency and the staff's overall well-being. One of the programs to build quality human resources is an employee development program through training (Andriana *et al.*, 2018). This program can improve the ability of employees owned by the company so that it can help the company achieve company goals and be able to support the company's competitiveness on an ongoing basis (Novitasari *et al.*, 2012); (Slameto *et al.*, 2017); (Handayani, 2019). The work environment

influences performance (Nabawi, 2019); (Pioh & Tawas, 2016). A good work environment will provide a sense of comfort to employees in carrying out their work. Research conducted by Wokas (2024) states that improving employee performance is partially influenced by the work environment (Wokas *et al.*, 2024); (Ardianti *et al.*, 2018). According to Supatmi (2012), the work environment plays an important role for employees in the workplace and can affect their performance (Supatmi *et al.*, 2012).

Based on the background description above, the authors are interested in researching "The Effect of Training and Work Environment on the Level of Job Satisfaction of Cleaners at Royal Prima Medan Hospital."

### Research Methods

The research approach used in this research is quantitative research methods. The population that will be used in this study is the cleaning staff of Royal Prima Medan Hospital, totaling 68 people. Data collection resulted in questionnaires and in-person interviews. Test validity using Confirmatory Factor Analysis. Reliability test with Cronbach alpha  $> 0.70$ . The data analysis used in this study is a multiple regression analysis model, coefficient of determination ( $R^2$ ), Test F, and Test T.

### Results and Discussions

In research at Royal Prima Medan Hospital, the independent variable observed is the work environment (X). In contrast, the mediating variable is training (Z), and the dependent variable is job satisfaction (Y).

**Table 1:** Descriptive Statistics

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Training	68				
Work environment	68	18.00	42.00	29.11	8.45
Job satisfaction	68	15.00	35.00	22.01	7.11
Valid N (listwise)	68	18.00	42.00	30.44	8.83

Source: Primary data processing results (SPSS 2024 questionnaire)

Table 1 shows the results of descriptive statistical analysis for the Training variable (Z), Work environment (X), and Job satisfaction (Y). Table IV.1 shows that the Training variable (Z) with a sample of 68 respondents has an average of 29.11, a minimum value of 18.00, and a maximum of 42.00 with a standard deviation of 8.45. The work environment variable (X), with a sample of 68 respondents, has an average of 22.01, a minimum value of 15.00, and a maximum of 35.00 with a standard deviation of 7.11. The job satisfaction variable (Y), with a sample of 68 respondents, has an average of 30.44, a minimum value of 18.00, and a maximum of 42.00 with a standard deviation of 8.83.

Hypothesis testing used in research is to employ multiple linear regression analysis. The regression model used is as follows:

**Table 2:** Multiple Linear Regression Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.104	2.089		2.268	.019
Training	.602	.087	.510	5.772	.004
Environment kerja	.501	.098	.402	4.076	.012

Source: Primary data processing results (SPSS 2024 questionnaire)

**Janitor job satisfaction = 5.104 + 0.602 Training + 0.501 Work environment.**

The meaning of the multiple linear regression equation above is:

- The constant of 5,104 states that if training and work environment do not exist or are constant, the job satisfaction of cleaning staff at Royal Prima Medan Hospital is 5,104 units.
- The training regression coefficient is 0.602 and is positive; this states that every 1 unit increase in training will increase the job satisfaction of cleaning staff at Royal Prima Medan Hospital.
- The work environment regression coefficient is 0.501 and has a positive value; this states that each increase in the work environment of 1 unit will increase the job satisfaction of janitors at Royal Prima Medan Hospital.

The determination coefficient (R<sup>2</sup>) measures how far the model can explain the variation of the dependent variable, where the value of R<sup>2</sup> ranges from 0 < R<sup>2</sup> < 1. The greater the coefficient of determination value, the better the ability of the variant of the free variable to describe the bound variable.

**Table 3:** Coefficient of Determination Test Results

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
	.744a	.741	.741	5.2214

Source: Primary data processing results (SPSS 2024 questionnaire)

The results of the Determination Coefficient Test obtained an Adjusted R square value of 0.741; this means that 74.1% of the variation in the dependent variable on job satisfaction of janitors at Royal Prima Medan Hospital can be explained by the variation in the independent variables of training and work environment, the remaining 25.9% (100%-74.1%) is explained by other variables not examined in this study, such as commitment, communication, and salary.

**Table 4:** F-Test Results

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	3609.220	2	1504.25	61,221	.004b
Residual	1255.128	661	18.012		
Total	4.864.688	68			

Source: Primary data processing results (SPSS 2024 questionnaire)

From the table above, it can be seen that the F-count value is 61.221 with a probability of 0.001; because the likelihood is less than 0.05, the regression model can be used to predict the job satisfaction of janitors. It can also be seen from the F-count (61.221) > Ftable (3.14) that H<sub>3</sub> is accepted, which means that the training and work environment variables affect the job satisfaction of janitors at Royal Prima Medan Hospital.

The t value is significant at 5%, and the degree of freedom is df = n-k (df = several samples and k = several overall variables), namely df = 68-3 = 65. The t-test performed is: In the two-way test, the t table is t 5% or t0.05 (65) = 1.29. From the t-test results above, it can be concluded that for the training variable, obtained t count (7.325) > t table (1.69) and the probability value (0.001) < 0.05, then H<sub>1</sub> is accepted, meaning that there is an effect of training on job satisfaction of janitors at Royal Prima Medan Hospital. Then for the work environment variable, obtained t-count (4.145) > t-table (1.69) and the probability value (0.003) < 0.05, then H<sub>2</sub> is accepted, it means that there is an effect of the work environment on job satisfaction of janitors at Royal Prima Medan Hospital.

**Table 5:** Test Results

Model	Unstandardized Coefficients		Standardized Coefficients	T	p-value Sig.
	B	Std. Error	Beta		
(Constant)	5.021	2.224		2.245	.020
Pelatihan	.502	.089	.501	7.325	.001
Lingkungan kerja	.489	.145	.418	4.145	.003

Source: Primary data processing results (SPSS 2024 questionnaire)

**Effect of training on job satisfaction of janitors**

The research results prove that training improves the job satisfaction of cleaning staff at Royal Prima Medan Hospital. This is in line with the first hypothesis (H<sub>1</sub>). This can be seen from the partial test results (t-test) where the t-

count > t-table value ( $7.325 > 1.69$ ) and a significance value of  $0.002 < 0.05$ . So, the research results reject  $H_0$  and accept  $H_a$ .

The effect of training on job satisfaction can be reflected in several interrelated aspects. First, training provides opportunities for employees to improve their competencies, making them more confident and efficient in carrying out tasks. With increased skills, employees feel more prepared to face daily work challenges. In addition, training also plays a role in improving employee motivation, as it shows that the company cares about their development. Increased engagement can create a more positive work environment and increase job satisfaction. Training can also improve working conditions by discussing best practices and industry innovations, producing a more pleasant working environment. Meanwhile, training is considered an investment in employees' career development, providing them opportunities for growth and greater responsibility. It also provides a sense of recognition and appreciation, as the company pays attention to employees' individual development, creating positive relationships that contribute to overall job satisfaction.

This study's results align with the results of Saputra's research (2017), from the t-count value of Training (X2) of 3.952 with a significance of 0.000. The significance value of  $0.000 < 0.05$ , then  $H_0$  is rejected, which means that training positively and significantly affects employee job satisfaction at the Bali Zoo Conservation Center and Zoo. Training is a process by which people can achieve specific abilities to help accomplish organizational goals. This process is related to various organizational goals; training can be viewed narrowly or broadly. Narrowly, training provides employees with specific, knowledgeable knowledge and skills used in their current job. More broadly, it is called development, which is in scope and focuses on individuals to achieve new abilities that are useful both for their current and future jobs (Saputra & Sudharma, 2017). Training for employees is a process of teaching specific knowledge skills and attitudes so that employees are increasingly skilled and able to carry out their responsibilities better, according to standards. Supported by Supatmi's research (2012), which states that training directly affects employee job satisfaction, it is tested. This is evidenced by the regression test results where the probability (p) is smaller than 0.05, which means it is significant. This suggests that training has a meaningful influence on employee job satisfaction. The magnitude of the path coefficient (beta) of 0.170 indicates that the effect of training for BPR Nusamba Wlingi employees on employee job satisfaction is positive. This means that training efforts for employees who receive a positive assessment will drive higher job satisfaction among their employees (Supatmi *et al.*, 2012).

### **Effect of work environment on job satisfaction of janitors**

The research results prove that the work environment affects the job satisfaction of cleaning staff at Royal Prima Medan Hospital, which is in line with the first hypothesis (H2). This can be seen from the results of the partial test (t-test) where the t-count > t-table value ( $4.145 > 1.69$ ) and the significance value of  $0.006 < 0.05$ , so the research results reject  $H_0$  accept  $H_a$ .

The work environment's effect on job satisfaction significantly impacts employee performance and well-being.

First, comfortable and supportive work environment conditions can increase job satisfaction. A pleasant, physical, and social atmosphere creates a positive atmosphere that motivates employees to do a better job. The relationship between employees and management is another aspect of the work environment that impacts job satisfaction. Open communication, good reciprocity, and social support in the workplace can create a sense of engagement and attachment, increasing job satisfaction. Employees who feel supported by coworkers and superiors tend to be more satisfied and motivated.

In addition, physical factors such as cleanliness, lighting, and workplace comfort also play a role in creating an environment that supports job satisfaction. Physically optimal working conditions can reduce stress and increase productivity, positively impacting job satisfaction. Finally, a work environment that provides career development and training opportunities can improve job satisfaction. Employees who feel there are opportunities to develop and advance in their careers tend to be more satisfied with their jobs. Overall, a supportive work environment, both socially and physically, can create conditions that stimulate employee job satisfaction, positively impacting productivity, retention, and overall organizational success.

This study's results align with the results of Saputra's research (2017), from the t-count value of Work Environment (X3) of 3.115 with a significance of 0.002. The significance value of  $0.002 < 0.05$ , then  $H_0$  is rejected, which means that the Work Environment positively and significantly affects employee Job Satisfaction at the Bali Zoo Conservation Center and Zoo. The company must pay attention to the company's work environment, both physical and non-physical, to ensure that if the work environment is good, employee job satisfaction will be better, too (Saputra & Sudharma, 2017). Supported by Pioh's research (2016), the results showed that the Work Environment positively and significantly affects employee job satisfaction in the Sonder District Office. The analysis results obtained the Path coefficient (Beta) in the Coefficients table 0.510 with a significance of 0.004. Because the significance value is  $< 0.05$  ( $0.004 < 0.05$ ), it can be interpreted that the Work Environment variable (X2) has a significant positive effect on the Job Satisfaction variable (Y1). A good work environment will provide personal comfort and generate employee morale so that they can do their tasks well. In addition, employees will be happier and more comfortable at work if the existing facilities are clean and quiet, have good air exchange, and have adequate and relatively modern equipment. A good work environment will affect employees' job satisfaction (Pioh & Tawas, 2016).

### **Conclusion**

Based on the results of the research and discussion described in the previous chapter, the following conclusions can be drawn:

1. Partial testing of results shows that training partially has a positive and significant effect on the job satisfaction of cleaning staff at Royal Prima Medan Hospital.
2. Partial testing of the results shows that the work environment partially has a positive and significant effect on the job satisfaction of cleaning staff at Royal Prima Medan Hospital.
3. Simultaneous testing of the results shows that training and the work environment positively and significantly

affect the job satisfaction of janitors at Royal Prima Hospital Medan.

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