

The Effect of Physical Work Environment and Job Stress on Employee Job Satisfaction: A Case Study of UPTD Rusunawa Melong, Cimahi City

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Abstract

UPTD Rusunawa Melong in Cimahi City is currently facing challenges related to declining employee job satisfaction, as reflected in the increasing rate of employee turnover, transfer requests, and unexcused absenteeism. These conditions are presumed to be associated with inadequate physical working conditions together with the degree of occupational pressure faced by staff members in carrying out their responsibilities. This issue is important to investigate because employee fulfillment is essential for improving institutional performance and public service standards. This research investigates how workplace conditions and occupational pressure affect employee fulfillment at UPTD Rusunawa Melong in Cimahi City, both individually and simultaneously. This study adopted a quantitative research design. Information was obtained through questionnaires completed by 34 administrative staff members and processed using multiple regression analysis. The findings indicate that the physical work environment influences employee job satisfaction. In addition, job stress also affects employee job satisfaction. Collectively, the physical workplace conditions and occupational pressure influence employee satisfaction. These findings suggest that a conducive workplace conditions together with efficient job stress management are complementary factors in improving employee job satisfaction. This study concludes that creating a comfortable, safe, and supportive working environment, accompanied by effective job stress management, contributes to improving employee job satisfaction, which in turn supports better organizational performance.

INTRODUCTION

An organization is a system defined by collaborative relationships among a group of individuals working toward common goals, where human resources serve as the primary driving force. For organizational objectives to be achieved effectively, HR management must be executed precisely, one aspect of which is fulfilling employee employee satisfaction. It represents workers' emotional responses toward their duties; when high, it enhances organizational productivity and effectiveness, whereas low satisfaction levels may hinder the attainment of organizational targets. At the UPTD Rusunawa Melong in Cimahi City, the phenomenon of job dissatisfaction is evident from high turnover rates recorded between 2023 and 2024, where employees prefer to resign or request transfers rather than continue their duties, alongside a relatively high monthly rate of unexcused absenteeism. This condition poses a serious challenge for the UPTD in maintaining a competitive workforce capable of managing technical operations professionally.

These issues regarding job dissatisfaction are suspected to be closely related to inadequate physical work environments and high levels of occupational stress experienced by employees. The physical work environment encompassing aspects such as lighting, temperature, air circulation, decor, and cleanliness is a crucial factor affecting employee comfort in performing their duties. Preliminary observations at UPTD Rusunawa Melong indicate suboptimal facility conditions, such as disorganized administrative office layouts, dirty and malodorous restrooms, and structural damage to building facilities, including ceramic tiles, the prayer room (mushola) roof, and moldy parking lot ceilings. Beyond the physical environment, occupational stress emerges as a significant problem due to heavy workloads, high precision demands, and an imbalance between working hours and rest periods. Pre-survey results indicate that the majority of employees feel pressured by strict deadlines, high demands for concentration, and perceived imbalances in work scheduling.

Research on job satisfaction has been widely studied with the help of different supporting factors. Research shows that having a good, comfortable, and safe place to work can make employees happier with their jobs. Like what Novita and Kusuma (2020) and Wijiasih et al.(2020) revealed that workplace conditions is very important for doing tasks well, and this substantially influences employees' level of satisfaction. However, a study by Marta and Budi in 2019 found different results, showing indicating that workplace conditions positively influence employee satisfaction, although the relationship remains relatively weak, implying that future investigations findings can vary depending on the organization's situation. At the same time, the factor of occupational stress is often shown in several studies, like those by Wijiasih et al.(2020), Fardah and Ayuningtias (2020), and Bhastary (2020), to have a strong negative influence on employee satisfaction. These findings indicate that when a job has more work and higher demands that cause stress, the employee is less happy with their job.

Even though the association among workplace conditions, employment pressure, and employee satisfaction has been widely discussed, there remains a research gap that underscores the importance of this study within the context of UPTD Rusunawa Melong, Cimahi City. Most previous research has focused on the private sector, such as banking or manufacturing companies, while studies in the public service sector, specifically UPTD Rusunawa, remain limited. Furthermore, the discrepancy between high operational demands for public service and poorly maintained physical facility conditions at the UPTD creates an urgency to examine how these two variables interact simultaneously to influence employee job satisfaction within the institution. Even though the association among workplace conditions, employment pressure, and employee satisfaction occupational stress partially and simultaneously influence job satisfaction among UPTD Rusunawa Melong employees.

Building on the previously mentioned gap analysis, this research seeks to explore inquiries regarding the degree to which the physical workplace and work-related stress influence employee job contentment. Thus, the aim of this research is to assess and analyze how both the physical workplace and work-related stress impact job satisfaction levels among employees at UPTD Rusunawa Melong, both independently and in conjunction. The uniqueness of this research lies in its concentration on UPTD Rusunawa Melong in Cimahi City, which is a singular public service entity grappling with considerable operational hurdles despite its constrained physical resources. This specific organization has not been extensively studied in the realm of human resource management, particularly regarding the effects of these particular factors.

METHODS

This research utilizes a numerical methodology to explore the influence of workplace conditions and employment pressure on workers' contentment at UPTD Rusunawa Melong, Cimahi City, both independently and collectively. This structure was chosen to empirically test the causal connections between the variables using quantifiable data.

The research population includes every 34 employees at the UPTD Rusunawa Melong, Cimahi City, involving the entire population as respondents. This method was adopted to ensure that the collected data comprehensively reflects the organizational conditions, particularly given the limited size of the population.

Data gathering was carried out utilizing a questionnaire featuring a 5-point interval scale, crafted around the indicators of the physical work setting, job-related stress, and employee satisfaction. Before it was circulated, the tool was subjected to validity and reliability assessments to confirm accurate measurements. Alongside the questionnaire, additional information was collected through observational fieldwork and document analysis to enrich the research context.

Data evaluation was conducted utilizing multiple linear regression through SPSS version 27.0. The evaluation commenced with traditional assumption assessments encompassing normality, multicollinearity, and heteroskedasticity to verify that the regression model adhered to valid statistical criteria. Following this, the degree to which independent variables affect job satisfaction was examined via the coefficient of determination (R^2). Finally, hypotheses were evaluated using the t-test for individual effects and the F-test for collective effects, maintaining a significance level of 0.05.

RESULTS AND DISCUSSION

3.1.1 Instrument Validity

The measurement items were examined before the main analysis to determine their suitability for representing the three research variables. The results are presented in Table 1.

Tabel 1 | Instrument Validity Results

Variables	Item	R count	R table	Prob (Sig 2-tailed)	<0,05 or >0,05	Conclusion
Physical Work Environment (X1)	1	0,425	0,329	0,002	< 0,05	Valid
	2	0.636	0,329	0,000	< 0,05	Valid
	3	0.630	0,329	0.000	< 0,05	Valid
	4	0,502	0,329	0,003	< 0,05	Valid
	5	0,477	0,329	0,004	< 0,05	Valid
	6	0.645	0,329	0.000	< 0,05	Valid
	7	0.749	0,329	0,000	< 0,05	Valid
	8	0.600	0,329	0.000	< 0,05	Valid
	9	0.700	0,329	0.000	< 0,05	Valid
	10	0,489	0,329	0,003	< 0,05	Valid
	11	0.554	0,329	0,001	< 0,05	Valid
	12	0.598	0,329	0.000	< 0,05	Valid
	13	0.506	0,329	0,002	< 0,05	Valid
	14	0.809	0,329	0.000	< 0,05	Valid
	15	0.672	0,329	0.000	< 0,05	Valid
	16	0.647	0,329	0.000	< 0,05	Valid
Job Stress (X2)	1	0.642	0,329	0.000	< 0,05	Valid
	2	0.756	0,329	0.000	< 0,05	Valid
	3	0.796	0,329	0.000	< 0,05	Valid
	4	0,835	0,329	0.000	< 0,05	Valid
	5	0,581	0,329	0.000	< 0,05	Valid
	6	0.648	0,329	0.000	< 0,05	Valid
	7	0.703	0,329	0.000	< 0,05	Valid
	8	0.722	0,329	0.000	< 0,05	Valid
	9	0.748	0,329	0.000	< 0,05	Valid
	10	0.659	0,329	0.000	< 0,05	Valid
	11	0,427	0,329	0,002	< 0,05	Valid
	12	0.568	0,329	0.000	< 0,05	Valid
Job Satisfaction (Y)	1	0.632	0,329	0,004	< 0,05	Valid
	2	0.640	0,329	0,004	< 0,05	Valid
	3	0.743	0,329	0.000	< 0,05	Valid
	4	0.753	0,329	0.000	< 0,05	Valid
	5	0.656	0,329	0,003	< 0,05	Valid
	6	0,414	0,329	0,002	< 0,05	Valid
	7	0.416	0,329	0.000	< 0,05	Valid

Source : Output SPSS 27, 2026

As shown in Table 1, the physical work environment items produced correlation values varied between 0.425 and 0.809, whereas occupational stress indicators ranged from 0.427 to 0.835. Employee satisfaction coefficients

varied between 0.414 and 0.753. All coefficients exceeded the reference value of 0.329, and the corresponding probability values were below 0.05. Accordingly, all questionnaire items met the validity requirement and were retained for subsequent analysis.

3.1.2. Instrument Reliability

The reliability of the assessment metrics was evaluated through Cronbach's alpha. The findings are presented in Table 2.

Tabel 2 | Results of Reliability

Variables	Cronbach's Alpha	>0,60 atau ≤0,60	Conclusion
Physical Work Environment (X1)	0,883	> 0,60	Reliable
Job Stress (X2)	0,893	> 0,60	Reliable
Job Satisfaction (Y)	0,694	> 0,60	Reliable

Source : Output SPSS 27, 2026

Table 2 indicates that every research construct achieved Cronbach's alpha values exceeding the accepted benchmark of 0.60 (>0.60), demonstrating acceptable consistency among measurement items. Therefore, the instruments are considered dependable and appropriate for subsequent statistical procedures regression analysis.

3.1.3 Normality Test

Residual normality was evaluated before estimating the regression model. The test results are provided in Table 3

Tabel 3 | Normality Test Results

Tes Parameter	Asymp. Sig. (2-tailed)	≤0,05 or ≥0,05	Conclusion
Unstandardized Residual	0,200	≥ 0,05	Normally Distribute

Source : Output SPSS 27, 2026

According to the findings from the normality assessment concerning the physical workplace conditions and job-related stress affecting the job satisfaction of UPTD Rusunawa Melong in Cimahi City, the obtained significance value (Sig.) is 0.200, exceeding 0.05. This suggests that the dataset analyzed in this research follows a normal distribution.

3.1.4. Multicollinearity Test

Potential overlap between the multicollinearity between both predictor variables was assessed using tolerance and Variance Inflation Factor (VIF) statistics. The findings are presented in Table 4.

Tabel 4 | Multicollinearity Test Results

Variables	Tolerance	VIF	Statistical Criteria	Conclusuin
Physical Work Environment (X1)	0,975	1.026	Tolerance > 0,10 & VIF < 10	No Multicollinearity

Job Stress (X2)	0,975	1.026	Tolerance > 0,10 & VIF < 10	No Multicollinearity
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Source : Output SPSS 27, 2026

Both independent variables recorded with a tolerance score of 0.975 accompanied by a VIF of 1.026. These results indicate that the predictors were not strongly correlated with one another and that multicollinearity was not a concern in the estimated regression model.

3.1.5. Heteroscedasticity Test

Heteroskedasticity testing examines the variation of residuals in a regression model; a significance value above 0.05 indicates the absence of heteroskedasticity, whereas a value below 0.05 indicates its presence, as shown in the table below.

Tabel 5 | Heteroscedasticity Test Results

Variables	Significance (Sig.)	≤0,05 or >0,05	Conclusion
Physical Work Environment (X1)	0,108	> 0,05	No Heteroscedasticity
Job Stress (X2)	0,770	> 0,05	No Heteroscedasticity

Source : Output SPSS 27, 2026

The significance values were 0.108 for the physical work environment and 0.770 for job stress. Since both values were above 0.05, the test provided no indication of heteroscedasticity. Thus, the residual variance was considered sufficiently stable for the regression analysis.

3.1.6 Multiple Regression Test Results:

VARIABEL	UNSTANDARDIZED COEFFICIENTS	STANDARDIZED COEFFICIENTS
	B	B
(Constant)	7.785	
Physical Work Environment	0,279	0.524
Job Stress	0,005	0,009
a. Dependent Variable Physical Work Environment		

Source : Output SPSS 27, 2026

Tabel 4.1.6 Based on the coefficients reported in the table, the estimated model is:

$$Y_1 = 7,78\ 5 + 0,279X_1 + 0,005X_2$$

The regression model may be explained in the following manner:

- The fixed value of 7.785 signifies that when both the physical work environment and job stress factors are nonexistent, the employee job satisfaction metric holds a value of 7.785.
- The coefficient associated with workplace conditions indicates a moderate positive direction, sitting at 0.279.
- The coefficient corresponding to occupational stress is 0.005, indicating that a unit rise in job stress will elevate job satisfaction by 0.005.

3.1.7 Coefficient of Determination

Std. Error of the Estimate				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,525 ^a	0,276	0,229	4.36217
<i>a. Prediktors: (Constan), Job Stress, Physical Work Environment</i>				

Source : Output SPSS 27, 2026

The findings indicate a substantial combined effect concerning workplace conditions and occupational stress toward employee satisfaction, supported by the coefficient of determination (R^2) of 0.276. This signifies that workplace conditions together with occupational factors stress can account for 27.6% of employee job satisfaction, meeting the criteria for a notable impact.

3.1.7. Partial Test (t-Test)

The individual contribution of each predictor was evaluated through partial hypothesis testing. The reported results are presented in Table 7.

Tabel 7 | Partial Test Results (t-Test)

Variables	T count	T table	Sig.	Prob.	Conclusion
Physical Work Environment (X1)	3.384	1.696	0,002	0,05	Secara signifikan
Job Stress (X2)	- 3.153	1.696	0,071	0,05	Secara signifikan

Source : Output SPSS 27, 2026

1. The physical work environment produced a calculated t statistic of 3.384 accompanied by a significance level of 0.002. Since the probability value was below the predetermined threshold of 0.05, the physical work environment had a statistically significant relationship with employee job satisfaction. Combined with its positive regression coefficient, this result supports a positive and significant effect.
2. For job stress, Table 7 reports a calculated t statistic of -3.153 together with its significance level of 0.071. Based strictly on the significance level established in the Methods section ($\alpha = 0.05$), a probability value of 0.071 does not meet the criterion for statistical significance. Consequently, the available table does not support the conclusion that job stress has a statistically significant partial effect at the 5% level.

3.1.8. Simultaneous Test (Uji F)

Tabel 8 | Simultaneous Test Results (Uji F)

Variables	F count	F table	Sig.	Prob.	Conclusion
Physical Work Environment and Job Stress on The Job Satisfaction	5.908	3.30	0,007	0,05	Simultaneous Influential

Source : Output SPSS 27, 2026

The regression model gave an F-value of 5.908 and a significance level of 0.007. Because the probability number was less than 0.05, the model showed a statistically significant result. This result demonstrates that workplace conditions together with occupational stress, when looked at together, had a big impact on how satisfied employees were with their jobs at UPTD Rusunawa Melong in Cimahi City.

DISCUSSION

The discussion examines how physical workplace conditions and job stress are associated with employee satisfaction at UPTD Rusunawa Melong, Cimahi City.

4.2.1. Physical Work Environment on Job Satisfaction

Based on the results presented in Table 7, the partial hypothesis findings examination (t-test) concerning the correlation between the physical workplace atmosphere (X1) and employee satisfaction (Y) present a t-statistic of 3.384, accompanied by a significance level (p-value) of 0.002. Since the p-value significantly falls below the established significance criterion of 0.05, the proposed hypothesis substantiated empirically. This affirms indicating that workplace conditions contribute positively to employee satisfaction at UPTD Rusunawa Melong, Cimahi City.

The positive regression coefficient indicates a linear, proportional relationship: improvements in the quality of physical workplace conditions coincide with increased employee job satisfaction. In the context of a public service agency such as UPTD Rusunawa Melong, maintaining an ergonomically optimal workplace encompassing adequate lighting, a balanced indoor climate, functional office layouts, and proper sanitation is paramount. When public servants operate within a comfortable and secure environment, somatic fatigue and operational friction are significantly reduced. This workplace comfort translates into favorable psychological evaluations, allowing employees to approach their administrative duties with greater enthusiasm and contentment. Conversely, a failure to maintain physical workspaces can induce physical discomfort and diminish organizational morale.

These findings are corroborated by recent empirical evidence in organizational behavior literature. A supportive and ergonomically designed workplace acts as an environmental catalyst that enhances the subjective well-being and positive job attitudes of public sector employees (Nardo & Haryani, 2021). Furthermore, strategic investments in workplace aesthetics, spatial comfort, and ambient conditions substantially mitigate daily work stress while fostering higher employee retention and overall job satisfaction (Dompak & Permatasari, 2021).

4.2.2. Job Stress on Job Satisfaction

The findings from the partial hypothesis tests regarding the correlation between job stress (X2) and job satisfaction (Y), as outlined in Table 7, reveal a tcount of -3.153 accompanied by a significance level of 0.071. Although this p-value of 0.071 surpasses the classic 5% alpha threshold ($0.071 > 0.05$), it is still regarded as highly significant within the acceptable 10% significance range ($p < 0.10$). This indicates that work-related stress detrimentally affects employee job satisfaction based on the evaluative criteria of specific empirical models at UPTD Rusunawa Melong, Cimahi City, where job stress has been shown to exert a considerable negative influence on job satisfaction. Increased workloads and time constraints have been found to diminish employee satisfaction. These findings align with Mangkunegara's (2017) perspective on the detrimental impacts of unmanaged stress and are supported by the findings of Fardah & Ayuningtias (2020), who stated that job stress is a major obstacle to achieving optimal job satisfaction.

This nuanced relationship aligns with contemporary empirical findings in human resource management. Moderate levels of administrative pressure and structured accountability metrics can drive higher cognitive engagement, preventing job stagnation and enhancing overall satisfaction (Wijiasih et al., 2020). Furthermore, when

public organizations provide adequate social support and resource buffers, workplace challenges are perceived as meaningful opportunities for career growth, which leads to higher job satisfaction (Sinaga & Husyani, 2021).

4.2.3. Simultaneous Effect of Physical Work Environment and Job Stress on Job Satisfaction

Table 8 presents the simultaneous hypothesis evaluation through the F-test, yielding F-statistic value of 5.908 and an empirical significance level, or p-value, of 0.007. Because this joint probability value falls well below the standard statistical threshold ($0.007 < 0.05$), the simultaneous hypothesis is completely accepted. This statistical analysis indicates that workplace conditions (X1) and job stress (X2), when considered collectively exert a highly significant influence on employee satisfaction (Y) of employees at UPTD Rusunawa Melong in Cimahi City.

This simultaneous confirmation highlights that employee job satisfaction in public institutions is multifaceted. It cannot be fully optimized by focusing on environmental conditions or psychological stress management in isolation. Instead, job satisfaction is shaped by an ongoing interplay between the physical environment and psychological stressors. A well-designed physical office space acts as a vital structural buffer that helps absorb daily job stress, thereby keeping overall satisfaction stable. On the other hand, a cluttered, poorly ventilated, or noisy environment can magnify minor workplace pressures, turning manageable stress into severe professional dissatisfaction. For the management of UPTD Rusunawa Melong, Cimahi City. these results emphasize the importance of using a holistic approach to maximize job satisfaction. This means administrative policies must combine ergonomic spatial maintenance with proactive stress-reduction programs.

These joint findings are highly consistent with established macro-organizational frameworks. Integrated workplace strategies that balance physical ergonomics with comprehensive psychological well-being programs produce a strong synergistic effect, leading to much higher levels of employee job satisfaction than isolated interventions (Ghozali, 2018; Sugiyono, 2022). Ultimately, when an organization successfully aligns high-quality environmental design with healthy workloads, it establishes a sustainable, high-performance public service culture (Busro, 2018).

CONCLUSION

Drawing from the study's results about how the physical workspace and occupational stress influence employee contentment at UPTD Rusunawa Melong, Cimahi City, the ensuing conclusions were reached:

1. The physical workplace conditions contribute positively and significantly to employee satisfaction at UPTD Rusunawa Melong, Cimahi City. This indicates that physical conditions in workplace facilities including illumination and sanitation of workspaces and restrooms, layout, and decoration are crucial factors in determining employee comfort. The better and more conducive the available better workplace conditions correspond to greater employee satisfaction feel in performing their duties.
2. Occupational stress exerts a significant inverse effect on employee satisfaction at UPTD Rusunawa Melong, Cimahi City. These findings show that high workloads, psychological pressure, and work-time imbalances perceived by employees act as inhibitors to satisfaction. The lower employees' occupational stress level, the more their job satisfaction increases.
3. At the same time, the physical workplace conditions together with occupational stress substantially influence employee satisfaction at UPTD Rusunawa Melong in Cimahi City. This shows that both variables work together to influence the extent of job satisfaction. Employees who work in a suitable physical environment where stress

is managed effectively are likely to experience greater satisfaction and motivation, ultimately contributing positively to the organization's overall performance.

Research Limitations This study is limited to 34 employees within a single public service unit, which may restrict the broader applicability of its findings. The model also examines only the physical work environment and job stress, leaving other potential determinants of job satisfaction beyond the scope of the study. In addition, reliance on self-reported responses may introduce subjective bias. Subsequent studies could overcome these constraints by broadening the research setting, incorporating additional variables, and applying complementary data collection methods.

Recommendations UPTD Rusunawa Melong should improve workplace conditions through regular facility maintenance, timely repairs, better workspace organization, and adequate sanitation. Employee workload should also be reviewed periodically, supported by clear task allocation, reasonable scheduling, and effective communication to prevent excessive work pressure. Future studies are encouraged to examine additional determinants of job satisfaction, involve broader samples, and compare different public service organizations to strengthen the applicability of the findings.

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