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**THE INFLUENCE OF THE WORK ENVIRONMENT AND INDIVIDUAL CHARACTERISTICS ON EMPLOYEES' JOB SATISFACTION**

By

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<sup>1,2,3,4,5</sup> Institut Bisnis Informasi Teknologi dan BisnisEmail: [agussusantobkd@gmail.com](mailto:agussusantobkd@gmail.com)**Abstract**

This research investigates the influence of the work environment and individual characteristics on employees' job satisfaction. This study contributes to the working environment and employees' individual characteristics to increase employees' job satisfaction. In carrying out the work or character of an individual must be able to put themselves and their work environment so well that it will affect the individual can achieve the expected job satisfaction. In the world of work, usually relate to a person's attitude to his work. Linkage attitude with this work will pave the way positive or negative evaluative held by employees about aspects of their work environment. This means that every person on the job reflects the experience pleasant and unpleasant in his work and hopes for the future. The working environment is meant here is the physical work environment and non-physical, such as acceptable behavior management and workplace environment itself (workplace), among others working facilities and security. If the work environment possible, then the employees will make the workplace a fun in performing activities works, so as to reduce fatigue, which in turn can lead to satisfaction with the job. As such, working environment and individual characteristic relationship does have the potential to create an employees' job satisfaction.

**Keyword: Working Environment, Individual Characteristic, Job Satisfaction****INTRODUCTION**

Nowadays, there are so many new companies which established in this business world that cause the company to compete each other. In business world, competition has become common things that exist in one business. So it is very important for a company to provide a good working environment for their employees in order to increase job satisfaction. Company is an organization that consists of employees and shareholder that focus and concern about specific goals to reach company objectives and gain profit for the company. In order to reach the goals, every company must have qualified human resources. Human resources have plays an important role in achieving company objectives so it is important for one company to have a qualified human resources in order to increase work productivity. That's why each

company should have good human resource in order to survive in business. Because as people know that employees have play an important key to succeeding the business because employee is the assets of the company. Based on this condition, the company needs to maintain a good working environment to increase job satisfaction and loyalty.

The condition of the physical environment for employees who spend more time working in the room is quite affecting workers' job satisfaction, especially for beginners can be considered as a pride in itself. While the individual characteristics of a skill or ability that employees have considerable influence on job satisfaction, although greatly depending on the types of work the employee, if the job does not require expertise so much influence on job satisfaction was just a little.

According to Cushway (2007, p.390): *"The work environment is comprised of the physical location, equipment, material processed or used, and the activities of an employee while engaged in the performance of his work."*

Work environment is something in the environment that affects the workers themselves in performing tasks such as temperature, humidity, pollution, air, ventilation, lighting, noise, cleanliness of the workplace, and the adequacy of the tools and work equipment. The work environment is important because managers need to understand the nature of the work environment where on-going goal-directed activity, and be able to change the environment that, if deemed necessary in order to create an atmosphere that is more appropriate for the business and improve employee satisfaction. Beside work environment, individual characteristics also can influence job satisfaction. Every employee has different individual characteristics which create the differences among employees. Factors that affect individual characteristics are ability, attitude, and skills. Problems that face in IB IT&B Campus Medan is most of employees feel that their work or job now is bellow their skills and ability. Job satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further, job satisfaction can partially mediate the relationship of personality variables and deviant work behaviour.



**Figure 1.1 Bar Chart of Employees Job Satisfaction**

## LITERATURE REVIEW

### The Definition of Working Environment

According to Sutton (2007, p. 132): *"A work environment can be identified as the place that one works. e.g: in an office building in a cube, at home at the kitchen table, from a car or truck, at a construction site. All are work environment."*

According to Cushway (2007, p.019): *"The work environment is comprised of the physical location, equipment, materials processed or used, and the activities of an employee while engaged in the performance of his work"*.

The general definition for performance is the accomplishment of a given task measured against preset standards of accuracy, competences, cost, and speed.

According to Dessler (2007, p.390):

*"The good and appropriate working environment system tends to increase the employees performance. The employees could be more loyal to the company that they work at and they could also dedicate their idea and skill to improve the company"*.

As human being, as a species, generally have a very inquisitive mind, constantly striving to entertain ourselves, learn new things, and stretch the boundaries of knowledge, so sitting down for several hours per day doing a repetitive perpetual task is hardly fulfilling for our very powerful minds. With a lack of motivation and an unhealthy working environment it can be very easy for anyone to go astray from the task at hand, productivity and quality begin to slip and you miss out on, for example, a lucrative business deal. Scenarios like that can be avoided simply by putting a little time into ensuring that your working environment is fresh, clean and spacious. It's natural to enjoy being in a nicer room, it increases morale, mood and motivation, rather than being in a dark, cramped, uncomfortable space.

Comfortable office chairs, spacious, practical office desks and appropriate office storage will all add up to make an altogether



more organized, comfortable environment for everyone within and make it much easier for people to get on their work. Let's face it, it's always easier without having to spend 15 minutes searching for a document or constantly trying to avoid elbowing something of the desk.

The importance of the working environment which are as follows:

a. Effects

When a working environment is not safe, employees could be seriously injured. This can be a very traumatic experience for the employee family. It could lead to lost wages for the employee as well as a heavy financial burden.

b. Training

To ensure a work environment remains safe, employees should receive training on all safety procedures including evacuation procedures. Training gives employees the ability to deal with events and circumstances that could lead to injury or trauma at the workplace.

c. Motivation

Employees will be more motivated and excited about their jobs when they are allowed to work in safe, hazardous-free place of employment.

According to Dessler (2007, p.262):

"There are several things a leader/manager can do to make work environment a positive one and to facilitate a feeling of cooperation, teamwork and joy among employees.

### **Individual Characteristic**

Every individual in the organization, it will behave differently from each other, and their behavior is determined by each environment that is different. Individuals brought into the order of organization skills, personal confidence, hope, needs and past experiences. Characteristics that belong to this individual will be brought when entering a new environment that is organization or other reply. The organization also is an environment that has the characteristics such as regularity embodied in the hierarchy, jobs, duties,

authority, responsibilities, payroll systems, control systems, and so on.

Nimran in Sopiah (2008) describes the inherent characteristics of the individuals comprising biographical traits, personality, perceptions and attitudes. Here is an explanation of each of these characteristics.

1. Feature - biographical characteristics, the characteristics inherent in the individual. Among others:

a. Age. Empirically explained that the age effect on how an individual's behavior, including how his ability to work, respond to the stimulus exerted by other individuals. There are at least three reasons that make life important to assess. First, the perception that the older man would more than his performance declined because of natural biological factors. Secondly, there is the reality that all workers will age. Third, the rules and regulations (in the USA) that are retired command is illegal because of the age restriction is not retired, but when the concerned states could no longer work.

b. Sex. Research shows that the actual performance of the men and women in dealing with relatively the same job. Both are about the same consistency in problem solving, analytical skills competitive encouragement, motivation, sociability, and ability to learn. Psychology approach states that women are more obedient to rules and authority. Since, men are more aggressive, and thus more likely to succeed despite these differences proved to be very small. So that is actually in the provision of job opportunities there should be no difference because there is not enough evidence to distinguish between men and women in terms of job satisfaction.

c. Marital status. Meaning of work will vary between a single employee with a married employee. Studies have shown that people who have been married relatively better than the single both in



- terms of attendance. Exit shift work and job satisfaction. This is because people who have a family to have a sense of responsibility and make work steeper, more orderly, and considers the work more valuable and more important. The research so far has not reached the people who are divorced, widows, widowers, and people who just cohabiting.
- d. The amount or number of dependents. Many studies show that the more the number of dependents in the family affects employee productivity.
  - e. Tenure. Relevance tenure is directly related to the seniority in the job. That is not relevant to compare men and women-young and old, and so on because research shows that is not necessarily the longer the occupation has a higher productivity. Because it could be the new work but have a better experience of the work last period. So, concluded that past experience is a determinant of one's future in the job. Many studies show that a positive relationship between length of service with job satisfaction, meaning that the longer an employee works, the lower the employee's desire to leave his job.
2. Personality
 

Robin insopiah (2008) argues, "personality is the dynamic organization within the individual of those systems that Determine psychophysical his unique adjustment to this environment. Nimran in sopiah (2008) interpret it, "personality as a dynamic organization within the individual psychophysical systems that determine adjustment to the environment." He added that the personality as a whole way of how people act and interact with others. In sopiah Robbins (2008) defines personality as a means by which a person reacts and interacts with others. The popular personality characteristics which are aggressive, shy, submissive, lazy, ambitious, loyal, honest. The more consistent characteristics at environment response, it shows the genetic traits (traits) is an important factor in shaping one's personality.
  3. Attitude (Attitude)
 

Attitude is a factor that must be understood that we can understand the behavior of others. With each individual understanding the organization will be managed. Definition of attitude can be described in three components of attitude, namely affective, cognitive and psychomotor. Regarding the affective component of a person's emotion or feeling. Component cognitive thinking processes associated with the emphasis on rationality and logic. Psychomotor component of a person's tendency is to act on the environment.
  4. Ability
 

What is meant by the term is the capacity of a person's ability to carry out several activities in one job. Organization goal attainment or successful management is the ability of a leader to exploit maximum advantages and disadvantages of the various people emphasize to work together to increase productivity. Grouped into two categories, namely by the ability of intellectual and physical abilities.
  5. Perception
 

Gitosudarmo, I (1997) gives the definition of perception as a process of watching and selecting, organizing, and interpreting environmental stimulus. He added that there are a number of factors that influence perception, including: size (Intensity, frequency, Contrast, movement, changes / stimulus swings, new, unique). Gudson in Sopiah (2008) suggests there are a number of errors that often occur in perceiving an object or event that is:

    - Stereotyping. That judges someone just on the basis of one or more properties of the group. Stereotypes are often



- based on gender, age, religion, nationality, position, position. For example, a chief judge women who are married, let alone have children tend to have higher levels of absenteeism.
- Halo effect. The tendency to judge someone just on the basis of only one character, for example, people who easily dressed smile, then that person is considered good and honest
  - Projection (that person's tendency to judge others on the basis of feelings or nature. For example, someone who hates other people, whatever people do it then it will make not like him)
6. Individual Behavior
- Individual behavior can be influenced by the effort (effort), abilities (skills) and environmental situations:
- a. Effort
 

Individual effort embodied in the form of motivation. Motivation is the power and strength of a person is going to bear the intensity and persistence is done voluntarily. There are 2 kinds of motivation: motivation from within (a great desire that comes from within the individual to achieve goals in life), motivation from the outside (the motivation that comes from outside the power of the individual to achieve their life goals such as the influence of superiors, friends, family, etc.).
  - b. Ability. Ability of an individual is in the form competency. Competent individuals have the knowledge and expertise. Since, every individual born of God endowed with talents and abilities. Natural intelligence talent is innate. Individual intelligence capability is obtained from learning.
  - c. Environmental situation. Environment can provide both positive and negative. Situation conducive for example support from superiors,

co-workers, facilities and infrastructure, etc. Negative environmental situations such uncomfortable work atmosphere as a means san inadequate infrastructure, lack of support from superiors, co-workers, etc.

### Job Satisfaction

As we know our early definition, job satisfaction refers to a person's general attitude towards his or her job. A person with a high level of job satisfaction has a positive attitude towards his or her job, while a person who dissatisfied has a negative attitude.

Job satisfaction can be an important indicator of how employees feel about their jobs and a predictor of work behaviors such as organizational citizenship, absenteeism, and turnover. Further job satisfaction can be partially mediate the relationship of personality variables and deviant work behaviors.

Job satisfaction is in regard to one's feeling or state-of-mind regarding the nature of their work. Job satisfaction can be influence by a variety factors, e.g.: the quality of one's relationship with their supervisions, the quality of the physical environment in which they work, degree of their fulfilment in their work, etc.

According to Friedman (2007, p.353), *"Job satisfaction refers to a sense of inner fulfilment and pride achieved when performing a particular job."*

According to Rao (2011, p.480), *"Job satisfaction refers to person feelings of satisfaction on the job, which acts as a motivation to work. It is not the selfmotivation, happiness or selfcontentment but the satisfaction of the job."*

According to Gupta & Joshi (2008, p.20):

*They concluded in their study that job satisfaction is an important technique used to motivate the employees to work harder. It had often said that, "A HAPPY EMPLOYEE IS A*





*PRODUCTIVE EMPLOYEE." Job satisfaction is very important because most of the people spend a major of their life at their work place.*

(Jenifer & Jones, 2005) *job satisfaction is the collection of feelings and beliefs that people have about their currents job.*

The definition of job satisfaction has evolved through time; most share the belief that job satisfaction is a work-related positive affective reaction.

## RESEARCH METHODOLOGY

### Research Design

The research design used by the writer in analyzing this research is correlation research. The objective of this research is to determine whether there is any correlation between variables. From the research that has been done by writer, the writer found out that there are two variables which have an influence in

To prove the hypothesis the writer mentioned above, the writer use two analysis methods such as:

1. Descriptive method, this method is an analysis with the aim to determine, collect, classify, the obtained data so the writer can describe the results in the skripsi. The purpose of using this method is to test the hypothesis or to answer the question that is relevant with the current status or subject that being examined. In this research, the writer will use questionnaires and interview collecting data.

Associative method is an analysis to measure the relationship between two measured quantities that renders them statistically dependent. In this study, the writer will measure the relationship between independent variable (Working environment and individual characteristic) and dependent variable (Employees' job satisfaction). The term association refers broadly to any such relationship.

### Data Analysis Method

Analyzing the objectives is using the research strategy of an interview and distributing the questionnaires.

The writer does research by using questionnaires that are distributed in the company. The questionnaires are distributed to employees who work atfor generating the statistical data.

#### a. Statistic Method

Statistic Method is the analysis that provides hands on experience to promote the use of statistical thinking and techniques to apply in order to make educated decisions in the business world. The writer uses some statistical analysis such as: mean, median, mode.

1. Mean is a value that helps summarize an entire set of numbers. A set's mean is calculated by adding the numbers in the set together and dividing their sum by the number of members of the set.

$$\text{Mean} = \frac{\sum \text{All the Data}}{\text{Sample Size}}$$

$$\bar{X} = \frac{1}{n} \left( \sum_{i=1}^n X_i \right)$$

Where:

$\bar{X}$  = Mean

$n$  = number of members

2. Median is the value of the middle member of a set of numbers when they are arranged in order like the mean and mode of a set of numbers; the median can be used to get an idea of the distribution or spread of values within a set when examining every value individually would be overwhelming or tedious.

If the total data is odd, the formula is:

$$k = \frac{n+1}{2} \quad \text{Median} = X_k$$

If the total data is even, the formula is:

$$k = \frac{1}{2} \cdot n \quad \text{Median} = \frac{1}{2} \cdot [X_k + X_{k+1}]$$

2. Mode is the number in a given set of number that appears most frequently. The mode provides a way to summarize a set of number without



examining all of the numbers in the set. If two or more numbers are tied for most frequent appearances the set has multiple modes.

**b. Validity**

Validity is a measurement that shows the validity level of an instrument, such as questionnaire. An instrument that has a high valid level must have a high validity. Vice versa, instruments with a low validity need the data that has low valid level. To analyze the validity, the author is using the external validity. It is to measure whether the result of data from the instrument is suitable with the external data which is related to the variable in the research. So, the formula used is the product moment correlation.

$$R_{xy} = \frac{\sum xy}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

Where:

$$x = X_n - \bar{X}$$

$$y = Y_n - \bar{Y}$$

$X_n$  = the value for the answer

$Y_n$  = the total value for the answer

$\bar{X}$  = average score of  $X_n$

$\bar{Y}$  = average score of  $Y_n$

**Table 3.2 Level of Validity**

Score	Intervals
0.00 - 0.20	Very Low Validity
0.21 - 0.40	Low Validity
0.41 - 0.60	Moderate Validity
0.61 - 0.80	High Validity
0.81 - 1.00	Very High Validity

Source: Guidance Book Arikunto

**c. Reliability**

The reliability of a measure is established by testing for both consistency and stability. Consistency indicates how well the items measuring a concept hang together as set Cronbach's alpha is a reliability coefficient that indicates how well the items in a set are positively correlated to one another. (G. David Garson, 2012 p.09). In this research project, the data reliability is tested by

using the Cronbach's alpha formula, which is briefly elaborated as follows:  $a^2_t$   
 $a^2_b$

$$\alpha = \left[ \frac{k}{(k-1)} \right] \left( 1 - \frac{\sum a^2_b}{a^2_t} \right)$$

Where  $\sum a^2_b = a_1^2 + a_2^2 + a_3^2 + \dots$

While:

$\alpha$  = reliability coefficient

$k$  = number of questions

$a^2_b$  = individual question variance

$a^2_t$  = variance of total value

$$\sum a^2_b = \frac{\sum x^2 - \frac{(\sum x)^2}{N}}{N}$$

$$a^2_t = \frac{\sum t^2 - \frac{(\sum t)^2}{N}}{N}$$

$x$  = the respond value of each respondent

$t$  = the total respondents value

$N$  = number of respondents

**RESULT AND ANALYSIS**

**Result**

**Table The Correlation Test**

		Correlations		
		VAR00001	VAR00002	VAR00003
VAR00001	Pearson Correlation	1	.129	.392**
	Sig. (2-tailed)		.307	.001
	N	65	65	65
VAR00002	Pearson Correlation	.129	1	.671**
	Sig. (2-tailed)	.307		.000
	N	65	65	65
VAR00003	Pearson Correlation	.392**	.671**	1
	Sig. (2-tailed)	.001	.000	
	N	65	65	65

\*\* . Correlation is significant at the 0.01 level (2-tailed).

From the calculation of the correlation coefficient between variable  $X_{(1,2)}$  and Y, the writer got the result of 0.392. In the table of scale of correlation test, the value of is low.



**The Determinant Test**

Next, the writer will calculate the impact of percentage of the influence of the working environment and individual characteristic on employees job satisfaction by the determination of correlative coefficient

**Table. The Determinant test of Variable X<sub>1</sub> and Variable Y**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.392 <sup>a</sup>	.153	.140	2.63906

a. Predictors: (Constant), VAR00001

**The Determinant test of Variable X<sub>2</sub> and Variable Y**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.671 <sup>a</sup>	.450	.441	2.12690

a. Predictors: (Constant), VAR00001

**The Determinant Test of Variable X<sub>1</sub>, X<sub>2</sub>, and Y**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.738 <sup>a</sup>	.545	.530	1.95054

The percentage impact of working environment and individual characteristic on employees job satisfaction is 54.5% and the remaining 45.5% was impacted by others which were not discussed in this research.

**The Linear Regression Equation**

To identify further the relationship between the variable X<sub>1</sub> and Y, the writer will further determine the linear regression

between those variables, which has been elaborated in the following:

**Table 4.24**

**The Linear Regression of Variable X<sub>1</sub> and Y**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.273	3.146		5.809	.000
	VAR00002	.761	.225	.392	3.377	.001

a. Dependent Variable: VAR00001

The substituton of a and b to linear regression formula:

$$Y = a + BX_1$$

$$Y = 18.273 + 0.761X$$

$$X = 0 \longrightarrow Y = 18.273 + 0.761 (0) = 18.273$$

$$X = 1 \longrightarrow Y = 18.273 + 0.761 (1) = 19.034$$

$$X = 2 \longrightarrow Y = 18.273 + 0.761 (2) = 19.795$$

$$X = 3 \longrightarrow Y = 18.273 + 0.761 (3) = 20.556$$

$$X = 4 \longrightarrow Y = 18.273 + 0.761 (4) = 21.317$$

From the calculation shown above, the writer has proven that there is a positive relationship between the variables, in which an individual characteristic (X<sub>2</sub>) and Y, the writer will further determine the linear regression between those.

**Table The Linear Regression of Variable X<sub>2</sub> and Y**

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.128	1.286		6.322	.000
	VAR00002	.661	.092	.671	7.180	.000

a. Dependent Variable: VAR00001

The substituton of a and b to linear regression formula:

$$Y = a + BX_2$$

$$Y = 8.128 + 0.661X$$

$$X = 0 \longrightarrow Y = 8.128 + 0.661 (0) = 8.128$$

$$X = 1 \longrightarrow Y = 8.128 + 0.661 (1) = 8.789$$

$$X = 2 \longrightarrow Y = 8.128 + 0.661 (2) = 9.45$$

$$X = 3 \longrightarrow Y = 8.128 + 0.661 (3) = 10.111$$

$$X = 4 \longrightarrow Y = 8.128 + 0.661 (4) = 10.772$$





From the calculation shown above, the writer has proven that there is a positive relationship between the variables.

To identify further the relationship between the variable  $X_1$ ,  $X_2$ , and  $Y$ , the writer will further determine the multi linear regressions between those variables, which have been elaborated in the following:

**Table 4.26**

**The Multiple Linear Regression Equation**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.214	.959		1.021	.311
VAR00001	.160	.044	.310	3.593	.001
VAR00002	.640	.088	.631	7.303	.000

a. Dependent Variable: VAR00003

$$Y = a + Bx_1 + Bx_2$$

$$Y = 1.214 + 0.160X_1 + 0.640X_2$$

X=0	→	Y = 1.214 + 0.160 (0) + 0.640 (0) = 1.214
X=1	→	Y = 1.214 + 0.160 (1) + 0.640 (1) = 1.294
X=2	→	Y = 1.214 + 0.160 (2) + 0.640 (2) = 2.814
X=3	→	Y = 1.214 + 0.160 (3) + 0.640 (3) = 3.614
X=4	→	Y = 1.214 + 0.160 (4) + 0.640 (4) = 4.414

After the calculation, the writer conclude that when  $X_{(1,2)}$  is zero, the  $Y$  is 1.214. When the  $X_{(1,2)}$  ( $X=1$ ), the  $Y$  is also increase. This means, the working environment and individual characteristic has impact on employees job satisfaction in IB IT&B Campus Medan.

### Analysis

Based on the above calculation and data obtained from the respondents using questionnaires, the author can conclude that before giving the questionnaires to 65 respondents, the author had given the questionnaires to other 10 respondents for a pre-validity test in order to analyze whether the questionnaires for variable  $X$  (Working Environment and Individual Characteristic) and variable  $Y$  (Employees' Job Satisfaction) is valid and acceptable.

After giving the questionnaires, the pre-test validity from question one until twenty-one is valid and acceptable and can be used further in the data analysis. In addition, the reliability in the pre-test gives a high reliability, which means that the data collected by the author will surely can be count on in proving the hypothesis of this skripsi.

From the validity test and Reliability test for  $X_1$ ,  $X_2$ ,  $Y$  the result is valid and reliable.

Moving onwards, the writer calculates the coefficient of correlation to identify whether there is a correlation between the two variables. As a result, the value of coefficient of correlation in this research is 0.392, which shows a low positive correlation. It means that there is still has the relation between variable  $X$  and  $Y$ . Besides that, the increase in variable  $X$  will also result in the increase of variable  $Y$ .

Based on the F-test, it has been found that  $F_{count} > F_{table}$  which  $F$  is  $F_{count}$  37.1 >  $F_{table}$  3.10 therefore the hypothesis  $H_a$  is accepted and  $H_0$  is rejected. Therefore, the alternative hypothesis is there is a relationship between the working environment and individual characteristic on employees job satisfaction at IB IT&B Campus Medan.

### CONCLUSION

1. From the result of the hypothesis test, that the working environment and individual characteristic has impact on employees job satisfaction at IB IT&B Campus Medan.
2. From the result of the calculation correlation test and linear regression test, the working environment

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