

# The Influence Of Work Environment, Motivation, Communication, Job Stress and Work Discipline On Performance Mediated By Job Satisfaction In Rebana Craftsman MSMEs In Bungah Village Gresik Regency

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## Abstract

This research aims to determine the direct influence of the work environment, motivation, communication, work stress and work discipline on performance mediated by job satisfaction in the SMEs of tambourine craftsmen in Bungah Village, Gresik Regency. This type of research is a quantitative approach with a sample size of 136 respondents using the method *survey* through distributing questionnaires as a data collection method. The method used to analyze is SEM with tools *Smart PLS version 3.0*. The test used is *test outer model, inner model*, and mediation test. The research results show that work environment variables (X1), and work discipline (X5) have a significant positive effect on performance (Y), work stress variables (X4) have a positive but not significant effect on performance while motivation (X2) and communication variables (X3) have a negative effect and do not significant to performance (Y). It can also be concluded that variable motivation (X2) and work discipline (X5) have a significant positive effect on job satisfaction (Z), work environment variables (X1) have a positive but not significant effect on job satisfaction (Z) while communication variables (X3) and work stress (X4) negative and insignificant effect on job satisfaction (Z). The relationship between the variable job satisfaction (Z) and performance (Y) has a significant positive effect. In the mediation test, the variables motivation (X2) and work discipline (X5) on performance were said to be mediated by job satisfaction Full Mediation.

## Keywords:

Work Environment, Motivation, Communication, Work Stress, Work Discipline

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## Introduction

Industrialization is a development process or socio-economic change that



changes the agricultural livelihood system into an industrial society which aims to build the economic aspects of an advanced, independent and prosperous society. Apart from contributing to higher economic growth and community productivity through synergy, it also creates business opportunities and expands employment opportunities to encourage regional development and reduce and reduce poverty and unemployment. Per capita income for society.

Simply put, we can see what factors and obstacles must be overcome in leading and running a small industry. Many small businesses are started and most of them turn out to be dead ends, dead ends and unsuccessful. In fact, many small businesses that were initially successful actually stalled when they wanted to grow big and failed after they got big. Others can be said to be successful, but rarely are they able to survive in the next generation, this is because most failures occur due to mismanagement and weak management implemented, therefore quality human resources (HR) are needed because human resources are an important factor especially for a company to increase work productivity. A person tends to work enthusiastically if he can get job satisfaction from work. One of the factors that influences work productivity is the work environment.

Based on initial observations made by researchers, MSMEs Tambourine craftsmen in Bungah Village, Gresik Regency do not have performance standards and have never been evaluated. So far, managers have only focused on how well marketers are able to achieve monthly targets. Therefore, the MSMEs of Tambourine Craftsmen in Bungah Village, Gresik Regency need an evaluation of their performance marketing employees so that they are able to meet the goals that have been set.

Another condition that occurs is the low commitment of marketing employees which can be seen from their work periods not being very long and frequent changes in personnel. Then, in this study, apart from measuring job satisfaction and employee performance, researchers realized the urgency of the internal environment in influencing the level of job satisfaction and employee performance. As explained above, these components are organizational culture and social capital.

### **Literature review**

Based on this description, this is in accordance with several journals researched and published by Pradana, R. A, et al (2022), there are 3 variables, namely work environment, work motivation, and job satisfaction; Saputra, MP P, et al (2019) there are 4 variables, namely motivation, communication, work stress, and job satisfaction; Pasaribu, V.

L. D, et al (2021) there are 3 variables, namely work stress, work discipline, and employee performance. From the journal above, there is something new in this research,



namely adding variables to become 6, namely work environment, motivation, communication, work stress, work discipline, performance and job satisfaction, in which there are additional mediating variables as intermediaries in influencing. The location of the Tambourine Craftsmen MSME is in Bungah Village, which is the only Tambourine Craftsmen in Bungah District, Gresik Regency, which has been around for a long time, where most of the expertise in making tambourines or flies has been passed down from generation to generation.

### **Research method**

The implementation time for this research starts from October 2022 to March 2023. This research was conducted at the Tambourine Craftsmen MSMEs in Bungah Village, Gresik Regency.

This type of research is quantitative research with a sample size of 136 respondents who are employees of the Tambourine Craftsmen MSME. The method used for analysis is SEM (Structural Equation Modeling) with the Smart PLS Version 3.0 tool.

### **Data analysis and result**

#### **A. MEASUREMENT MODEL (*OUTER MODEL*)**

##### **a) Validity test**

In the validity test, there are two tests that can be used in the PLS system, including:

##### **1. Convergent validity**

In this measurement, it is considered sufficient if the factor loading value is above 0.7 and the value *Average Variance Extracted (AVE)* above 0.5.

In the Convergent Validity test, the variables work environment, motivation, communication, work stress, work discipline, job satisfaction and performance are declared valid because of the outer loading value  $>0.7$  and AVE value  $>0.5$ .

##### **2. Discriminant Validity**

###### **a. Cross Loading**

*Discriminant Validity* can be said to be good if has a cross loading value for each variable  $> 0.7$ . In this test work environment variables, motivation, communication, work stress, work discipline, job satisfaction and performance are declared valid because the cross loading value is  $> 0.7$ .

##### **b) Reliability Test**

In the validity test, there are two tests that can be used in the PLS system, including:

**1. Composite reliability (Cr)**

Indicators used to measure variables with reliable values greater than 0.7

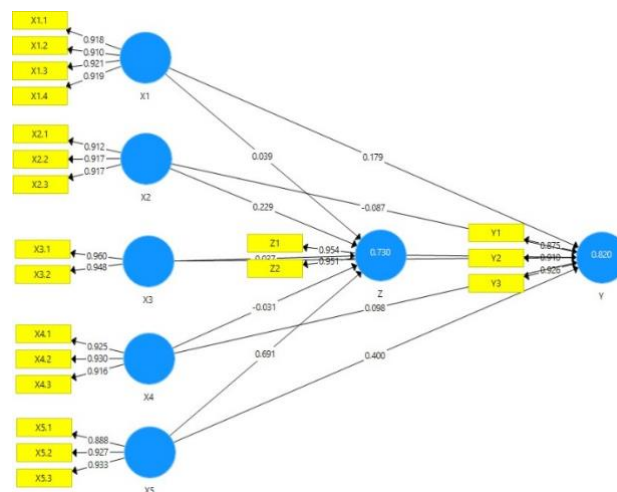
**2. Cronbach's Alpha**

It is said to be reliable if the value obtained is greater than 0.7. In the composite reliability and Cronbach's alpha tests, the variables work environment, motivation, communication, work stress, work discipline, job satisfaction and performance are declared reliable because the value obtained is > 0.7.

**B. STRUCTURAL MODEL (INNER MODEL)**

Inner model in estimating connection causality between laten variables

**Figure 1.**  
*Structural Model*



Source: Smart PLS Version 3.0 processed (2023)

This model is also used to view and analyze existing values. In the inner model I used the R-Square test, with the results:

**a) R-Square**

Based on the research results, it can be concluded that the R-Square value jointly influences X1, So it can be concluded that the exogenous constructs

### C. MEDIATION TEST

According to Sekaran, Uma (2019:69) the mediation test functions to mediate between the independent variable and the dependent variable which also leads to the mediating variable.

In the mediation test there are 3 groupings, namely Non Mediation if the relationship between exogenous and endogenous variables is positive and the mediating variable is negative. Full Mediation if the exogenous and endogenous variables are negative and the mediating variable is positive. Partial Mediation if the exogenous, endogenous and mediating variables are also positive or negative. It can also be seen if the P Value of the Specific Indirect Effect  $> 0.05$  is negative and vice versa.

In the Path Coefficient test, the motivation and communication variables on performance show a negative but not significant relationship because the coefficient value is  $< 0.000$  with P Value  $> 0.05$ . The work stress variable on performance shows a positive but not significant relationship because the coefficient value is  $> 0.000$  with a P value  $> 0.05$ . The variables of work environment and work discipline on performance show a significant positive relationship because coefficient value  $> 0.000$  and P Value  $< 0.05$ . while the variables of motivation and work discipline on job satisfaction show significant positive results. The work environment variable on job satisfaction shows positive results but is not significant. Communication and work stress variables on job satisfaction show negative results but are not significant. Meanwhile, the job satisfaction variable on performance shows significant positive results.

On test Specific Indirect Effects The mediating effect of satisfaction work on the relationship between motivation variables and work discipline on performance shows full mediation results. The mediating effect of job satisfaction on the relationship between communication and performance shows a partial mediation relationship. Meanwhile, the mediating effect of job satisfaction on the relationship between work environment and work stress on performance shows a non-mediation relationship.

### Conclusion

1. The relationship between the work environment and performance positive and significant effect.
2. The relationship between motivation and performance negative and insignificant effect.
3. The relationship between communication and performance has a negative and insignificant effect.
4. The relationship between work stress and performance has a positive but not significant effect.

5. The relationship between work discipline and performance has a positive and significant effect.
6. The relationship between work environment and job satisfaction has a positive but not significant effect.
7. The relationship between motivation and satisfaction Workpositive and significant effect.
8. The relationship between communication and satisfaction Worknegative and insignificant effect.
9. The relationship between work stress and satisfaction Worknegative and insignificant effect.
10. The relationship between work discipline and satisfaction Workpositive and significant effect.
11. The relationship between job satisfaction and performance has a positive and significant effect.
12. The mediating relationship between job satisfaction in the work environment and performance has a positive but not significant effect. And it can be said *Non-Mediation*.
13. The mediating relationship between job satisfaction and motivation on performance has a positive and significant effect. And it can be said *Full Mediation*.
14. The mediating relationship between job satisfaction and communication on performance has a negative and insignificant effect. And it can be said *Partial Mediation*.
15. The mediating relationship between job satisfaction and work stress on performance has a negative and insignificant effect. And it can be said *Non-Mediation*.
16. The mediating relationship between job satisfaction and work discipline on performance has a positive and significant effect. And it can be said *Full Mediation*.

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