

The Influence of Autocratic Leadership Style and Non-Physical Work Environment on Job Satisfaction of Ambon City Transportation Service Employees

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ABSTRACT

The purpose of this study is to analyze and explain the effect of autocratic leadership on job satisfaction and to analyze and explain the effect of non-physical work environment on job satisfaction. The object of research is the Transportation Department in Ambon City. The goal of this field research is to obtain accurate data as a source of analysis, so that activities in supporting the process, the author conducts direct research on the object to be studied, namely employees of the Transportation Department in Ambon City. This research uses explanatory research methods. Quantitative method data analysis method using multiple regression. The quantitative approach is used because the data that will be used to analyze the influence between variables is expressed in numbers. The target or output of this research is the publication of *Sinta* accredited journals. This research was conducted through a site survey and by inventorying data and describing each indicator as a determinant in measuring the accuracy of indicators and variables and testing the significance of each effect. The results of this study indicate that there is a positive and significant influence on job satisfaction of Transportation Department employees. This is evidenced by the results of the regression calculation obtained a value of 0.748. While the Work Environment has an effect on job satisfaction at the Transportation Agency. This can be proven by the value obtained of 0.222 and the accelerated value of 0.34, so hypothesis 2 can be accepted.

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1. INTRODUCTION

An effective leader is a leader who recognizes the important strengths contained in individuals. Each individual has a different level of expertise. Leaders must be flexible in understanding all the potential possessed by individuals and the various problems faced by these individuals. By taking this approach, leaders can implement all organizational regulations and policies and delegate tasks and responsibilities appropriately. This is in line with efforts to foster organizational commitment from employees. So that leaders will be able to increase employee satisfaction with their work and can improve employee performance more effectively.

According to (Cartono, 2003) A leader has his own unique and distinctive traits, habits, temperament, character and personality so that his behavior and style differentiate him from other people. This lifestyle will definitely color his behavior and type of leadership, one of which is autocratic. An autocratic leader usually has full authority in decision making and is responsible for controlling the organization. The autocratic leadership style combines a number of behaviors or leadership styles that are centered on the central leader as the sole determiner, ruler and controller of organizational members and their activities in an effort to achieve organizational goals. (H. Hadari Nawawi, 2003). Autocratic leadership influences job satisfaction. Research results from Arum Darmawati, 2013 said that the autocratic leadership style variable has a positive and significant influence on the job satisfaction variable.

The work environment in a company or organization is divided into Physical and Non-Physical Work Environments. Robbins, 2008 states that the physical and non-physical work environment greatly influences performance because a clean, comfortable and safe work environment is important for employees because it influences employee performance both directly and indirectly. A pleasant work environment will produce a positive relationship for performance, (Mangkunegara AP, 2008). Non-Physical Work Environment, (according to Sedarmayanti, M. Pd, 2009) are all situations that occur related to work relationships, both relationships with superiors, relationships between co-workers, or relationships with subordinates. Similar opinion by Alex S. Nitisemito, 2000, companies should reflect conditions that support cooperation between superiors, subordinates and those who have the same position in the company. From the opinions above, it can be concluded that the non-physical work environment is a condition related to employee relationships that can influence employee performance.

Apart from influencing performance, the work environment also influences employee satisfaction at work. Job satisfaction is an evaluation that describes a person's feelings of happiness or displeasure, satisfaction or dissatisfaction with work (Fred Luthans, 2006). Job satisfaction according to (Hasibuan, 2001) is an emotional attitude that is fun and loves his job. This attitude is reflected in work morale, discipline and work performance. Job satisfaction is enjoyed at work, outside work, and a combination of inside and outside work. Bloom (1956) in Moch. As'ad (1995: 104).

While obeying (Bloom, 1956) Satisfaction is a general attitude which is the result of several specific attitudes towards work factors, personal adjustment and individual social relationships outside of work. On the other hand Job satisfaction is also a pleasant psychological state felt by workers in a work environment because all needs are met adequately. In other words, job satisfaction is a person's affective response to a job. This job satisfaction is individual, the level of satisfaction varies from one individual to another. Usually every individual will feel satisfied with his work if the work he does is in accordance with his expectations and work goals.

The Ambon City Transportation Department, in its office work activities, is also faced with matters related to job dissatisfaction in relation to Autocratic Leadership and the Non-Physical Work Environment.

The phenomena found in the Ambon City Transportation Department are:

1. There are too many demands at work to always be obeyed without first being discussed by the leadership with subordinates.
2. It can be seen that the attitude is sometimes ambitious and at the same time controlling the situation and not listening to what subordinates want. This is what sometimes makes employees dissatisfied.
3. In terms of the non-physical work environment, it can be seen that there is inequality in carrying out work, relationships with superiors, and relationships with co-workers. There are disharmonious and familial attitudes that are built between co-workers. Apart from that, a gap also appears between subordinates and leaders, due to subordinates' perceptions of leaders.
4. In terms of the non-physical work environment, there is also a lack of awareness at work among Ambon City Transportation Department employees. The working climate created still needs to be improved

5. Employees also feel that the leadership does not pay enough attention to rewards for employees based on the results of the work carried out, when employees have carried out and participated in all activities.

FORMULATION OF THE PROBLEM

Based on the background description, the problem formulation determined is as follows:

1. Does autocratic leadership style have a significant effect on employee job satisfaction?
2. Does the non-physical work environment have a significant effect on employee job satisfaction?

RESEARCH PURPOSES

The aims of this research are:

1. Analyzing the influence of autocratic leadership style on employee job satisfaction.
2. Analyzing the influence of the Non-Physical Work Environment on employee job satisfaction.

2. RESEARCH METHOD

Types and Objects of Research

This research is included in the causal associative research category using a quantitative approach, where employees of the Ambon City Transportation Department are determined as the object.

Population and Sample

The population in this study were 38 employees of the Ambon City Transportation Department. Using the non-probability sampling method. Thus, the non-probability sampling technique chosen is saturated sampling (census), which is a sampling method when all members of the population are used as samples.

Data source

Using Primary Data and Secondary Data

Research variable

The Independent Variable (Independent Variable) is the autocratic leadership style and non-physical work environment. TemporaryThe Dependent Variable (Dependent Variable) is job satisfaction.

Operational Definition and Measurement of Variables

Autocratic Leadership Style

It is a leadership style that comes from a leader who acts mostly according to his own will, every thought is considered correct, is stubborn, has a winning attitude, is closed to suggestions from others and has idealism. Thoha (2013:p,49) Indicators:

1. The attitude of following one's own wishes
2. Thoughts are considered correct,
3. Stubborn attitude
4. Win alone,
5. Closed to suggestions from other people
6. Have high idealism.

Non-Physical Work Environment

Namely everything that cannot be seen but is felt. Relationship between superiors and subordinates, leaders and employees, relationships between employees. Sumartono and Sugito (2004:147) Indicators:

1. The relationship between leaders and subordinates
2. The relationship between subordinates and leaders
3. Relations between employees

Job satisfaction

It is how an individual perceives their work that will give rise to an assessment of the company, as well as feelings of liking or disliking their job and security guarantees. Spector (2000). Indicators:

1. Satisfaction due to Salary
2. Satisfaction due to Promotion
3. Satisfaction from Supervision
4. Satisfaction from Coworkers
5. Satisfaction due to Work Environment

Test research instruments

The research instrument test used is validity test and reliability test.

Data analysis method

The data analysis method uses the classic assumption test in the form of normality test, heteroscedasticity test and multicollinearity test

Hypothesis test

Hypothesis testing uses the t test.

Analysis Techniques

The analysis technique uses multiple regression analysis (multiple linear regression).

3. RESULTS AND DISCUSSIONS**Types and Objects of Research**

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4. CONCLUSION

There is a positive and significant influence between Autocratic Leadership Style and Job Satisfaction among Ambon City Transportation Service employees. There is a positive and significant influence between the Non-Physical Work Environment and Job Satisfaction among Ambon City Transportation Service employees. This means that if the non-physical work environment improves, employee job satisfaction will increase.

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