



# The Influence of interpersonal communication, work environment, and job satisfaction on job loyalty employees of PT. Tamtama Mulia Abadi

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## ABSTRACT

This study aims to determine and analyze the effect of interpersonal communication, work environment, and job satisfaction on employee loyalty of PT Tamtama Mulia Abadi. The type of research is associative analysis. Based on the results of the t hypothesis test, it can be concluded that partially interpersonal communication has a significant effect on work loyalty, work environment has a significant effect on work loyalty, job satisfaction has a significant effect on work loyalty. Based on the results of the F hypothesis test, it can be concluded that simultaneously interpersonal communication, work environment, and job satisfaction have a significant effect on job loyalty. Based on the results of the coefficient of determination, the coefficient of determination or Adjusted R-Square is 0.454 or 45.4%, which means that the effect of interpersonal communication, work environment, and job satisfaction on job loyalty is 45.4%, while the remaining 54.6% is influenced by other variables or factors not examined.

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## 1. INTRODUCTION

Employees who join an organization or company directly move or work to carry out their duties and responsibilities in accordance with those appointed or previously determined by the leadership.(Julia and Masyruroh 2022),(Cahyadi et al. 2023). The work carried out by the employee will help the company achieve its goals or targets, but this can be achieved if the employee is able to provide optimal work results.(Halawa, Ndrahah, and Telaumbanua 2022),(Yasa and Mayasari 2022). Apart from that, what is very important and meaningful for the company is the loyalty that employees have towards their work. This is considered important because loyal employees tend to be willing to use all their abilities and expertise for the progress of the company, as well as being responsible for their work and behaving in a way that maintains the good name of the organization or company.

Chaerudin, Rani, & Alicia (2020:84) stated that employees who have loyalty to the organization or company have personal awareness in utilizing all the potential that exists within the employee with the aim of advancing the company.(Prayekti, Hadi, and Hendriawan 2023),(Febriansyah and Henndy Ginting 2020).

Loyalty is defined as a person's determination and ability to obediently do and practice something with full awareness and responsibility. To maintain employee work loyalty, it must also be supported by the role of the company by appreciating every work carried out by employees in material and non-material form.(Nasir et al. 2020), leadership consistency in assigning tasks and responsibilities to employees (not burdening employees with work that is not their part), and others(Sari 2022). This is in accordance with what was stated by Abdullah, Amir, & Husna (2021: 16) that employee loyalty is important for company performance results, so companies need to increase their attention to the efforts made by employees in order to maintain and maintain loyalty in employees. or make employees feel satisfied and loyal to the company(Ndraha 2022),(DEWI nd).

Employees in carrying out their work certainly need a conducive work environment. Generally, employees want a clean, tidy work space, a good source of lighting and air circulation, good interaction between employees, leaders appreciating employee work, and so on.(Surajiyo, Nasruddin, and Herman Paleni 2020),(Sitanggang 2021). If this can be created, it will certainly make employees feel at home carrying out their duties and responsibilities which tends to create loyalty within employees for their current work because employees can concentrate while working, so they are able to achieve the best performance for the organization or company.(Juwita and Khalimah 2021). Putra & Sriathi (2019:17) state that a comfortable work environment will make workers enthusiastic about carrying out their work. Comfort in daily work will make workers reluctant to change jobs and choose to be loyal to a company(Lili 2021),(EMPLOYEE 2023).

The research gap in research shows that there are inconsistencies in the results of previous research, namely research from Larastrini & Adnyani (2019) which shows that job satisfaction has a significant effect on employee loyalty, while research from Ganera & Sardjono (2022) shows that job satisfaction does not have a significant effect on employee loyalty.(PRAMUDITA 2022),(Ganera and Sardjono 2022). Giovanni & Ie (2022) show that the work environment has a significant effect on employee loyalty, while research results from Fitriyani (2018) show that the work environment does not have a significant effect on employee loyalty.(ARIEF 2023). The results of research from Sinaga, Nina, & Hafizurrachman (2022) show that interpersonal communication has a significant effect on loyalty, while research from Oktavia (2022) shows that the work environment does not have a significant effect on employee loyalty.(Nevriansah, Prayekti, and Septyarini 2023),(Sunardiyah, Pawito, and Naini 2022).

Based on the background of the problem above, the author chose to conduct research entitled: "The Influence of Interpersonal Communication, Work Environment, and Job Satisfaction on Job Loyalty of PT Employees. Eternal Noble Enlisted Soldier"(Uksan 2017).

Hanani in Joyo (2022:55) states "interpersonal communication is communication between two people where direct contact occurs in the form of conversation". Contact can take place face to face or in a medium, such as the telephone, which is two-way and reciprocal. Interpersonal communication can also be interpreted as sending messages from one person and receiving them from another person or group of people with direct effects or feedback(Sitorus 2020),(Mahadi 2021).

## 2. RESEARCH METHOD

The title of this research is related to the influence of interpersonal communication, work environment, and job satisfaction on employee work loyalty, so the appropriate type of research with this title is associative analysis. According to Ansori and Iswati (2020:13) associative research is research carried out to determine the relationship between two or more variables.The research was

carried out at PT. Tamtama Mulia Abadi on Jl. Bunga Ncole Kec. Medan Selayang Medan, North Sumatra, Indonesia. This research begins in January 2024 to March 2024.

The data collection method in this research uses primary data, namely data obtained directly from the research object. There are two types of primary data used in research, namely:

## 2.1 Literature review

Data collection methods obtained from expert opinions are relevant to this research topic, as well as from books, journals and scientific works.

## 2.2 Field Study

### a. Questionnaire

Data collection uses a list of statements made by the author based on indicators in the research variables. This research uses a Likert Scale, namely to measure the opinions and attitudes of individuals and groups regarding the statements proposed by the author to choose one answer that is considered appropriate. The alternative answers that can be chosen are as follows.

1) Strongly Agree (SS)	Score 5
2) Agree (S)	Score 4
3) Disagree (KS)	Score 3
4) Disagree (TS)	Score 2
5) Strongly Disagree (STS)	Score 1

### b. Observation

Data collection is carried out directly at the research location to determine the conditions and situations that occur in research objects and subjects.

### c. Interview

Data was collected through questions and answers to research respondents containing questions related to this research topic. The data analysis technique in this research uses multiple linear regression analysis. Multiple linear regression analysis shows how much influence the independent variable has on the dependent variable. Multiple linear regression equation, as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_3 + e$$

Information:

Y = Work Loyalty

a = Constant

b<sub>1</sub> = Interpersonal Communication Regression Coefficient b<sub>2</sub> = Work Environment Regression Coefficient

b<sub>3</sub> = Job Satisfaction Regression Coefficient X<sub>1</sub> = Interpersonal Communication

X<sub>2</sub> = Work Environment X<sub>3</sub> = Job Satisfaction

e = Standard error

## 3. RESULTS AND DISCUSSIONS

In this section, respondents are divided based on gender. The distribution can be seen in the following table.

Table 1. Respondent's Gender

No	Gender	Amount	Percentage
1	Man	57 people	52%

2	Woman	52 people	48%
	Total	109 people	100%

Source: Processed by the Author, 2023

From Table 1 above, it shows that 57 people or 52% of respondents were male and 52 people or 48% were female. This shows that the number of male employees is greater than the female employees selected as samples in this research, because in general male employees can do more work.

In this section, it is explained the results of research and at the same time is given the comprehensive discussion. Results can be presented in figures, graphs, tables and others that make the reader understand easily(Nguyen, Prior, and Van Hemmen 2020). The discussion can be made in several sub-chapters.

Table 2.Respondent's Age

No	Age	Amount	Percentage
1	18 - 25 years	55 people	50%
2	26 - 35 years	39 people	36%
3	Over 36 years old	15 people	14%
	Total	109 people	100%

Source: Processed by the Author, 2023

From Table 2 above, it can be seen that the respondents aged between 18 - 25 years, namely 55 respondents with a percentage of 50%, aged between 26-35 there were 39 respondents with a percentage of 36%, and those aged over 36 years were 15 people. (14%). Thus, the majority of respondents are aged 18 - 25 years, because in this age group employees are still in their productive age and can still be taught so they can develop.

Table 3. Respondents' Work Period

No	Years of service	Amount	Percentage
1	1-2 years	30 people	28%
2	3-5 years	55 people	50%
3	above 5 years	24 people	22%
	Total	109 people	100%

Source: Processed by the Author, 2023

From Table 3 above, it can be seen that the respondents had a working period of between 1 - 2 years, namely 30 respondents or 28%, 3-5 years as many as 55 respondents (50%), and above 5 years as many as 24 people (22%). Thus, the majority of respondents have a work period of 3-5 years, because employees with a work period of 3-5 years already have sufficient experience.

The validity test measures the consistency of the questionnaire results. A statement item is said to be valid if the correlation value is above 0.361; and if the correlation value is below 0.361, it means the instrument is invalid. Based on the results of data processing using the SPSS program, the following validity test results were obtained:

Table 4. Validity Test Results for the Organizational Commitment Variable

Variable	R Table	R Count	Information
x.1	0.361	0.48	Valid
x.2	0.361	0.383	Valid
x.3	0.361	0.652	Valid
x.4	0.361	0.482	Valid
x.5	0.361	0.567	Valid
x.6	0.361	0.588	Valid
x.7	0.361	0.471	Valid
x.8	0.361	0.582	Valid

x.9	0.361	0.401	Valid
x.10	0.361	0.464	Valid

Source: SPSS Results, 2023

Table 5. Validity Test Results of the Organizational Commitment Variable

Variable	R Table	R Count	Information
x2.1	0.361	0.448	Valid
x2.2	0.361	0.394	Valid
x2.3	0.361	0.781	Valid
x2.4	0.361	0.534	Valid
x2.5	0.361	0.67	Valid
x2.6	0.361	0.781	Valid

Source: SPSS Results, 2023

Table 6. Validity Test Results for Organizational Culture Variables

Variable	R Table	R Count	Information
x3.1	0.361	0.687	Valid
x3.2	0.361	0.755	Valid
x3.3	0.361	0.732	Valid
x3.4	0.361	0.436	Valid
x3.5	0.361	0.694	Valid
x3.6	0.361	0.563	Valid
x3.7	0.361	0.354	Valid
x3.8	0.361	0.652	Valid
x3.9	0.361	0.665	Valid
x3.10	0.361	0.694	Valid

Source: SPSS Results, 2023

Table 7. Validity Test Results for Employee Performance Variables

Variable	R Table	R Count	Information
y.1	0.361	0.519	Valid
y.2	0.361	0.588	Valid
y.3	0.361	0.438	Valid
y.4	0.361	0.739	Valid
y.5	0.361	0.642	Valid
y.6	0.361	0.457	Valid
y.7	0.361	0.473	Valid
y.8	0.361	0.763	Valid

Source: SPSS Results, 2023

Based on the results of the t hypothesis test, the calculated t value for the interpersonal communication variable is  $4.703 > t$  table  $1.983$ , and the significance value is  $0.000 < 0.05$ , so it can be partially concluded that interpersonal communication has a significant effect on work loyalty. Based on the results of the t hypothesis test, the calculated t value for the work environment variable is  $3.715 > t$  table  $1.983$ , and the significance value is  $0.000 < 0.05$ , so it can be partially concluded that the work environment has a significant effect on work loyalty. Based on the results of the t hypothesis test, the calculated t value for the job satisfaction variable is  $3.042 > t$  table  $1.983$ , and the significance value is  $0.000 < 0.05$ , so it can be partially concluded that job satisfaction has a significant effect on work loyalty. Based on the results of the F hypothesis test, the Fcount > Ftable value is  $30.941 > 3.082$  and the F significance value is  $0.000 < 0.05$ . So it can be concluded that simultaneously/together interpersonal communication, work environment, and job satisfaction have a significant effect on work loyalty.

Based on the results of the analysis of the coefficient of determination, the value of the coefficient of determination or Adjusted R-Square is  $0.454$  or  $45.4\%$ , which means that the influence

of interpersonal communication, work environment and job satisfaction on work loyalty is 45.4%, while the remaining 54.6% is influenced by other variables or factors not studied such as compensation, organizational climate, and training.

#### 4. CONCLUSION

This study confirmed that interpersonal communication, work environment, and job satisfaction have a significant influence on work loyalty. This adds to the literature on the factors that influence work loyalty in the workplace. With an Adjusted R-Square value of 45.4%, this study shows that almost half of the variability in work loyalty can be explained by these three variables. This provides a better understanding of the importance of interpersonal communication, work environment, and job satisfaction in influencing employee loyalty. The findings provide guidance for management to focus on enhancing interpersonal communication, improving the work environment, and increasing job satisfaction to increase employee loyalty. The implications of this study suggest that management needs to take a holistic and integrated approach in managing human resources, taking into account the various aspects that influence job loyalty. With 54.6% of the variability in work loyalty explained by other factors, future research needs to explore additional variables such as compensation, organizational climate, and training to get a more comprehensive picture of the factors that influence work loyalty.

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