

# The Influence Of Work Environment And Organizational Culture On Work Satisfaction And Lecturers Performance At The Schools Of Management Information And Computer In Sulawesi.

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**Abstract:** This study aims to know and analyze influence of work environment and organizational culture on the lecturers work performance and satisfaction at the Schools of Management Information and Computer In Sulawesi. This study uses an explanatory study method, and the population is all the lecturers on the School of Management Information and Computer in Sulawesi. The sample criteria were an active lecturer foundation with a minimum of 2 years in a row and lecturer who has academic rank. Samples were drawn with a purposive sampling method and maximum Likelihood method of estimation (ML) by 180 respondents. Data analysis was done using structural equation models or Structural Equation Modeling (SEM). Results of the analysis show that the positive work environment and organizational culture has significant influence to the lecturers' satisfaction and work performance.

**Keyword:** work environment and organizational culture, lecturers' satisfaction and work performance.

## 1 INTRODUCTION

Global competition has raised the standard of performance in a variety of dimensions, organization, management, human resources, quality, costs, products and operating systems (White, 1988). The performance standards are not static and precise, so it requires further development of the company and its human resources. By accepting the challenge posed by the increasing standard of this, companies are effectively willing to do what is important to have a strategic competitiveness. Only by being willing to accept this challenge, the company can improve its human resource capabilities and can sharpen their skills (Perry, 1991). Faced with the above conditions organizations must make fundamental changes that include the values of organizational culture, systems, and structures. The values underpinning this cultural organization formed through a historical journey, because these values are believed to be the key to the success of the organization. When the context of the times have changed, the situation becomes competitive and demanding competence be a determinant of the success of the organization, the culture of the organization was changed, by attention to individual performance. To instill and strengthen organizational culture is by developing the design and structure of the organization, procedures and organizational systems, design of physical space and office buildings, instill history, legend, myth, and certain events, important people as well as a formal statement regarding to the philosophy of the organization. Existing organizational culture will refer to the formulation of belief, values, and how to learn from experience that built throughout the history of the organization and is manifested in each setting materials and behavior of each member of the organization or the values as the guiding source for human in performing its obligations and also its behavior in the organization. The significance of the work environment lies in its role in determining the success of a person. The success that comes from an attitude or behavior which is a reflection of the confidence, intelligence, passion, courage, honor, devotion, and loyalty to one's typical. Human mental attitude

and the work environment have associated with climate and environmental conditions in which it is located. The working environment is established early, especially in the school environment determines how soon a person's work environment. College is the first institution in which a person is formed and prepared to have a good working environment. Improving the work environment can not be done instantly, but need etiquette and good intentions, either individually or collectively. Work satisfaction is also important for self-actualization. Employees who do not get Work satisfaction will never reach psychological maturity, and in turn will become frustrated. Such employees would often daydream, have low morale, tired and bored, emotionally unstable, often absent and did busyness that has nothing to do with the work to be done. Employee dissatisfaction is usually expressed in the following four possibilities. First, *Exit*; the dissatisfaction expressed through behavior that is directed to leave the organization, including new positions and stop the search. Secondly, *Voice*; actively and constructively trying to improve conditions. It is include suggestions for improvements, discussing problems with superiors, and some forms of union activity. Third, *Loyalty* is passive but optimistically waiting for improved conditions. Includes talk defend organizations face external criticism and trusting the organization and management to "do the right thing". Fourth, *Neglect* is passively allowing conditions to worsen, including absenteeism or chronic late dating, reduced effort, and increased error rate. (S.M.Puffer, 1987). Therefore, high Work satisfaction has great significance both for the employee and the organization, especially as it creates a positive situation in the work environment of the organization (Strauss and Sayles, 1990: 26-28). The variables that determine Work satisfaction needs serious attention from the manager. By understanding the determinant variables, interventions can be done to influence the behavior patterns of individuals in the organization towards the expected goals of the organization. E.A. Locke in The Nature and Causes of Work satisfaction revealed that the factors that drive Work satisfaction are

mentally challenging work, the rewards are worth, supportive working conditions, supportive co-workers, and personality suitability to the work. (E.E.Locke, 1976). Regarding the challenging work, employees tend to prefer works that give them opportunities to use their skills and abilities and offer a variety of tasks, freedom, and feedback on how well they work. This characteristic makes work is mentally challenging. The work is too less challenging to create boredom, but too much challenge creates frustration and feelings of failure. On condition that the challenge is, most employees will experience pleasure and satisfaction (Katzel, Thompson, Guzzo, 1992). Employees care about the work environment, both for personal comfort and to facilitate the task well. Studies demonstrate that employees prefer physical surroundings that are not dangerous or troublesome. Temperature, light, noise, and other environmental factors should not be esktrim (too much or too little), for example, is too hot or too dim. Besides, most employees prefer to work closer to home, the facilities were clean and relatively modern, as well as the tools and proper equipment. (Stephen Robbins, 1996). Fully realized that Work satisfaction is a very important factor, however, this problem is not simple, both in terms of concept and analysis, because satisfaction has diverse connotations. Therefore many factors are needed to consider in analyzing employee satisfaction. Several recent studies have revealed that the reward system is an aspect that stimulates the labor strike as mirror dissatisfaction. Judge (1995: 107) says that the industrial zone has created a very competitive environment and ultimately affects the way employees and the impact of different. Employees began to compare himself with others, comparing what is expected with what it receives and ends with a sense of satisfaction and dissatisfied. In college, a reciprocation of the formal educational institutions is largely determined by the quality management and the management of the institution. Of course lecturers (lecturers) as a central point in addition to the administrative staff and student bodies. The quality and commitment of lecturers are keys to the success of formal educational institutions (Burki, 1999; Angrist, 2001b; Betts, 2001 and Misnawati, 2004). Lecturers is lecturers in higher education institutions, a group of workers who occupy a certain position in the world on a mission of human resource development (HRD), anywhere in the world, including in Indonesia. This is in line with the goals of higher education that prepare students to be the members of the community who have the academic ability and/or professionals who can implement, develop and enrich the repertoire of services or to science, technology and /or art (PP.60-1999), for the college readiness needs with all the devices including the main one is the main driving force as the academic learning activities, so that the lecturer should receive coaching career planned and proportionate. Demands as mentioned above is also confirmed in the government regulation number 19 of 2005, about the national standards of education, on Articles 45 and 46. In the future tasks and the more complex functions of a lecturer, this is due to the development of science very rapidly, and also demands for the use of E-Learning or Information Technology (IT) can not be avoided. This situation requires the ability to adapt according to the needs of higher education development. The readiness for a lecturer in improving the quality and intensity of their academic activities into absolute consciousness and planned comprehensively and integrally. This is mainly related to the implementation of the tri dharma

of college namely education/teaching, study and community service. All three of the main activities, coupled with coaching and activity is likely to occur, followed by structural assignments, and is one measure of academic performance. The third function of the above activities should be planned/programmed and is expected to add value to the community that was the object/subject of devotion. This activity takes place formally by following a variety of procedures including forms of cooperation with government and private agencies. With various forms of liability above, fitting a lecturer has a strong motivation and clear, namely the range of high dedication to achievement, acceleration or regulations rank, significant income as a form of responsibility at the same time educational staff received awards, and especially important is a form of individual accountability to God Almighty carry out the mandate that has been properly and optimally. With frequent lecturers are motivated to do his work properly, will improve the quality and Work satisfaction that desirable, because the strength of encouragement or motivation to work will determine the size of a person's Work satisfaction. (Moh.As'ad, 1995: 45). Lecturers as educators have a very strategic position, which has a direct influence on the learning process, the quality of graduates and competitive output pattern. Its meaning is that the quality of students determined how the quality power of the professor as a key element of educational personnel. Even the quality assurance system that is developed at this time, and has become a standard reference for every college professor as a resource set that is strongly correlated to the ability of graduates to competition minded, which have the expertise and scientific disciplines practiced in accordance with (Wardiman Djojonegoro, 2004, 13). The involvement of lecturer in this direction is basically due to: the nature and function of the college organization. Various lecturer performance phenomenon that usually appears at higher education institutions which are some of the lecturers do not have GBPP and SAP for the subject being taught, the average number of face-to-face in each semester never reaches a set amount that is 14 times meetings for each semester, as well as the implementation of midterm exams end which is always late from the schedule set by the academic that related to the late reporting of test results and impact back on the main student will register or to the next semester. (East Tribune, 2000, Kendari News, 2010). The whole phenomenon is common in some colleges are no exception in some School of Management Information in Sulawesi. Based on the initial survey on some Schools of Management Information in Sulawesi, found several phenomena related to lecturer performance including the number of students who received not in accordance with the limits in which lecturer ratio is ideal ratio of one lecturer to 30 students and lecturer qualifications were stratified 2 or more still less, deliver course material without making plans and contracts in accordance with the syllabus of lectures, lower study and community service only tend to focus on the purpose of the credit rate to completion fungsional lecturer positions, there is also a lecturer teaching is not in accordance with performance management, where a teacher assigned to teach the subject that were not in accordance with their educational background. Another thing that is related to the study of lecturer performance Sumardi (2007) found that the facts have not been conducive academic atmosphere that led many lecturers do not linger live on campus because lecturer do not have a special room, library,

teaching and learning aids are minimal plus a prayer room, canteen and parking is generally not available that troubling the lecturer (Sumardi, 2007). Furthermore Sumardi (2007) argued that universities in South Sulawesi, many of which overlook the alignment process of internal and external environment and the better of organization management. Though, the management of communication in all directions is an absolute demand for organizational success. Many colleges that do not have a guide book that contains a technical manual operations management of work units. Neither is the lack of understanding of the vision and mission of the college due to lack of socialization to stakeholders.

The correlation between performance and satisfaction according to Lopez (1982) has a high significance level. Performance is measured with an instrument developed in the study were incorporated in some general performance measure, which is then translated into a fundamental behavioral assessment. Based on this phenomenon it is interesting to study about the influence of the work environment and organizational culture on satisfaction and lecturer performance at the School of Management Information and Computer in Sulawesi.

## 2. RESEARCH METHODOLOGY

Based on the type of study, this study is a study that explains the causal relationship between the variables or the so-called explanatory study. In addition, this study is included in the descriptive study. The study population was all lecturers at the School of Management Information and Computer in Sulawesi totaling 609. Sampling technique used in this study is purposive sampling and Likelihood maximum estimate (ML) by the number of 180 respondents. Data analysis was performed using structural equation modeling or Structural Equation Modeling (SEM). At this study, the type of data is qualitative and quantitative. Sources of data used in this study are the primary data. In this study the techniques used include: (1) Observation, (2) Interviews are used is in-depth interviews or unstructured interviews. (3) The questionnaire was structured in the form of written questions given to respondents. (4) Documentation required is a variety of written documents and unwritten that show or describe the data and important information related to the study. The method of analysis used in this study is a structural equation modeling or Structural Equation Modeling (SEM) to determine the causal relationship between latent variables included in the structural equation. The analytical tool used is reduced with the help of statistical application form and program AMOS ver. Ver 7.0 and SPSS 21.

## 3. RESULTS

To make it easier to analyze the functional relationship between variables then the value of the coefficients are arranged in the form of tables as displayed in Table in Appendix 2: The Influence of Working Environment (X1) on Work satisfaction (Y2) The coefficient of the variable influence of Working Environment (X1) on Work satisfaction (Y2) of 0.328 with a t value of 3,320 at the significance level of 0.000. The coefficient indicates that the variable Work Environment (X1) has positive effect on Work satisfaction (Y2). This means that the improvement at Work (X1), will be followed by improvement of Work satisfaction (Y2) assuming other factors that affect the size of Work satisfaction (Y2) is considered constant. Influence the value of the t statistic Working

Environment (X1) on Work satisfaction (Y2) of 3,320 with significance of 0.000 or below 0.05. This means the Working Environment (X1) significantly affects Work satisfaction (Y2). The Influence of Organizational Culture (X2) on Work satisfaction (Y2) The coefficient of the variable influence of organizational culture (X2) on Work satisfaction (Y2) of 0.255 with a t value of 3,297 at the significance level of 0.000. The coefficient indicates that organizational culture variables (X2) has positive effect on Work satisfaction (Y2). This means that the improvement of the organizational culture (X2) will be followed by improvement of Work satisfaction (Y2) assuming other factors that affect the size of Work satisfaction (Y2) are considered constant. T statistic values influence organizational culture (X2) on Work satisfaction (Y2) of 3,297 with significance below 0.000 or 0.05. This means that organizational culture (X2) has significant effect on Work satisfaction (Y2). The Influence of Working Environment (X1) on Performance (Y2) The coefficient of the variable influence of Working Environment (X1) on performance (Y2) of 0.288 with a t value of 3,856 at the significance level of 0.000. The coefficient indicates that the variable Work Environment (X1) has positive effect on performance (Y2). This means that the improvement at Work (X1), will be followed by improved performance (Y2) assuming other factors that affect the size of performance (Y2) is considered the t statistic constant. The influence of Working Environment (X1) on performance (Y2) 0.000 to 3856 with significance at or below 0.05. This means the Working Environment (X1) significantly affects the performance (Y2). The Influence of Organizational Culture (X2) on Performance (Y4) The coefficient of the variable influence of organizational culture (X2) on the performance (Y2) of 0.500 with a t value of 6.800 at a significance level of 0.000. The coefficient indicates that organizational culture variables (X2) has positive effect on performance (Y2). This means that the improvement of the organizational culture (X2), will be followed by improved performance (Y2) assuming other factors that affect the size of performance (Y2) is considered the t statistic constant. Value of the influence of organizational culture (X2) on the performance (Y2) amounted to 6.800 with significance of 0.000 or below 0.05. This means that organizational culture (X2) has significant effect on performance (Y2). The Influence of Work satisfaction (Y2) on Performance (Y4) The coefficient of the variable influence Work satisfaction (Y2) on Performance (Y4) of 0.240 with a t value of 3,081 at the significance level of 0.002. The coefficient indicates that the variable Work satisfaction (Y2) has positive effect on performance (Y4). This means that the improvement of Work satisfaction (Y2), will be followed by a performance improvement (Y4) assuming other factors that affect the size of Performance (Y4) is considered the t statistic constant. The value influence Work satisfaction (Y2) on Performance (Y4) amounted to 3081 with significance of 0.002 or below 0.05. This means that Work satisfaction (Y2) has a significant effect on performance (Y4).

## 4. CONCLUSION

There is the influence of the work environment and organizational culture on lecturer Work satisfaction, thus improving the working environment, improving organizational culture will create an increase in Work satisfaction. This indicates that if a college wants to increase their lecturers' Work satisfaction can be done by improving the working environment and the improvement of college culture

organizational. There is the influence of the work environment and organizational culture on the performance of the lecturer, thus improving the working environment, improving organizational culture will create improvement lecturer performance. This indicates that if a college wants to improve the performance of lecturers can be done by improving the working environment and the improvement of organizational culture college

## 5. Recommendation

### Implication for The Upcoming Research

The Influence of work environment on Work satisfaction. The influence of the work environment variables on Work satisfaction is positive. This means that the increase in the working environment will be followed by an increase in Work satisfaction, assuming other factors that affect the size of the working environment is considered constant. The result of workplace testing showed a significant effect on Work satisfaction, according to Robbins (1996) there are four important factors that drive satisfaction work is work that is mentally challenging, the rewards are worth, supportive working conditions and supportive colleagues and personal suitability to the work. Work environment that supports the productivity of labor will lead to Work satisfaction for workers in an organization. The working environment is the power that drives the spirit that is within or outside themselves either in the form of reward or punishment. That is in relation with Herberg in Luthans (2003) states that in humans there are six factors satiation. 1). performance achieved (achievement). 2). recognition of others (recognition). 3). responsibility (responsibility). 4). opportunities for advancement (advancement). 5). Work satisfaction itself (the work itself). 6). and career development (the possibility of growth). The influence of organizational culture on Work satisfaction Variables influence organizational culture on Work satisfaction is positive. This means that an increase in the organization's culture will be followed by an increase in Work satisfaction, assuming other factors that affect the size of constant. The result testing showed considered organizational culture organization culture has a significant effect on Work satisfaction, according to Emmons (1999) revealed that individual's feel uncomfortable in an environment will experience helplessness, fear. Conversely if he feels comfortable with his surroundings he will show a positive nature and opt to stay longer in the environment. Furthermore, the suitability of the individual to the organizational culture in which he works will lead to Work satisfaction, work commitment and will encourage the individual to survive in a company and a career in the long run. (Kotter and Heskett, 1997, Wallach, 1983, O'Reilly III et al, 1991). Work environment influence on lecturer performance The influence of the work environment variables on the performance of the lecturer is positive. This means that the increase in the working environment will be followed by an increase in lecturer performance assuming other factors that affect the size of the working environment is considered constant. Workplace testing result showed a significant effect on the performance of lecturer, according to Gibson (2004) one of the factors that affect performance are Psychological factors consist of: perception, role, attitude, personality, motivation, work environment and Work satisfaction. Soedarmayanti (2003) states that a pleasant work environment for employees

through binding of harmonious relationships with superiors, peers, and subordinates and supported by adequate infrastructure is in place work will bring a positive impact to the employees, so that the performance of employees can be increased. Influence of Organizational Culture on lecturer performance The influence of organizational culture on the lecturer performance variable is positive. This means that an increase in the organization's culture will be followed by an increase in lecturer performance assuming other factors constant. By considered the organizational culture organization culture testing result showed a significant effect on the performance of the lecturer, Kotter and Heskett (1997) says that a strong culture can produce effects that greatly affect the performance of individuals and, even in a competitive environment such influence can be greater than other factors such as organizational structure, financial analysis tools, leadership and others. Organizational culture that easily adapts to changing times (adaptive) is that it can improve performance. According Mangkunagara (2007) factors strongly support the organizational work environment for individuals to achieve performance. Organizations referred to environmental factors such as work descriptions are clear, adequate authority, targets a challenging work, effective communication patterns, harmonious working relationships, work climate of respect and dynamic, career opportunities and a relatively adequate working facilities. The influence of Work satisfaction on lecturer performance The influence of variables on the performance of lecturer Work satisfaction is positive. This means that an increase in Work satisfaction will be followed by an increase in lecturer performance assuming other factors that affect the size of Work satisfaction is considered constant. Testing result showed a significant effect on Work satisfaction of lecturer performance, according to Robbins (1996), in a statement that a worker who happy worker is a productive "(for individuals) If applied in an organization, it can be said to be an organization with satisfied employees tend to be more effective, thus increasing productivity. According Siagian (1995), Work satisfaction is a person's general attitude toward his work. This means that in general can be formulated that someone who has a sense of satisfaction in his work will have a positive attitude towards the organization in which he works.

### Implications of Study Results

Implications of the theory can be expressed in this study to improve the performance of lecturer that can periodically use the model of the work environment and organizational culture as well as the indirect effect of work satisfaction. The results of this study found that when the lecturer performance increase is as a result of a conducive work environment and improving organizational culture that impact on improving work satisfaction and ultimately an increase in lecture performance. Empirical implications findings of this study is finding a formulation enhanced performance through improved lecturer work environment and organizational culture that can increase work satisfaction.

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