

THE INFLUENCE OF WORK CLIMATE AND FATIGUE ON THE PERFORMANCE OF SAMSAT MEDAN EMPLOYEES WITH JOB SATISFACTION AS A MEDIATION VARIABLE AT SAMSAT MEDAN UTARA

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Abstract

The focus of this study is to analyze job satisfaction in mediating work climate and fatigue on employee performance. A quantitative approach was chosen in this research, then the data source was obtained through distributing questionnaires to 74 employees at the North Medan Samsat. Data analysis using Sstructural equestion model (PLS SEM). The Northesearch results show that at North Medan Samsat, the work environment has a direct impact on job satisfaction. At North Medan Samsat, the work environment has a direct influence on employee performance. Directly, fatigue has no effect on employee job satisfaction at North Medan Samsat. Job satisfaction has a direct effect on employee performance at North Medan Samsat. Job satisfaction has a direct effect on employee performance at North Medan Samsat. At North Medan Samsat, job satisfaction indirectly moderates the influence of work climate on employee performance. At North Medan Samsat, job satisfaction did not significantly moderate the effect of fatigue on employee performance.

Keywords: Work climate, work fatigue, performance, satisfaction

INTRODUCTION

Employee performance is a consequence of the amount and quality of work that can be completed by an employee in carrying out the obligations and responsibilities that have been allocated to him. When it comes to evaluating each employee, the company's main focus is always on performance. To obtain maximum performance results, organizations must be able to continuously control and encourage employee work and performance, so that the company's true goals and objectives can be realized optimally. Many elements, both internal and external, influence employee performance in carrying out their duties. Internal factors are factors that come from within the employee, such as knowledge, experience, health, and so on. Meanwhile, external elements are influences that come from outside the employee, such as the work environment, pressure, laws and regulations, technology, and so on. The ability of employees to predict several of these elements will have an impact on the quality of employee performance in the organization, both directly and indirectly.

Job satisfaction is one of the factors that influences employee performance. The work environment is the next factor that influences employee performance. As stated by The work atmosphere is the environment and infrastructure, as well as the people, in which members of an organization perform their duties. Additionally, fatigue impacts staff performance. An organization is always in contact with its environment, which provides resources for the organization while also creating obstacles. As a result, for an organization to survive and exist, it must continue to adapt to its environment to avoid failure.

Based on the results of observations made by researchers at the North Medan Samsat in 2023, there is still a high level of work errors made by employees. So far Synchronize

reports between one section and another section. Meanwhile, the lowest error rate occurred in April with 13 errors in the form of the quality of the BK replacement service not being in accordance with what was promised by community employees. Based on observations, researchers found that work errors that have occurred so far are caused by job satisfaction factors. Where so far, the employee work monitoring system has not been implemented properly. Some employees have permission to leave and enter during working hours. This is what makes other employees feel jealous of why the leadership did not give a warning to this employee.

LITERATURE REVIEW

Work Climate

The human environment and infrastructure in which organizational members carry out their work is referred to as the work climate. In other words, the human environment in which an individual operates is referred to as the work climate. Work climate is also defined as a set of traits or attributes that are observed by individuals and that are considered to have an impact on the individual's drive to work as well as possible. Work climate can also refer to an individual's view of various aspects of the workplace. as stated by states that work climate is the quality of the work environment that can be felt by members. Work climate is the product of behavior carried out by employees, both consciously and unconsciously, and will most likely have an impact on future behavior. They also stated that the characteristics of an organization are formed along with management actions, therefore every action will have an impact on the working atmosphere in the organization so that it becomes a factor that substantially influences worker behavior. Then Work climate indicators consist of 1) Support, 2) Participative decision making, 3) Trust, 4) Openness and 5) Achieving high performance goals. The results of previous research state that work climate has a significant effect on employee performance.

Work Fatigue

Employee job satisfaction can decrease as a result of burnout because they feel tired, less motivated, and lose interest in their work. This can lead to a decline in work quality, morale, and sense of accomplishment. Exhausted employees tend to perform poorly. They may have difficulty concentrating, making judgments, or doing work efficiently. Individual and team productivity can decrease due to poor performance. Exhausted employees may be absent more often or make more mistakes at work. Inability to focus and fatigue can lead to decreased attendance rates and higher error rates. Fatigue can be measured with the following indicators (1) shows a weakening of activities, (2) shows a weakening of motivation, (3) shows a picture of physical fatigue due to general conditions. Previous research results stated that work fatigue has a negative effect on employee performance.

Job satisfaction

Job satisfaction is the dream of every employee. Job satisfaction makes employees feel more appreciated and treated well. Employees who are satisfied with their work will be more

committed to the company where they work. They are more likely to stay in their positions, reduce employee turnover, and increase company loyalty. Employees who are engaged and willing to give their best to their tasks are more likely to produce high-quality work. Job satisfaction can be assessed from work that is appropriate to the employee's field, a good salary system, professional promotion, good supervision and relationships between co-workers.

Employee Performance

Performance is the result of work behavior achieved in completing assigned tasks and responsibilities within a certain time period. Employee performance is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience, seriousness and time. A worker's abilities and interests, capacity and receptivity to task delegation explanations, and a worker's role and level of motivation all contribute to performance. Furthermore. Performance is defined as the quality and quantity of work results achieved by someone in carrying out their duties in accordance with the responsibilities given to them. Several efforts are made to improve employee performance, including (1) discrimination, (2) expectations, and (3) development and communication. Performance indicators include: (1) quality, (2) quantity, (3) task implementation, and (4) responsibility.

HYPOTHESIS

Based on previous literature reviews, the hypotheses obtained in this research are:

1. The work climate has a positive effect on job satisfaction at the North Medan Samsat
2. Fatigue has a positive and significant effect on job satisfaction at North Medan Samsat
3. The work climate has a positive effect on employee performance at the North Medan Samsat
4. Fatigue has a positive and significant effect on employee performance at the North Medan Samsat
5. Job satisfaction has a positive and significant effect on employee performance at North Medan Samsat
6. The work climate has a positive effect on employee performance at the North Medan Samsat through job satisfaction.
7. Fatigue has a positive and significant effect on employee performance at the North Medan Samsat through job satisfaction.

Conceptual framework

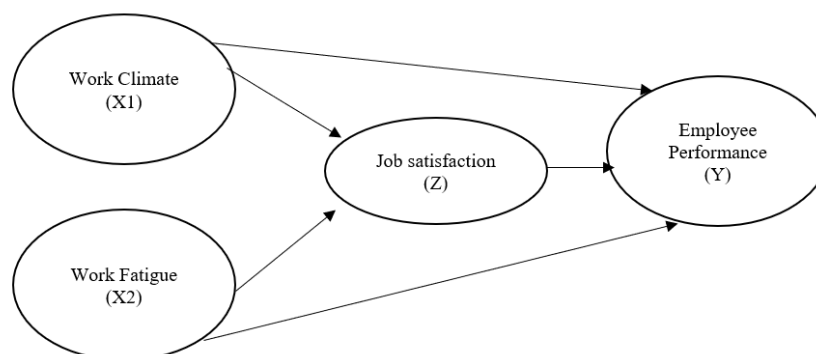


Figure 1. Conceptual Framework

METHOD

The approach in this research is quantitative. Research data is primary data through the distribution of questionnaires which have been prepared based on the indicators of each research variable. The population of this study consisted of 174 permanent employees at North Medan Samsat. Purposive random sampling was used as a sampling approach in this research. The sample size for this study was 74 employees. The sample selection criteria were based on work experience of more than ten years. This work period is considered capable of providing a clear picture of how to increase employee job satisfaction. The data collection technique uses a questionnaire adapted to each indicator of the research variable. The data analysis technique for this research is statistical analysis, specifically partial least squares - structural equation model (PLS SEM).

RESULTS AND DISCUSSION

Respondent Characteristics

Table 1. Characteristics of Respondents based on gender and age

Gender	Frequency	Percentage
Man	43	61%
Woman	27	39%
31 – 35 years	4	6%
35 – 40 years	17	24%
41 – 45 years	31	44%
46 – 50 years	18	26%
Total	70	100%

The gender of the respondents can be seen in the table above which shows that the majority of respondents are male, namely 43 people or 61%, and 27 respondents are female with a proportion of 39%. Respondents aged 31-35 years were 4 people or 6%, respondents aged 35-40 years were 17 people or 24%, respondents aged 41-45 years were 31 people or 44%, and respondents aged 46-50 years as many as 18 people or 26%.

Measurement Model Analysis (Outer Model) Convergent Validity

Table 2. Convergent Validity Results

Variable	Indicator	Loading Factor	Information
Work climate	WC1	0.854	Valid
	WC2	0.848	Valid
	WC3	0.823	Valid
	WC4	0.717	Valid
	WC5	0.763	Valid
Burnout	BN1	0.72	Valid
	BN2	0.854	Valid
	BN3	0.703	Valid
Job satisfaction	JC1	0.757	Valid
	JC2	0.769	Valid
	JC3	0.781	Valid
	JC4	0.767	Valid
	JC5	0.717	Valid
Employee performance	EF1	0.736	Valid
	EF2	0.768	Valid
	EF3	0.745	Valid
	EF4	0.895	Valid

Source: Data processed by Smart PLS 2023

Based on the table above, all indicators have a value greater than 0.7, which indicates that the indicators in this research are adequate.

Compositereliability

Table 3. Composite reliability results

Variable	Composite Reliability	Cronbarch'salpa	Information
Working climate (X1)	0.843	0.788	Reliable

Work Fatigue (X2)	0.890	0.857	Reliable
Job satisfaction (Z)	0.943	0.930	Reliable
Employee performance (Y)	0.943	0.932	Reliable

Source: Data processed by Smart PLS 2023

Based on the table above, the composite reliability value of all the factors above is declared trustworthy because it is more than 0.7, which shows that the questionnaire can provide steady or consistent measurement results. Furthermore, all the variables above are declared reliable because Cronbach's alpha is greater than 0.6, which shows that the questionnaire can provide stable or consistent measurement results.

Coefficient of Determination (R square)

Table 4. R Square Results

	R SQUARE	R SQUARE ADJUSTED
Job satisfaction (Z)	0.780	0.775
Employee Performance (Y)	0.711	0.701

Source: Data processed by Smart PLS 2023

Based on the table above, these variables have a fairly good (moderate) relationship, this is in accordance with the provisions, where the R Square value of the employee performance and job satisfaction variables has a value greater than 0.50 which indicates that the model is moderate (currently).

F Square

Table 5. F Square Results

	Work climate	Work fatigue	Employee performance	Job satisfaction
Working climate (X1)	-	-	0.035	0.048
Work Fatigue (X2)	-	-	0.025	0.063
Job satisfaction (Z)	-	-	0.352	
Employee Performance (Y)	-	-	-	

Source: Data processed by Smart PLS 2023

Based on the table above, it can be explained that the Smart PLS test results show that each variable generally has a moderate relationship which is in accordance with the criteria for drawing conclusions, if the f^2 value is 0.15, then there is a moderate influence of the exogenous variable on the endogenous variable.

Hypothesis testing

Table 6. Results of Direct Effect and Indirect Effect

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	Statistics (IO/STDEV)	P Values	Information
X1 -> Z	0.844	0.843	0.065	2,963	0,000	Significant
X 1-> Y	0.607	0.611	0.192	2,479	0.004	Significant
X2->Z	0.062	0.079	0.080	0.772	0.440	Not significant
X 2 -> Y	0.185	0.189	0.191	0.969	0.333	Not significant
Z -> Y	0.680	0.681	0.153	4,452	0.000	Significant
X1 > Z > Y	0.574	0.575	0.140	4,085	0,000	Significant
X2 > Z > Y	0.042	0.054	0.057	0.738	0.461	Not significant

Source: Data processed by Smart PLS 2023

The Influence of Work Climate on Job Satisfaction

Work climate is a condition or situation where an agency feels comfortable, at ease, and free to carry out its work without worry. If relationships between people develop harmoniously, a pleasant work environment will be created. This friendly climate is very beneficial for employee performance. Employees perform better when they work in a comfortable and peaceful environment. Findings from research[35]which states that work climate directly has a significant effect on job satisfaction. Furthermore[36]which emphasizes that the work climate directly has a significant impact on an employee's work comfort. Then the results of other research also show that a positive work environment allows people to maximize their potential in carrying out their obligations and responsibilities. The implications of the research findings show that the work climate at the Puri Hijau samsat is considered to be good, where the existing work climate is able to increase a sense of trust and openness between co-workers and management can create an atmosphere where employees feel heard, appreciated and trusted.

The Influence of Work Climate on Employee Performance

Based on the results of research hypothesis testing, it shows that the work climate directly has a significant effect on employee performance at the North Medan Samsat. The results of this research are in line with the results of research conducted bywhich states that work climate directly has a significant effect on employee performance. Then the research results also stated that the work climate was considered important in increasing the company's competitive advantage over its competitors. Next[39]emphasized that the work climate is a very important aspect in achieving the company's ambitions and goals. The implications of the findings of this research indicate that the work climate of North Medan Samsat employees, related to the conditions currently created, requires various improvements to be made towards work conduciveness. This conducive climate concerns

the values or cultural characteristics that exist in the Samsat Administration section. North Medan has not yet taken steps to optimize performance achievement. Management will make various efforts to improve employee performance, such as creating a conducive work climate, because the factors that determine a person's performance in the organization are influenced by internal and external factors, namely the organization's work environment, such as the behavior, attitudes and actions of colleagues, subordinates, or facility leadership and work climate.

The Effect of Fatigue on Job Satisfaction

Based on the results of data analysis, it shows that fatigue has no effect on job satisfaction. The results of this study are in line with the research results [40] which states that fatigue has a negative impact on an employee's job satisfaction. Then also stated that fatigue has a negative impact on comfort in the workplace. Companies must properly manage the workload on management. This goal is necessary so that employee work fatigue will have a negative effect on the quality of work results. The implications of this research show that the North Medan Samsat is currently able to provide a workload in accordance with its duties and responsibilities. It is assessed that the existing workload does not occur in double jobs between one section and another. So that the negative impacts of current work fatigue can be minimized. No employee who does double jobs will feel tired and this can be caused by emotional exhaustion. Emotional exhaustion arises from excessive stress, and is difficult to overcome, which can lead individuals to a worse situation where apathy, cynicism and frustration appear. Sources of emotional exhaustion can arise in individuals who have perfectionist personality tendencies or want perfection in every job.

The Effect of Fatigue on Employee Performance

Based on the results of hypothesis testing, it shows that fatigue is not significant on employee performance at North Medan Samsat. The results of this research are in line with research results which state that fatigue has a negative influence on the quality of employee work results. Furthermore, there are also those who warn that fatigue can make working relationships between employees less harmonious. The implications of the findings in this research show that the work fatigue experienced by North Medan Samsat employees is due to the high number of visits from vehicle owners who want to extend their STNK or plate replacement for five years, which may increase further since Covid-19 must be overcome. Work fatigue can increase the level of employee errors in carrying out their duties, resulting in a decrease in employee performance. All work carried out by employees results in work fatigue and work fatigue will reduce performance.

The Effect of Job Satisfaction on Employee Performance

Based on the results of hypothesis testing, it shows that job satisfaction has a significant effect on employee performance at North Medan Samsat. The results of this study support the research results which states that job satisfaction directly has a significant effect on employee performance. Furthermore, other research emphasizes that the element of job

satisfaction is the main key in improving the quality and quantity of employee work results. Next emphasizes that employee satisfaction is an important capital for management in increasing competitive advantage with other companies. The implications of the findings in this research show that the job satisfaction felt by employees at the North Medan Samsat Office is based on the research results, there are several employees who feel that they do not feel complete satisfaction at work, because the salary they get does not match the performance carried out by the employee.

The Influence of Work Climate on Employee Performance and Job Satisfaction

Based on the results of data analysis, it shows that job satisfaction has a significant role in mediating work climate on performance at North Medan Samsat. The results of this research are in line with the results of research conducted by which states that work climate has a significant effect on employee performance through job satisfaction. The element of job satisfaction is a key factor in mediating between work climate and employee performance. Job satisfaction should continue to increase, especially in the work climate that exists within the Company. This goal needs to be carried out because it has a significant impact on the quality of employees' work results. The implications of the findings in this research show that the work climate at North Medan Samsat can be declared conducive. This can be seen from the increasingly solidly of the existing work team in carrying out work coordination. Then the current job risks are also smaller.

The Effect of Fatigue on Employee Performance Through Job Satisfaction

Based on the results of data analysis, it shows that indirectly job satisfaction does not play a role in mediating fatigue on employee performance at North Medan Samsat. The results of this study support the results of previous research which stated that work fatigue has no influence on employee performance through job satisfaction. Then other research states that job satisfaction will decrease when an employee has an excessive workload and this will increase work errors. Furthermore, the research results state that reducing employee job satisfaction starts from management errors in providing excessive workload. So this has the effect of reducing the quality of employee work. The implications of the findings in this research indicate that work fatigue at the North Medan Samsat has been an important factor in influencing job satisfaction and employee performance. Management that pays attention to employee welfare, provides adequate rest time, manages workload wisely, and provides a healthy work environment can help reduce fatigue levels and increase employee performance and job satisfaction.

CONCLUSION

Based on the results of the analysis and discussion in the previous chapter, the following conclusions can be drawn: At North Medan Samsat, the work environment has a direct influence on job satisfaction. At North Medan Samsat, the work environment has a direct impact on employee performance. At North Medan Samsat, fatigue has no effect on employee job satisfaction. Job satisfaction has a direct effect on employee performance at

North Medan Samsat. At North Medan Samsat, job satisfaction indirectly moderates the influence of work climate on employee performance. At North Medan Samsat, job satisfaction indirectly did not significantly moderate the effect of fatigue on employee performance.

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