The Effect of Work Environment and Job Burnout on Job Satisfaction With Perceived Organization Support as Moderating to Employees at the secretariat Staff of the Regional Parliament of West Sumatra Province

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ABSTRACT

The purpose of this research is to see effect work environment and job burnout on job satisfaction with percieved organization support moderating at the secretariat staff of the Regional Parliament of West Sumatra Province. The population of this research is employees at the secretariat staff of the Regional Parliament of West Sumatra Province, with 145 total sample of respondents. The analysis technique is Hierarchical Regression analysis. Based on the analysis obtained (1) Job satisfaction is influenced by the work environment in a positive & significant way; (2) Job satisfaction is influenced by the job burnout in a negative & significant way; (3). percieved organization support significantly strengthens the effect at job burnout on job satisfactions.

Keywords: Work environment, job burnout, percieved organization support, job satisfaction

1. INTRODUCTION

Job satisfaction is not an absolute measure, but only an indicator for various job characteristics (Sell & Cleal, 2011). According to Locke (inSell & Cleal, 2011) Job satisfaction is a condition of positive emotions that results from the assessment of one's work and is worth remembering that subjective data are generally viewed with suspicion by economists.

Work environment is one of the factors that affect job satisfaction. Sardzoska & Tang, (2011) Job satisfaction is influenced by the work environment in a positive and significant way. In line with researchSell & Cleal, (2011)shows that psychosocial work environment factors such as information about decisions of workplace, and the effect of social support has a significant impact on job satisfaction.

The work environment refers to in this study is the working relationship between employees, work procedures and facilities at the secretariat staff of the Regional Parliament of West Sumatra Province to be able to complete the work within the stipulated time, it is necessary to have work arrangements so that each employee has responsibility for the tasks assigned and directly trains them to be able to work skill fully in their respective fields. Work arrangements or work procedures are very necessary, so there is no overlap in carrying out the work. Good work procedures are based on the expertise or skills of employees, so that the ability to complete work for each employee can lead the job satisfaction which ultimately affects the work of the employee concerned.

Furthermore, the important factor that greatly affect job satisfaction is job burnout. Cheung & Tang, (2011)states burnout has a negative and significant effect on job satisfaction. Job burnout is a condition of someone who is drained away and loses psychic and physical energy. Because it is psychobiological, psychological burdens turn to physical problems (easily sick, unable to concentrate, dizzy quickly), and are usually cumulative. Furthermore(Cheng & O-yang, 2018) Job burnout indicators are emotional exhaustion, despersonalisation and decreased performance

Based on research conducted by Cheng & O-yang (2018) Job satisfaction is influenced by the job burnout a negative and significant and Perceived Organization Support moderates job burnout on job satisfaction, when employees feel low job burnout and given support by the organization then employees will have high job satisfaction. Organizations that treat employees well through financial and non-financial awards, employees will feel organizational support, so they will have higher job satisfaction and respond with good performance.Dawley, Houghton, & Neil, (2014) states the results of good organizational support one of which is employee's job satisfaction.

In organizations, social interaction can occur in the context of individuals and their organizations. Related to that, the concept of Perceived Organization Support tries to explain the interaction of individuals with organizations that specifically study how organizations treat individuals. Perceived Organization Support is considered very important for the behavior of workers. Positive support from the leadership and all employees will create a conducive work situation. By getting this support the performance of members will be encouraged to be better.Cheng & O-yang, (2018) Perceived Organization Support is divided into four indicators: the organization cares about the opinions of employees, the organization cares about the welfare of employees, the organization considers the goals and values of employees and the organization forgives mistakes, if employees honestly admit it

From this description, the researchers are interested and need to conduct research in a thesis entitled "The Effect of Work Environment and JobBurnout on JobSatisfaction with Perceived Organization Support is Moderating at the Secretariat of the City DPRD in West Sumatra.

2. METHODS

This research is a descriptive causality research. Population was employees at the secretariat staff of the Regional Parliament of West Sumatra Province with a total sample of 145 responden. Proportional Random Sampling is used in the sampling method. The instrument used was a closed list of statements in the form of a questionnaire, after which it was tested using the validity and reliability test. The time of the research is planned in May. Analytical techniques using hierarchical regression analysis.

This study measured job satisfaction using a four-item Scale(Nadiri & Tanova, 2010) that has high reliability and was used at the secretariat staff of the Districts Parliament of West Sumatra Province. The scale reliability for this study was 0.78. For work environment variables consisting of four scala (Tsai et al, 2015) The scale reliability for this study was 0.96, and the job burnout variable consists of three scales (Cheng & O-yang, 2018). The scale

reliability for this study was 0.91. While the Perceived Organization Support variable consists of four scales (Cheng & O-yang, 2018) The scale reliability for this study was 0.80.

3. RESULTS AND DISCUSSION

Job satisfaction is influenced by the work environment on Employees of the City DPRD Secretariat in West Sumatra.

To see the magnitude of the effect of the variable job burnout and work environment on job satisfaction variables, as shown in table

Table 1. Coefficient of Determination

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,653[a]	,426	,418	2,560

a. Predictors: (Constant), Job Burnout, Work Environment

The coefficient of determination measures how far the model's ability to explain variations in the dependentvariable. A small R Square value means that the ability of independent variables to explain the dependentvariables is very limited. Adjusted R^2 value = 0.426 or 42.6%. This means that the work environment and jobburnout variables have a contribution of 42.6% to job satisfaction.

Table 2. Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	12,551	1,474		8,514	,000
	Work Environment	,146	,016	,569	8,945	,000
	Job Burnout	-,128	,025	-,324	-5,105	,000

a. Dependent Variable: Job Satisfaction

Based on the regression results the influence of the work environment and job burnout on job satisfaction obtained a constant value of 12,551 and It can be seen that job satisfaction is influenced by the work environment positively & significantly with the coefficient 0.146 and a sig value of 0.00 while job satisfaction is influenced by job burnout negatively and significantly with the coefficient (-0.128) and a sig value of 0,00. So we get the equation:

$$Y = 12,551 + 0,146 \, X_1 - 0,128 X_2$$

Job satisfaction is influenced by the work environment on Employees at the secretariat staff of the Regional Parliament of West Sumatra Province.

Job satisfaction is influenced by the work environment in a positive & significant with a sig value of 0.00 lower than (α=0.05). That is, hypothesis is accept. Work environment can improve job satisfaction at the secretariat staff of the Regional Parliament of West Sumatra Province.

Job Satisfaction is influenced by job burnout Employees at the secretariat staff of the Regional Parliament of West Sumatra Province

Job satisfaction is influenced negatively and significantly by job burnout with a significance value of 0.000 lower than (α=0,05). That is, second hypothesis is accept. So it can be concluded that Job Burnout can make you dissatisfied at work of City DPRD Secretariat employees in West Sumatra.

Effect of Perceived Organization Support as Moderation on the Effect Job Burnout on Job Satisfactions Employees of the City DPRD Secretariat in West Sumatra

Table 3. Coefficient of Determination

Model	R	RSquare	Adjusted RSquare	Std.Error of the Estimate
1	,596[a]	,355	,346	2,714

a. Predictors: (Constant), Job Burnout

Adjusted R^2 value = 0.355 or 35.5%. This means that the job burnout variable has a contribution of 35.5% to job satisfaction after being moderated by perceived organizational

support while the rest is explained by other variables.

Table 4. Coefficients[a]

Model		B	Std. Error	Beta	T	Sig.
		Unstandardized Coefficients		**Standardized Coefficients**		
1	(Constant)	16,949	1,364		12,430	,000
	Job Burnout	-,219	,029	-,555	-7,465	,000
	job burnout*Perceived Organization Support	,011	,001	,554	7,448	,000

a. Dependent Variable: Job Satisfaction

Hierarchical regression results obtained the effect of job burnout on job satisfactions moderated by perceived organization support obtained a constant value of 16,949, the coefficient value of the variable job burnout is -0,219 while the coefficient value is moderated by perceived organization support by 0.011. So it is known that perceived organizational support is able to strengthen the effect of job burnout on job satisfaction with a significance value of 0.00 lower than (α=0.05). So the equation is:

$$Y = 16,949 - 0,219X2 + 0.011X2M$$

Table 5. Differences in Effect of Job Burnout on Job Satisfactions

Moderated by Perceived Organization Support

Model	R	RSquare	Adjusted RSquare	Std.Error of the Estimate
Not moderated by POS	,321[a]	,103	,097	3,189
moderated by POS	,596[a]	,355	,346	2,714

a. Predictors: (Constant), Job Burnout

The coefficient of determination or R-Square where the R-Square value on the test is not moderated by the perceived organizational support of 0.103 or 10.3%, the value is smaller than the R-Square value on the test that is moderated by the POS that is equal to 0.355 or 35, 5%. So it can be concluded that the effect of job burnout on job satisfaction is strengthened by POS.

Third hypothesis testing, Job satisfaction is negatively and significantly influenced by job burnout moderated by perceived organizational support with a significanct value of 0,000 lower than alpha (0.05). It can be concluded that perceived organizational support moderates the effect of Job Burnout on job satisfaction on employees at the secretariat staff of the Regional Parliament of West Sumatra Province.

Discussion

Effect of Work Environment on Job Satisfaction on Employees at the secretariat staff of the Regional Parliament of West Sumatra Province

Based on the results of research analysis, the work environment significant & positive effect on job satisfactions at secretariat staff of the Regional Parliament of West Sumatra Province. The better working environment, the more job satisfaction of employees will increase. Work environment variables significantly influence satisfaction, meaning that the work environmentgive influence or contribution to job satisfaction on employees of the City DPRD Secretariat in West Sumatra.

Research results Chiocchio & Frigon, (2006)shows that the environment simultaneously influences employee's job satisfaction. And supported by research conducted byHayes & Douglas (2013); and Sardzoska & Tang, (2011)which states the work environment a positive & significant relationship with job satisfaction. A comfortable and safe work environment will increase employee's job satisfaction. Further research conducted bySell & Cleal, (2011) and Tarcan, Schooley, Top, & Yorganc, (2017) states that psychosocial work environment factors, namely the workplace and social support, have a significant effect on job satisfaction

Effect at Job Burnout on Job Satisfactions Employees at the secretariat staff of the Regional Parliament of West Sumatra Province.

In the secretariat of the Regional People's Representative Council of West Sumatra Province, it can be seen that job satisfaction is negatively and significantly affected by job burnout. job satisfaction variable is significantly influenced by job burnout, meaning job burnout gives an influence or contribution to job satisfaction at the secretariat staff of the Regional Parliament of West Sumatra Province.

The results of this study are supported by Cheng & O-yang, (2018), Hayes & Douglas (2013), Tarcan et al (2017) and Cheung & Tang (2011) job satisfaction variable is significantly influenced by job burnout. which states job burnout has a negative and significant effect on job satisfactions.

Effect of Job Burnout on Job Satisfaction is moderated by Perceived Organizational Support Employees at the secretariat staff of the Regional Parliament of West Sumatra Province.

Effect of Job Burnout on Job Satisfaction is moderated by perceived Organizational Support. Based on the results the calculation hierarchical regression test Job satisfaction is significantly influenced by job burnout and the value of r square Job satisfaction is significantly influenced by job burnout moderated by perceived organizational support is higher than the value of r square effect of job burnout on job satisfaction before moderating perceived organizational support. Job satisfaction is significantly & negative influenced by job burnout which is moderated by perceived organizational support at the secretariat staff of the Regional Parliament of West Sumatra Province. So the third hypothesis is accepted

So Riggle, Edmondson, & Hansen (2009)stated the high Perceived Organization Support was negatively related to job burnout while positively related to job satisfaction. Previous studies have shown that Perceived Organization Support is important in moderating organizational relationships in accordance with research of Cheng, Chen,

Teng, & Yen, (2016); Han, Bonn, & Cho, (2016); and Hur, Moon, & Jun, (2013). Furthermore Cheng & O-yang, (2018)stated the high Perceived Organization Support complements the perception of increased access to various resources. The relationship between job burnout and job satisfaction is stronger when the level of Perceived Organization Support is higher

4. CONCLUSIONS

The results of research conducted at secretariat staff the Regional Parliament of West Sumatra Province, conclusions can be drawn, the work environment has a significant& positive influence on jobsatisfaction of City DPRD Secretariat employee in West Sumatra, Job satisfaction is significantly and negatively affected by job burnout of City DPRD Secretariat employees in West Sumatra, and job burnout a strong and significant influence on job satisfaction moderated by perceived organizational support at the secretariat staff of the Regional Parliament of West Sumatra Province. In other words, employees who feel job burnout but have high organizational support will make employees feel satisfied at work, if organizational support is lacking or low then employees feel dissatisfied at work. therefore organizational support is needed by employees to achieve employee job satisfaction.

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