

The Effect of Confidence, Self-Efficacy, Work Environment and Motivation on Job Satisfaction during the COVID-19 Pandemic (Case Study of a Lecturer at the Faculty of Economics and Business, Sam Ratulangi University)

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Abstract: Self Confidence (X1) is 0.478 which means it has a positive influence on the dependent variable Job Satisfaction (Y) which means that if the Confidence variable (X1) increases by 1 unit, then Job Satisfaction (Y) will also increase by 0.478 units assuming the variable others are fixed or constant.

The value of b2 which is the regression coefficient of Self Efficacy (X2) is 0.149 which means it has a positive influence on the dependent variable Job Satisfaction (Y) which means that if the Self Efficacy variable (X2) increases by 1 unit, then Job Satisfaction (Y) will also experience an increase of 0.149 units assuming other variables are constant or constant.

The value of b3 which is a regression coefficient from the Work Environment (X3) is 0.107 which means it has a positive influence on the dependent variable Job Satisfaction (Y) which means that if the Work Environment variable (X3) increases by 1 unit, then Job Satisfaction (Y) will also experience an increase of 0.107 units assuming other variables are fixed or constant.

The value of b4 which is the regression coefficient of Work Motivation (X4) is 0.043 which means it has a positive influence on the dependent variable Job Satisfaction (Y) which means that if the Work Motivation variable (X4) increases by 1 unit, then Job Satisfaction (Y) will also experience an increase of 0.043 units assuming other variables are constant or constant.

Key words: Trust, Efficacy, Work Environment, Motivation, Job Satisfaction

INTRODUCTION

Job satisfaction reflects a person's feelings towards his work. This can be seen from the attitude towards work and everything in the work environment. It is the obligation of every company leader to create job satisfaction for their employees, because job satisfaction is a factor that is believed to be able to encourage and influence work morale so that they can work well and will directly affect performance. A leader is also required to provide a good and pleasant working atmosphere as well as work safety guarantees so that employees will feel satisfied.

The existence of the COVID-19 pandemic has made the government introduce the concept of working from home for ASN as a more productive and flexible direction of bureaucratic work. Work From Home (WFH) is proven to provide great benefits from increasing productivity, increasing job satisfaction, strengthening the balance between the world of work and personal life, reducing operational costs to reducing the impact of global warming due to the minimization of transportation use (Rizky, 2020). However, there are some parties who feel that the apparatus is not

ready to implement work from home because they are considered not ready. Job satisfaction problems faced by lecturers during the Covid-19 pandemic include providing ineffective lecture materials because they have to study using an online system, student attendance problems cannot be controlled properly, main function (Tupoksi).

Employee job satisfaction can essentially be influenced by various factors, including self-confidence, self-efficacy, work environment and work motivation. Firdausi's research (2018) shows that self-confidence directly affects the increase in job satisfaction. However, Ernawati's research (2019) shows that self-confidence does not affect job satisfaction. Dewi's research (2015) This study aims to examine the effect of self-efficacy on job satisfaction. The results of the analysis show that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction, but Supriyadi's research (2016) shows that self-efficacy has no effect on job satisfaction. Wuwungan's research (2017) shows that the work environment has a positive and significant effect on job satisfaction, but Wongkar's research (2018) shows that the work environment has no effect on job satisfaction. Dewi's research (2015) This study aims to examine the effect of work motivation on employee job satisfaction which shows that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction. However, Supriyadi's research (2016) shows that motivation has no effect on job satisfaction. Dewi's research (2015) This study aims to examine the effect of work motivation on employee job satisfaction which shows that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction. However, Supriyadi's research (2016) shows that motivation has no effect on job satisfaction. Dewi's research (2015) This study aims to examine the effect of work motivation on employee job satisfaction which shows that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction. However, Supriyadi's research (2016) shows that motivation has no effect on job satisfaction.

There is an inner belief that if the ability is explored further it will give peace or satisfaction to the perpetrator, also in it there is hope that if it is realized it will provide certain benefits, can be satisfaction, can be motivation or encouragement to repeat it. Self-confidence is the ability to take appropriate and effective action in any situation, no matter how great the challenges. Firdausi's research (2018) shows that self-confidence directly affects the increase in job satisfaction by 8.8%, and indirectly through supervision by 6.1%, which means the magnitude of the influence of self-confidence and supervision to increase job satisfaction is 14.9%. Mocheche's research (2017) shows that self-confidence affects job satisfaction. Employee job satisfaction can essentially be influenced by various factors, including self-confidence, self-efficacy, work environment and work motivation. Firdausi's research (2018) shows that self-confidence directly affects the increase in job satisfaction. However, Ernawati's research (2019) shows that self-confidence does not affect job satisfaction. Dewi's research (2015) This study aims to examine the effect of self-efficacy on job satisfaction. The results of the analysis show that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction, but Supriyadi's research (2016) shows that self-efficacy has no effect on job satisfaction. Wuwungan's research (2017) shows that the work environment has a positive and significant effect on job satisfaction, but Wongkar's research (2018) shows that the work environment has no effect on job satisfaction. Dewi's research (2015) This study aims to examine the effect of work motivation on employee job satisfaction which shows that self-efficacy and work motivation have an effect on job satisfaction simultaneously. In addition, self-efficacy and work motivation have a positive effect on employee job satisfaction. However, Supriyadi's

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Self-efficacy is a matter of the individual's perceived ability to cope with special situations in connection with an assessment of the ability to perform an action that is related to a specific task or situation. Lecturers are required to be able to better master and carry out more challenging tasks and have a strong sense of commitment to the interests of the community. and the realization of shared goals. So with the completion of the job, the level of satisfaction will increase. Aspects of consideration in self-efficacy or self-efficacy can be categorized into two main aspects, namely the internal aspects of workers and external aspects of workers. The reason for the division of self-efficacy considerations into two internal and external aspects is more based on the phenomena that occur related to things that affect the success of workers in carrying out their duties. Research by Dewi (2015) This study aims to examine the effect of self-efficacy on employee job satisfaction. The results of the analysis show that self-efficacy has an effect on job satisfaction. Fadilah's research (2018) shows that self-confidence affects job satisfaction.

Methodology

Data is a collection of information, in a business sense, data is a collection of information in decision making (Kuncoro, 2009). This study uses two types of data, namely primary data and secondary data. Primary data is data obtained directly from the object under study (not through intermediaries), primary data in this study was obtained through distributing questionnaires, interviews or questions and answers from the source Secondary data is data obtained by researchers indirectly through intermediary media, namely through the results of research results, books, articles, and various publications. (Kuncoro, 2009:69).

Data Collection Techniques

Data collection techniques using a questionnaire. The Likert scale is the most frequent and most widely used scale in research, because this scale allows researchers to reveal the level of intensity of the attitude/behavior or feelings of the respondent (Mustafa, 2009:40).

Research Instrument Testing

The answer to each instrument item that uses a Likert scale has a gradation from very positive to negative which can be in the form of words. Where the smallest object is given the number one, then the second object is given the number two and so on (Sugiyono, 2013: 80), namely:

Strongly agree	=	5
Agree	=	4
Neutral	=	3
Disagree	=	2
Strongly disagree	=	1

Validity Test

The validity or validity test or the degree of accuracy measures the extent to which the accuracy and precision of the measuring instrument performs its measuring function (Yamin & Kurniawan, 2009:22). A valid indicator is an indicator that has a small level of measurement error. The instrument is said to be valid, meaning that the instrument can be used to measure what should be measured, or is able to measure what you want to find precisely (Sugiyono, 2013: 255).

Criterion validity is a type of validity that is often used by researchers. Testing the validity of criteria is done by comparing or correlating the value (score) of the instrument measurement results with certain criteria or standards that are believed to be used to assess (measure) a variable (Mustafa, 2009:43). The way to measure it is by calculating the price of a simple correlation coefficient (Pearson Correlation) between the scores of each item and the total score of those items as the criteria. The validity of an instrument can be seen from the value of the correlation coefficient between the item scores and the total score at a significant level of 5%, items that are not significantly correlated are declared invalid.

Reliability Test

Reliability/reliability (degree of consistency/consistency) is a measure that shows how high an instrument can be trusted or reliable, meaning that reliability concerns the accuracy (in the sense of being consistent) measuring instruments (Mustafa, 2009:4). Another understanding is that if the same set of objects is measured many times with the same measuring instrument, the same result will be obtained.

The reliability or reliability test uses Cronbach's Alpha coefficient which is calculated either based on the score variance of each item and the total variance of the items or through the product moment correlation coefficient between the scores of each item (Mustafa, 2009:44). calculation results show numbers ≥ 0.6 , it can be concluded that the instrument concerned is declared reliable. Alpha cronbach's reliability test was assisted by using the IBM SPSS (Statistical Product and Service Solutions) version 21 program.

Data Analysis Techniques

Because this study is a quantitative study, the data obtained from the respondents through the questionnaire was coded according to a Likert scale of 1 – 5, and then tabulated using statistical analysis with the SPSS computerprogram. Thecollected data wereanalyzedusingMultipleLinear Analysis Techniques, byfirsttestingtheclassicalassumptions.

Classical Assumption Test

To test the feasibility of the regression model used, it must first meet the classical assumption test. The classical assumption test in this study consisted of normality test, heteroscedasticity test. Ulticolinearity test and autocorrelation test.

Normality Test

The formulated hypothesis will be tested with parametric statistics, in this case by using correlation and regression. The use of parametric statistics requires that the data for each variable to be analyzed must be normally distributed. According to Ghazali (2011: 160), the normality test aims to test whether in the regression model, the confounding or residual variables have a normal distribution. One of the easiest ways to see the normality of the residuals is to look at the histogram graph that compares the observed data with a distribution that is close to a normal distribution.

Decision making basis:

- a. If the data spreads around the diagonal line and follows the direction of the diagonal line or the histogram graph shows a normal distribution pattern, then the regression model meets the assumption of normality.
- b. If the data spreads far from the diagonal or histogram graph and/or follows the direction of the diagonal line or the histogram graph does not show a normal distribution pattern, then the regression model does not meet the assumption of normality.

RESULTS

The results showed that self-efficacy had no significant positive effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado. This means that every time there is an increase in self-efficacy, job satisfaction will increase but not significantly. This can be seen from the significance value/probability value of 0.456 which is above the APLha value (0.05). Indicators of self-efficacy are confident that they can complete certain tasks, can motivate themselves to take the necessary actions to complete work, believe that individuals are able to withstand obstacles and difficulties and can solve problems in various situations do not have an effect on job satisfaction. Dewi's research (2015) shows that work motivation has a positive effect on employee job satisfaction. Research result Salangka (2015) partially shows that Self Efficacy has a positive and significant effect on job satisfaction. The results of this study contradict the results of Supriyadi's research (2016) which shows that self-efficacy does not affect job satisfaction.

Effect of Work Environment on Job Satisfaction

The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. The work environment is an atmosphere where employees carry out activities every day. A conducive work environment provides a sense of security and allows employees to work optimally. If the employee likes the work environment in which he works, then the employee will feel at home at work, carrying out his activities so that work time is used effectively. On the other hand, an inadequate work environment will reduce employee performance. A good working environment is one of the factors supporting employee productivity which in turn has an impact on increasing the level of employee performance. Between the two must be balanced, because both the physical and non-physical work environment both affect employee performance and job satisfaction.

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carrying out their activities so that work time is used effectively. On the other hand, an inadequate work environment will reduce employee performance.

The results showed that the work environment had a positive and insignificant effect on the Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado. This means that every time there is an increase in the work environment or the better the work environment, job satisfaction will increase but not significantly. This can be seen from the significance value/probability value of 0.407 which is above the APLha value (0.05). Indicators of lighting/light in the workplace, temperature/air temperature in the workplace, humidity in the workplace, decoration in the workplace and safety at work have a positive but not significant effect. The results of the study Salangka (2015) partially shows that the work environment has a positive and significant effect on job satisfaction. Research Pawirosumarto (2016) showed that the work environment affects job satisfaction. The results of this study contradict the results of Kurniawan's (2013) research which shows that the work environment has no effect on job satisfaction.

The Influence of Work Motivation on Job Satisfaction

Motivation is a form of encouragement from within humans who are ready to enter the world of work or an activity related to work. Where the motivation can be influenced by biological, social, intellectual and emotional factors. Nababih, to create work motivation, there must be a lot of confusion about how to do it, and what types of motivation can improve employee performance. For this reason, the following is an explanation of employee work motivation that can be considered. Giving the right motivation will be able to generate enthusiasm, passion and sincerity in one's work. The increased enthusiasm and willingness to work voluntarily will result in better jobs, which will increase work productivity and job satisfaction.

Motives are often termed impulses. The urge or energy is a movement of the soul and body to act, so that the motive is a driving force that moves people to behave and in their actions have a specific purpose. Activities in work contain elements of a social activity, produce something, and ultimately aim to meet their needs. However, behind this indirect purpose, people also work to get rewards, wages or salaries from their work. So essentially people work, not only to maintain their survival but also to achieve a better standard of living.

The results showed that work motivation had a positive and insignificant effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado. This means that with an increase in work motivation, the job satisfaction of lecturers will also increase but the increase is not significant. This can be seen from the significance value/probability value of 0.853 which is above the APLha value (0.05). Work motivation formed from indicators: Need for achievement, The need to expand relationships and the need to master a job have a positive but not significant effect. Kurnia's research (2013) shows that work motivation has an effect on job satisfaction. This research is also supported by Mubaroqah · (2020) research which shows that work motivation has an effect on job satisfaction. The results of this study contradict the results of Widadi's research (2019) which found that motivation had no effect on job satisfaction.

Research Limitations

The limitations of this research include:

1. Difficulty in obtaining data. The data obtained is the data provided by the respondent in this case is a lecturer at the Faculty of Economics and Business, Sam Ratulangi University, Manado
2. The difficulty of research in researching during the Covid-19 pandemic is that research is carried out via online and cannot interact directly with respondents in this study.

3. This study only discusses 4 factors that affect job satisfaction, namely self-confidence, self-efficacy, work environment and work motivation.

Conclusion

The following are the conclusions obtained from the results of this study as follows:

1. Self-confidence has a significant positive effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado.
2. Self-efficacy has no significant positive effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado.
3. The work environment has no significant positive effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado.
4. Work motivation has a positive and insignificant effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado.
5. Self-confidence, self-efficacy, work environment and work motivation have a significant positive effect on Job Satisfaction of Lecturers of the Faculty of Economics and Business, Sam Ratulangi University, Manado.

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