


RESEARCH ARTICLE

Job satisfaction and work environment with happiness among Indonesian police personnel

 <https://doi.org/10.32505/inspira.v4i2.6851>

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ABSTRACT

This study aimed to determine the relationship between job satisfaction, work environment, and personnel happiness. The method used is quantitative descriptive correlative type, which takes samples using proportional random sampling totaling 109 people. In collecting data, it used instruments of job satisfaction, work environment, and personnel happiness, then tested it with multiple linear regression formulas. The results of the research data analysis show there is a relationship between job satisfaction and personnel happiness. There is a relationship between the work environment and personnel happiness, and there is a relationship between job satisfaction and the work environment with personnel happiness. Seeing the relationship between job satisfaction and work environment with personnel happiness, it is hoped that the leadership of Tebing Tinggi Police Station will pay attention to providing increased awareness that supports the creation of happiness in personnel members. These theoretical findings can be used to develop empirical quantitative research in psychology.

Article History:

Received 02 August 2023

Revised 28 October 2023

Accepted 21 December 2023

Keywords: *happiness; job satisfaction; police personnel; work environment*

INTRODUCTION

The use of human resources primarily determines the success of managing an organization. Therefore, agency management must pay attention to employee interests, starting with creating a work atmosphere that increases employee satisfaction. Someone feels happy when they can work with above-standard results. Employees who feel comfortable at work because of good work performance are reflected in the comfort of the environment, work discipline, and the work results. According to Toisuta et al. (2009), when someone can interpret every aspect of their life positively, they will be happy. According to Safarina & Nasution (2020), happiness is an ideal feeling every human wants. According to Widiawati (2021), happiness is the goal of all humans. In research by Hakim & Hartati (2014) based on telic theory, happiness can only be achieved when daily needs are met and guaranteed. As stated in Othman et al.'s research (2014), individual needs come from workers' environment and their hopes and aspirations. Job satisfaction will be low if the work experience does not meet work needs and expectations.

How to cite (APA 7th Edition)

Tarigan, N. F., Aisyah, S. & Effendy, S. (2023) Job satisfaction and work environment with happiness among Indonesian police personnel. *INSPIRA: Indonesian Journal of Psychological Research*, 4(2), 134–142. <https://doi.org/10.32505/inspira.v4i2.6851>



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Happiness also relates to how well a person satisfies their personal life. It also involves overall satisfaction and satisfaction in certain areas of life), as well as low positive and negative emotions. According to Pryce-Jones & Lindsay (2014), to improve performance and create positive feelings in managing and influencing where they work while being able to provide job satisfaction, employees who feel comfortable in their work environment will feel happy at work so that they enjoy their work, and are less likely to leave their company. According to Sinaga & Ibrahim (2016), the work environment is related to the rise and fall of employee productivity levels. Employees will be eager to work if their workplace environment feels safe and comfortable. Krys et al., 2021 and Wijaya & Natalia (2023) stated that a person's happiness index is related to personal life satisfaction, salary/income, work situation/work environment, community happiness, and individual assumptions. Ryff (1989) and Kun & Gadanez (2022) analyzed various approaches to delight in different subfields of psychology. They introduced a six-dimensional model of well-being consisting of the following factors: self-acceptance, mastery of the environment, autonomy, positive relationships with others, personal growth, and life purpose. Employees who are satisfied in their work environment will feel happy and work more productively.

Employees with a positive attitude towards life and work usually show satisfaction with their work. These employees are also eager to do a good job and feel happier. Conversely, those dissatisfied with their jobs show they are too lazy to go to work and feel sluggish. High absenteeism, tardiness, and other disciplinary violations will cause problems for the company or organization. Conversely, if people are satisfied, they will be more loyal to the company. Employees who are confident at work will survive more in an organizational work environment (Putri, 2022).

A person will meet and relate to many people in a work environment. The work environment is a factor that affects the level of organizational success. According to Trisnawaty (2020), the work environment is an event around the place of work. It can affect employees in carrying out their duties and responsibilities to achieve high productivity. The work environment must be good to carry out tasks efficiently. In line with that, Anggraini (2018b) explains that happiness in the work environment and job satisfaction together have a high ranking. Based on this description, it can be seen that it can increase the happy atmosphere due to a comfortable work environment and employee job satisfaction.

However, what happens to personnel at Tebing Tinggi Police Station? According to the results of interviews with several personnel, some reported feeling regular with the results of their work because there was no difference in each existing task. When they can complete the job, personnel in this agency feel that the study has become an obligation that must be completed. In addition, there are obstacles related to office facilities that make personnel less satisfied at work, such as when working personnel are gloomy and not excited according to the criteria for the enthusiasm of personnel members, emotions are uncertain, and there are also personnel who look relaxed at work because there are still obstacles related to office facilities. These feelings could be the impact of a work environment, either a physical work environment such as office equipment, or a non-physical work environment, namely the relationship between fellow personnel. As stated by Kartono & Kartini (2016), the lack of job satisfaction makes personnel unable to develop psychologically, which leads to frustration. The sense of pleasure and joy that comes from completing job tasks effectively (being responsible for work) is one of the real satisfactions obtained in the work environment, and this is referred to as the satisfaction of the instinct of expertise/skills.

Other researchers have not thoroughly studied the discussion about this. Some studies discuss job satisfaction with happiness (Chen et al., 2012; Berklund et al., 2017; Anggraini, 2018b; Elysa & Ariyanti, 2022; Mustofa & Prasetyo, 2020; Elysa & Ariyanti, 2022), and other studies related to the work

environment with happiness (Alshurideh et al., 2023; Siska Wulandari & Ami Widyastuti, 2014; Syarifi et al., 2019).

Based on the description above, it can be seen that job satisfaction and work environment have an essential role for employees and organizations—employees who have a sense of happiness in their work environment. When workers are satisfied with working in their work environment, they will show positive behaviors that can improve work outcomes, help them evaluate their work, and give them a sense of satisfaction in helping the company or organization to succeed. With this context, the researcher investigated the relationship between the two variables in more detail. In addition, other researchers have not explored the relationship between job satisfaction and work environment with happiness. This study examines the relationship of job satisfaction and the work environment with the happiness of police personnel in Indonesia.

METHOD

Associative quantitative research design aims to determine the effect or relationship between two or more variables (Arikunto, 2020). The sampling technique used is the stratified random sampling technique, which is a sampling process by dividing the population into strata, selecting a random sample of each stratum, and combining them to estimate the population (Sugiyono, 2019) so that a sample/participant of 109 people is obtained of Tebing Tinggi Police Station, North Sumatra, Indonesia.

Table 1. Sample distribution (n = 109)

Sector	n (%)
Sector Police Rambutan	18 (16.5)
Sector Police Padang Hulu	16 (14.6)
Sector Police Padang Hilir	12 (11.0)
Sector Police Tebing Tinggi	18 (16.5)
Sector Police Sipispis	19 (17.4)
Sector Police Dolok Merawan	12 (11.0)
Sector Police Bandar Khalipah	14 (12.8)

The research procedure follows the following steps: First, the preparation stage (pre-field) by 1) Collecting and supporting data and theories related to this research. 2) Preparing the scale. The scale is made from the referenced theory to ensure proper data collection. Furthermore, data processing was done using the SPSS Version 26.00 Program for Windows. 3) Contacting the research site. After obtaining approval from Tebing Tinggi Police Station, a discussion was held to outline the research problem and request the willingness of participants to participate in filling out the questionnaire and agreeing on the time for the next meeting.

Second, the research implementation stage. After completing the pre-field step, researchers entered the fieldwork stage: 1) Verifying the time and location of scale filling. The researcher rechecked the predetermined time and place with the respondents before they filled in the scale. This reconfirmation was done the day before filling in the scale to ensure the respondents were in good health and could fill it out. 2) Methods used to collect data. After the respondents were collected, each respondent was given three scales to fill out to collect data. 3) Perform data processing. After all the data was collected, the researcher used a computer program to analyze the data.

The data collection method is obtained through a scale instrument. According to (Azwar, 2015), a psychological scale is a measuring instrument that measures aspects or attributes of psychological samples through behavioral indicators that are translated into question or statement items. The data needed in this study were obtained through three scale instruments: job satisfaction, work environment, and happiness.

The happiness scale uses aspects of happiness according to Seligman (2005) cited by Mayendry et al. (2020), namely the establishment of positive relationships with others, full involvement, finding meaning in daily life, realistic optimism, and resilience. The job satisfaction scale on employees is compiled using indicators of job satisfaction. According to Robbins & Judge (2015), indicators of job satisfaction are (1) the job itself, (2) supervision, (3) salary, (4) promotion and (5) coworkers.

The job satisfaction scale on employees uses job satisfaction indicators. According to Robbins & Judge (2015), indicators of job satisfaction are (1) the job itself, (2) supervision, (3) salary, (4) promotion and (5) coworkers. They measured the work environment using dimensions according to Sondang (2015), including the physical and non-physical work environments and from the two scale instruments arranged based on the Likert Scale model.

Statement items contained in psychological measuring instruments are classified into two categories: favorable statements and unfavorable statements. Applying changes to alternative responses on a four-level Likert scale: Strongly Disagree is worth 1, Disagree is worth 2, Agree is worth 3, and Strongly Agree is worth 4. The selected analytical tool is multiple linear regression to determine whether the independent variable (X) influences the dependent variable (Y).

RESULT

Table 2 below explains that most respondents are male (66.97%) and over 40 years old (43.12%).

Table 2. Demographic information of respondents

Category	n (%)
Gender	
Male	73 (66.97)
Female	36 (33.03)
Age	
< 25 years	24 (22.02)
25 – 40 years	38 (34.86)
> 40 years	47 (43.12)

The statistical analysis results of the validity and reliability tests show that none of the scales have any invalid items because the r value or t -count is below the t -table value. Thus, all items on the scale can be used in research. The normality assumption test uses one sample, Shapiro-Wilk and Kolmogorov-Smirnov Z. If $p > 0.05$, it produces a normal distribution, but if $p < 0.05$, it is not normal (Riadi, 2014). the data distribution of job satisfaction, work environment variables, and happiness with the Shapiro-Wilk Z normality test is normal where the p value > 0.05 , so the data is normally distributed.

Table 3. Linearity test

Variable	F	Deviation from Linearity	p	Explanation
Happiness * Job satisfaction	24.869	2.784	.011	Linear
Happiness * Job environment	25.572	2.239	.037	Linear

Determination of the linearity of the relationship between the independent and dependent variables is carried out based on the findings of the linearity assumption test. The degree of deviation of the relationship from linearity can also be known using the linearity test. The rule used in the relationship linearity test is if the linearity value of $p < .05$, then the relationship is declared linear, or if the deviation value for linearity $p > .05$, then the relationship is declared non-linear.

Based on the results of product-moment testing and full model regression on the independent variables of job satisfaction and work environment on the rise and fall of personnel happiness, it is shown in Table 7 that the variable job satisfaction affects personnel happiness by 12.6%. In

comparison, the work environment affects personnel happiness by 13.8%. Job satisfaction and work environment together affect personnel happiness by 13.8%. The results of the path analysis relationship resulted in a relationship power of 92.53803%. So, the regression model is $Y = 66.043 + .089X_1 + .154X_2$. The conclusion is that job satisfaction and work environment have a significant positive relationship to the happiness of personnel.

Table 4. Data analysis

Variable	F	R	R ²	Std. Error of the Estimate	%	p
X1 - Y	15.379	.354	.126	7.48577	92.51423	<.001
X2 - Y	16.812	.368	.138	7.44233	92.55767	<.001
X1&X2 - Y	8.581	.373	.139	7.46197	92.53803	<.001

DISCUSSION

Based on the coefficient $r = .354$ and a significance level of .05, there is a positive relationship between job satisfaction and happiness. This means that 35.4% of job satisfaction variables affect personnel happiness in a positive correlation. The higher the job satisfaction score, the better the condition of personnel happiness at work, and vice versa. The lower the job satisfaction score, the worse the condition of personnel happiness at work. As a result, individual/employee happiness decreases while working and carrying out their duties to the police agency as personnel.

This research is in line with the results of Anggraini (2018a), Mustofa & Prasetyo (2020), Tobing (2021), Elysa & Ariyanti (2022), Yusfitasari & Mardhiyah (2019) and Stefani & Santoso (2020) which state that happiness at work is influenced by job satisfaction. The happier employees are with their jobs, the more significant job satisfaction they feel in carrying out their work. Job satisfaction is a comfortable psychological state for an employee because his needs are met during work. Job satisfaction is closely related to the evaluation of the work done, such as the evaluation of the work experience carried out daily.

The phenomenon in the field shows that most personnel display an unhappy condition characterized by less harmonious relationships between personnel in one job. In addition, the intensity of the seriousness of the atmosphere is too high even though conditions and time are scheduled to relax with fellow personnel. However, the results showed a significant between job satisfaction and happiness. It can be concluded that the happiness of personnel will increase the coefficient and magnitude of the effect if their job satisfaction is considered and improved.

One aspect of individuals in reaching and creating individual/personal happiness is, according to research conducted by Mustofa & Prasetyo (2020), job satisfaction is in which there is promotion justice, motivation, salary, and coworker support. Job satisfaction is often shown by how employees like the job and enjoy doing it. Generally, it can be stated that job satisfaction is a sense of comfort and positive relationships between fellow employees and personnel.

The relevance of the importance of this study is related to the variables under study, specifically how job satisfaction affects the level of happiness of employees as they carry out their duties and responsibilities by observing how what is gained from working as a police officer is usually considered sufficient to satisfy whoever holds the position. The police have a high social position, and many people aspire to work in this field because of their unique duties and services to the community. Public trust in personnel is very high. It is considered a prestigious profession and should be viewed from the perspective of salary and job position in society. So that no one will think that individuals who work as police officers do not feel satisfaction in their work, and no one will believe that they are far from happy at work.

The work environment with happiness has a positive relationship, as shown by the coefficient $r_{xy} = .368$ and $p < 0.05$. The correlation coefficient value is .368, which means that 36.8% of work environment variables affect personnel job satisfaction. The higher the work environment rating, the greater the employee's job satisfaction, increasing personnel satisfaction. But the lower the rating of the work environment, the worse the status of their job satisfaction, so that personnel will feel un or less happy in carrying out their daily work, which results in a decrease in work productivity.

This research aligns with the results of a study from Siska Wulandari & Ami Widyastuti (2014), which states that the work environment has a relationship with increasing and decreasing employee productivity. Sinaga's research (2016) results in Mustofa & Prasetyo (2020) state that a comfortable work environment excites employees to carry out their work. Employees who feel safe and comfortable at work are more likely to be satisfied and enjoy results. They will be more productive and less likely to leave the company. Employee happiness at work is needed to maximize performance, foster a positive attitude in managing and influencing their environment, and provide job satisfaction to employees.

Attitude, personality, salary, coworkers, working hours, job value, and management of coworkers are aspects of the work environment that impact employee happiness. Each of these factors has the potential to significantly increase the value of employee happiness in the work environment. If each component can function together and meet employee expectations after fulfilling and exceeding their duties at work (Mustofa & Prasetyo, 2020). Thus, in this case, it is true that the work environment significantly contributes to individual happiness at work. Happiness at work is essential for individuals because happy individuals have positive feelings that make them satisfied and productive in creating quality human resources. Based on the F value obtained of 8,581, where the value of $R = 0.373$, $R^2 = 0.139$ with $p < 0.01$, means that there is a substantial relationship between job satisfaction and work environment on personnel happiness. Regarding this, it follows the results of research by Widyantoro (2016) and Tobing (2021).

The findings in this study are the relationship between job satisfaction and the happiness of personnel in doing their jobs. Job satisfaction is critical for employees in carrying out their duties and responsibilities. Dahiya and Rangnekar (2018) state that employee happiness helps an organization maintain developmental growth by improving service quality (Alshurideh et al., 2023). In addition, personnel job satisfaction will positively affect the services provided to the organization and its effectiveness by improving the attitudes, behavior, and skills of personnel.

Likewise, a comfortable work environment will provide an atmosphere of happiness in personnel, positively impacting the quality of the service supplied later and for the organization. As stated by Teo et al. (2020), when employees feel a positive and supportive work environment, they will produce positive work results in response to the good of their organization. Conversely, a negative workplace environment, where employees experience negative behaviors and excessive pressure from workplace bullying, will negatively impact organizational outcomes. Police officers as personnel managing the work environment daily to achieve happiness through feeling good at work will reduce personnel wanting to withdraw from the workplace. Happiness at work is a term that describes the experience of employees who are enthusiastic about their work, find meaning and purpose in work, have good relationships at work, and feel committed to their work (Kun & Gadanecz, 2022). This study found that the relationship between job satisfaction and the work environment on personnel happiness was theoretically proven.

CONCLUSION

A significant positive relationship was found between the work environment and personnel happiness; improving the work environment will increase personnel happiness. On the other hand, the lower the state of the work environment score, the worse the form of work happiness in him, which will decrease his performance. The contribution of job satisfaction and work environment variables to personnel happiness is only 13.9%. Seeing the relationship between job satisfaction and the work environment, it can be recommended that the need for attention from the Tebing Tinggi Police leadership supports the creation of happiness in personnel members. In addition, there is a need for regular evaluation related to the achievement and state of personnel happiness, which is closely related to the quality of service carried out by personnel members in their duties and responsibilities in public life. The limitation of this study is that no single study has been found using the same independent and dependent variables and the same agency as this study, so it cannot be compared with other studies. Both partially and simultaneously. So, future researchers should continue this research as a comparison and additional reference for other authors.

DECLARATION

Acknowledgment

The authors are very grateful to the personnel at the Tebing Tinggi Resort Police who have been willing to be respondents in the research and have taken their valuable time answering questionnaires and conducting several interviews.

Author contribution statement

Nenda Valentina Tarigan contributed to conducting the research design, collecting data, distributing the scales, analyzing the research results, and writing the manuscript. Siti Aisyah was a supervisor who assisted and approved the research design development, oversaw the data collection process, and reviewed the results and manuscript. Sjahril Effendy contributed as a supervisor who assisted in preparing the research design, controlled the data collection process, distributed the research scale, provided input related to the theoretical discussion, reviewed the results, and wrote the manuscript.

Funding statement

This research did not receive any specific grant from funding agencies in the public, commercial, or nonprofit sectors.

Data access statement

The data described in this article can be accessed by contacting the author.

Declaration of interest's statement

The authors declare no conflict of interest.

Additional information

No additional information is available for this paper.

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