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The impact of physical work environment on employee performance by job satisfaction as mediator

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Abstract

The purpose of this study is to determine the impact of physical work environment on job satisfaction, the impact of physical work environment on employee performance, the impact of job satisfaction on employee performance, and the role of job satisfaction in mediating the impact of physical work environment on employee performance. The type of this research is a literature review that describes the effect between variables based on existing theories and empirical studies of relevant journals. The results of this study showed that the physical work environment has a positive effect on job satisfaction, the physical work environment has a positive effect on employee performance, job satisfaction has a positive effect on employee performance, the physical work environment has a positive effect on employee performance through job satisfaction.

Keywords: Physical Work Environment; Job Satisfaction; Employee Performance

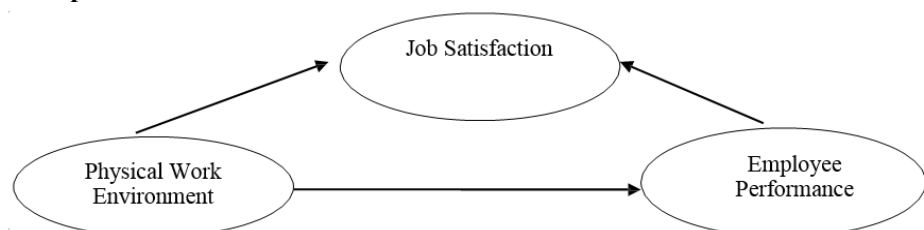
1. Introduction

Human resources are one of the important elements of a company. In order to achieve its goals, a company requires Human Resources that are of high quality and have good performance at work. The quality of human resources in a company can be seen from the performance of its employees. Employees who have high performance will certainly have a good impact on the development of the organization, and conversely, employees with poor performance will have a negative impact on the organization, therefore employees need special attention from the leader so that their performance can be maintained properly so that organizational goals can still be achieved. Performance according to Mangkunegara (2013: 103) ^[8] is as a result of work in the quality and quantity that can be achieved by an employee in carrying out tasks in accordance with the responsibilities given to him. There are many factors that influence performance, one of which is job satisfaction.

According to Handoko (2010: 193) ^[4] job satisfaction is a pleasant or unpleasant emotional state in which employees view their work. Employees will feel satisfied at work when their work is valued. Conversely, dissatisfaction will also occur when employees feel less valued in the organization in which they work. This dissatisfaction will be indicated by employee negative attitudes towards the organization such as high absenteeism and high employee turnover, which causes the achievement of the organization's vision and mission which will hamper the achievement of organizational goals. There are many factors that can affect employee job satisfaction, one of which is the physical work environment.

According to Sedarmayanti (2010: 26), the physical work environment is all physical conditions found around the workplace that can affect employees directly or indirectly. The existence of a good physical work environment will provide comfort for the employee also at work so that it can work well again. A good physical work environment will provide job satisfaction so that performance can increase as well.

2. Conceptual Framework



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3. Research methodology

The type of this research is a literature review that describes the effect between variables based on existing theories and empirical studies of relevant journals.

4. Discussion

4.1. The impact of physical work environment on job satisfaction

According to Sedarmayanti (2013: 26) ^[12], the physical work environment is all physical conditions found around the workplace that can affect employees directly or indirectly. The physical work environment is one of the important factors in the organization. A good physical work environment will provide comfort for employees to work so that job satisfaction will be achieved in accordance with the results of research conducted by Utami (2010) ^[15], Muhraweni *et al.* (2017) ^[9], Kusuma *et al.* (2018) ^[6], Sitinjak (2018) ^[13] which shows that the physical work environment has an effect on job satisfaction. This means that the better the physical work environment, the employee job satisfaction will increase. Vice versa, the worse the physical work environment, the employee's job satisfaction will also decrease. Therefore, special attention is needed to the physical work environment of employees so that employee job satisfaction is maintained properly.

4.2. The impact of physical work environment on employee performance

The physical work environment has an important role in improving employee performance. A good physical work environment will provide comfort for employees in their work so that employees can work well and their performance will also improve. The more comfortable the work environment in the workplace that is felt by employees results in the increasing performance of employees in completing their duties. Every company will surely provide facilities that make employees comfortable in their work so that they can improve their performance and corporate goals can be achieved. Job satisfaction has to do with employee performance. The research conducted by Agastia (2014) ^[1], Widya dan Rustiana (2014) ^[17], Kusuma *et al.* (2018) ^[6], Virgiyanti and Sunuharyo (2018) ^[16] states that the physical work environment has a positive and significant effect on employee performance, meaning that any physical work environment increases then the employee's performance increases.

4.3. The impact of job satisfaction on employee performance

According to Robbins (2015: 49), job satisfaction is a positive feeling towards work produced and evaluated on its characteristics. The level of satisfaction varies greatly depending on what aspects of job satisfaction are. Job satisfaction has a very important influence on employee performance in an organization. Employees with high job satisfaction will be increasingly motivated to work better and provide the best for the company where they work because they feel cared for and valued in their work. Conversely, employees who experience dissatisfaction in work will provide poor work results so that the performance of the employees themselves will decrease. Therefore, employee job satisfaction must be considered. The results of the study are Indrawati (2013) ^[5], Damayanti *et al.* (2018) ^[2], Kusuma *et al.* (2018) ^[6], Laosebikan, *et al.* (2018) ^[7],

Fadlallh (2015) ^[3], Purba *et al.* (2019) ^[10] which states that job satisfaction has a positive and significant effect on performance which means that the more job satisfaction an employee increases, the more the employee's performance increases.

4.4. The impact of physical work environment on employee performance through job satisfaction

The physical work environment is a very important factor in maintaining employee job satisfaction. The company certainly has its own standards that must be met to ensure the comfort of employees at work. The inadequate physical work environment will have a negative impact on employee job satisfaction, so employees will feel uncomfortable at work and ultimately not feel satisfied at work. This dissatisfaction will cause a lack of enthusiasm for work so that the performance of the employee will be disrupted in completing the work. Decreasing employee performance that is not immediately addressed will have an impact on the achievement of company goals. If the physical work environment that is built by the company is very comfortable for employees, employee job satisfaction can be achieved well, so that its performance will also be better. This is consistent with the research conducted by Untung and Nugraheni (2017) ^[14] which states that the physical work environment has a positive effect on employee performance through job satisfaction, meaning that the better the physical work environment facilities provided by the company, the employee job satisfaction will increase so that performance will also increase. Conversely, the worse the physical work environment facilities provided by the company, the job satisfaction of employees will decrease so that performance will also decrease and the achievement of company goals can be hampered.

5. Conclusion

The physical work environment has a positive effect on job satisfaction, the physical work environment has a positive effect on employee performance, job satisfaction has a positive effect on employee performance, the physical work environment has a positive effect on employee performance through job satisfaction.

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