

ABSTRACT

THE EFFECT OF NON- PHYSICAL WORK ENVIRONMENT AND WORKLOAD TO EMPLOYEE SATISFACTION OF PT. JNE OF EAST LAMPUNG

By:

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This research relates to the phenomenon in PT. JNE of East Lampung where there is misunderstandings between superiors and employees. The Employee realize that workload is too large with many packages carried. The previous research showed the researcher took non-physical work environment and workload on employee satisfaction variables. This research used Maslow's needs theory. The resource method used quantitative method. The population in this research were 42 people with the sample as 30 people. The result of this research showed that the non-physical work environment effects employee satisfaction significantly. The result of this research showed non-physical effects on employee satisfaction significantly with t value of 21,669, and workload effect significantly on employee satisfaction with t value of -3,449. The non-physical work environment and workload effect employee satisfaction simultaneously with an F value of 61.257.

Kata Kunci : Non- Phisycal Work Environtment, Workload, Employee Satisfaction.

