

THE RELATIONSHIP OF PSYCHOLOGICAL WELL-BEING AND PERCEPTIONS OF THE WORK ENVIRONMENT WITH SATISFACTION WORK FOR EMPLOYEES AT PT. SUZUKI INDOMOBIL MOTOR

Dliya Tsamarah¹, Aldia Bunga Safira² & Indrawati Cahyaningtyas³
email : kodliya1@gmail.com¹, bungaaldia@gmail.com² & idrtys2@gmail.com³
Faculty of Psychology
Program Study Masters of Psychology
Persada Indonesia University Y.A.I. Jakarta **INDONESIA**

ABSTRACT

The aim of this research is to determine the relationship between psychological well-being and perceptions of the work environment and employee job satisfaction at PT. Suzuki Indomobil Motor. This research was motivated by employee problems at PT. Suzuki Indomobil Motor which is related to job satisfaction for each individual. Problems occur when an employee does not have good job satisfaction. If individuals do not have psychological well-being and perceptions of the work environment, this will have an impact on decreasing job satisfaction. The sample in this study consisted of 156 employees and used a simple random sampling technique. The research results show that the first hypothesis is that the coefficient of psychological well-being and employee job satisfaction is $r = 0.617$ with $p = 0.000$ ($p < 0.05$). Which means there is a positive and significant relationship between psychological well-being and employee job satisfaction, then the second hypothesis is $r = 0.518$ with $p = 0.000$ ($p < 0.05$) which means there is a positive relationship between perceptions of the work environment and employee job satisfaction, hypothesis thirdly, $R = 0.675$ with $p = 0.000$ ($p < 0.05$). This means that there is a positive and significant relationship between psychological well-being and perceptions of the work environment and job satisfaction among employees at PT. Suzuki Indomobil Motor.

Keywords: Psychological Well-being, Perception of the Work Environment, Job Satisfaction.

INTRODUCTION

In today's modern era, managing employees is not easy because employees can recognize their rights as workers while working. Thus, an industry must know the needs of workers and fulfill their job satisfaction to decide on achieving the goals and objectives of an organization effectively. Then in an organization, humans as workers cannot be equated with production aspects such as machines, raw materials or capital, because humans have feelings, desires and needs that must be fulfilled and greatly influence job satisfaction. Therefore, industry requires quality human energy sources that have productivity, psychological well-being and good work area conditions. This is needed to achieve industry goals and objectives, so that it can improve and advance the industry. One source of human energy in an industry is employees who are the most important asset. The presence of employees means a lot to this day, on the other hand, if there are no employees, smooth production processes will not occur in an industry.

PT. Suzuki Indomobil Motor is a foreign industry created with the strength of five companies, including, PT. Suzuki Indonesia Manufacturing, PT. Indohero Steel & Engineering Co, PT. First Chemical Industry, PT. Suzuki Engine Industry, PT. Indomobil Utama. The five companies joined with the approval of the President of the Republic of Indonesia with a notification letter of presidential approval through the Chairman of the Investment Coordinating Board (BKPN) No. 05/I/PMA/90 on January 1, 1990, thus this is recorded as the

founding date of PT. Suzuki Indomobil Motor, which operates in the motor vehicle components and assembly industry business sector with the Suzuki two-wheeled (motorcycle) and four-wheeled (car) brands. Located at the head office of PT. Suzuki Indomobil Motor, namely at Wisma Indomobil Jalan M.T. Haryono, Kav. 8, East Jakarta. Meanwhile, the factories are located in various places, namely in Pulo Gadung, Cakung, Tambun and most recently in Cikarang.

There is a phenomenon regarding job satisfaction that occurs at PT. Suzuki Indomobil Motor, through a pre-research survey using telephone interview techniques conducted on several PT employees. Suzuki Indomobil Motor. The result is that an employee does not have good interactions with co-workers and his superiors, then the employee also feels that he is not aware of his potential and then finds it difficult to concentrate because the lighting in the workplace is not bright and the work space lacks air ventilation and feels uncomfortable with the narrowness of the room.

Based on the telephone interviews that were conducted, there were problems with employee job satisfaction. This is shown in the dimension of psychological well-being which can be seen from the behavior of employees who do not have good interactions with other colleagues and also with their superiors and feel that they are not aware of their potential. In terms of working environment conditions, employees also find it difficult to concentrate because the lighting in the workplace is not bright and the work space lacks air ventilation and employees feel uncomfortable with the small space. Apart from the researchers conducting a pre-research survey using interview techniques with employees, the researchers also conducted pre-research observations at the company to see directly the level of employee job satisfaction in the company. From the observations made, researchers found problems regarding employee job satisfaction in the dimension of psychological well-being, namely that employees felt unable to organize or manage themselves and employees did not feel meaningful in their lives either currently or in the past. Then the researchers also found problems with the indicators of the employee's working environment in the company, namely that employees felt that the noise sometimes disturbed their work activities and also felt that choosing the wrong room color resulted in a lack of focus at work.

Therefore, Edy Sutrisno (2015) stated that job satisfaction is employee behavior towards a job which is related to working conditions, relations between employees, rewards obtained and matters related to physical and psychological components. Meanwhile Wibowo et.al., (2015) defines job satisfaction as the result of an individual's feelings towards work which can be seen from the relationships between co-workers and the environment around the work. Every person who feels job satisfaction is influenced by various factors. There are two factors that influence job satisfaction, including: First, the main influence specifically includes job competition, frustration, use of technology, work, the nature of superiors and their psychology, role incongruity and conflict. Second, other main influences include work planning and work organization, quality of work life, job characteristics, and quality of the work environment (Wijono, 2012). So the conclusion from the meaning of the two expert opinions above is that job satisfaction is an individual thing. The experience of a person's attitude towards their work must have different levels, some are pleasant but some are unpleasant. Then it is a person's expectations about his work experience that can lead to satisfaction with him. On the other hand, if the job is unpleasant then there will be no dissatisfaction. Based on the explanation above that job satisfaction also influences psychological factors, Ramos (2007) said that psychological well-being is something positive and can be established with harmonious bonds between people. Meanwhile, according to Tanujaya (2014), psychological well-being is a

condition where a person feels well-being in his life which can function fully and can be used as a more positive evaluation of his life. From the two expert opinions above regarding the meaning of psychological well-being, it can be said that psychological well-being is a condition in which individuals feel well-being in their lives and can establish positive bonds with other people so that they find meaning in their lives. Then, when individuals have good motivation, they will enjoy their work and be considered responsible.

The next factor that influences job satisfaction is the work environment, then Afandi (2018) explains that the work environment is something in the employee's surrounding environment that can influence their work processes, such as the use of air conditioning, adequate lighting, etc. Then Supardi (2004) stated that the work environment is a condition where a person feels comfortable with the conditions at work so that it can create a feeling of feeling at home at work.

So it can be said from the two expert opinions above that the work environment is something that can foster an impression of comfort in the work environment in order to achieve job satisfaction. By providing a comfortable, clean working environment, etc., this can create the impression of feeling at home at work.

In line with research conducted by Isgor and Haspolat (2016) which suggests that there is a relationship between psychological well-being and employee job satisfaction. Then, in contrast to the research of Quilim, et.al., (2016) and Isgor, et. al., (2016) found that employees' psychological well-being has a positive but not very large influence on job satisfaction, and it can be said that a person's psychological well-being has no effect on job satisfaction. Then research by Jain et al (2014) and Razik et.al., (2015) shows that there is a relationship between the work environment and employee job satisfaction. Then referring to research by Takuda et al (2009) and Rafik et.al., (2012), it was stated that the work environment has nothing to do with job satisfaction. Observing the explanation of the background to the problem above, researchers are interested in carrying out research on employee job satisfaction at PT. Suzuki Indomobil Motor, namely "The Relationship between Psychological Well-Being and Perceptions of the Work Environment with Employee Job Satisfaction at PT. Suzuki Indomobil Motor".

FORMULATION OF THE PROBLEM

Observing the explanation of the background, the problems that want to be explained in carrying out this research are:

1. Is there a relationship between psychological well-being and job satisfaction among employees at PT. Suzuki Indomobil Motor?
2. Is there a relationship between perceptions of the work environment and job satisfaction among employees at PT. Suzuki Indomobil Motor?
3. Is there a relationship between psychological well-being and perceptions of the work environment and job satisfaction among employees at PT. Suzuki Indomobil Motor?

RESEARCH PURPOSES

Observing the formulation of the problem, so that the objectives to be achieved in this research activity include:

1. Knowing the relationship between psychological well-being and job satisfaction for employees at PT. Suzuki Indomobil Motor.
2. Knowing the relationship between perceptions of the work environment and job satisfaction for employees at PT. Suzuki Indomobil Motor.

3. Knowing the relationship between psychological well-being and perceptions of the work environment and job satisfaction for employees at PT. Suzuki Indomobil Motor.

BENEFITS OF RESEARCH

Observe the objectives of the research that you want to achieve, so that this research activity is expected to have good benefits. There are also benefits from this research, namely:

1. Theoretical Benefits

Can provide input when developing Psychological Science, especially Industrial and Organizational Psychology and the results of the following research can be used as insight for students, society and companies regarding the relationship between psychological well-being and perceptions of the work environment with employee job satisfaction.

2. Practical Benefits

It is hoped that this research activity can be used as information and advice to readers as a guide regarding psychological well-being variables and perceptions of the work environment which are related to employee job satisfaction, and it is hoped that the following research can be used as a reference to increase and improve psychological well-being and perceptions of the work environment according to expectations. employees at PT. Suzuki Indomobil Motor for employee job satisfaction.

Definition of Job Satisfaction

According to Wibowo et al. (2015), job satisfaction refers to an individual's feelings about work, which may be related to how the individual interacts with the environment at work. Tunjung Sari (2011) revealed that job satisfaction is an individual's feelings regarding the assessment of how satisfied or not the individual is in carrying out their work.

Based on the definition above, it can be said that job satisfaction is an individual's feelings towards work which are observed through relationships between fellow employees and also views of the environment around the workplace.

Job Satisfaction Indicators

There are five indicators of job satisfaction according to Mandala (2014), namely:

1. Achievement

A personal satisfaction obtained from the results of employee performance and contributions at work.

2. Recognition

Employees' feelings of being accepted for the results of the work they have done.

3. The work itself

The feelings that employees feel about the job they have taken, whether the job is too monotonous or the job best suits their wishes.

4. Growth

Feelings that enable an employee to grow and develop and improve the employee's abilities and performance.

5. Progress

Employees feel that they prioritize their success over compensation from their company, so that an employee can gain new abilities that will help them in their career path.

From the description above, job satisfaction is divided into five indicators, namely: achievement, recognition, work itself, growth and progress.

Factors that Influence Job Satisfaction

Based on the opinion of Sutrisno (2016), there are various factors that influence job satisfaction, namely:

1. Psychological factors, are factors related to the psychological state of employees, which consist of talents, interests and attitudes towards work.
2. Social factors, are factors related to interactions between co-workers or superiors.
3. Physical factors, as factors related to the physical condition of employees at the work location, such as: length of working time, lighting, air temperature, etc.
4. Financial factors, are one of the rewards that employees receive for doing a good job, which consists of salary, social security and work promotions.

From the description above, it is said that the factors that influence job satisfaction are psychological, social, physical and financial factors.

Definition of Psychological Well-Being

Psychological well-being according to Maryam (2013) is a condition of a person who can accept himself, despite all the advantages and disadvantages he has. Ismawati (2013) defines psychological well-being as the ability to create relationships with other individuals, accept oneself as one is and be able to realize one's potential.

Based on the definition above, it can be said that psychological well-being means an individual's condition of positive relationships with other individuals, being able to accept their shortcomings and advantages as they are and being able to feel happiness within themselves.

Dimensions of Psychological Well-Being

According to Ryff (2014), someone with good psychological well-being will have a positive impact on themselves which is reflected in six dimensions, including:

- a. Self-acceptance is a form of attitude of someone who is able to accept themselves as they are, whether good or bad, the more someone can accept themselves well, the higher their psychological well-being will be.
- b. Positive relationships with other individuals, namely an interpersonal attitude that exists in individuals who are able to understand other people's conditions, are able to behave well in interacting with the surrounding environment and have trust in each other.
- c. Having independence is one of the abilities of an individual who is able to regulate or organize himself well, and can control behavior according to applicable norms.
- d. Environmental mastery is a person's skill in being able to manage the environment around him, use available opportunities and make evaluations that are in line with his personal needs.
- e. The purpose of life is an individual's feeling of being able to interpret every experience in his life and being able to determine the life goals he wants to achieve in the future.
- f. Personal growth is the development within an individual to be able to become a person who grows and develops, is competent, can discover the potential or skills that exist within oneself and has an open mind in dealing with various things.

Based on the explanation above, it can be said that the dimensions of psychological well-being are self-acceptance, positive relationships with other individuals, having an independent attitude, goals in life, mastery of the environment and personal growth.

Definition of Perception of the Work Environment

According to Robbins and Judge (2009) perception is defined as an individual's process of interpreting sensory impressions in order to provide meaning to the surrounding environment.

Sunyoto (2013) states that the work environment is defined as something that can influence conditions in the workplace, such as: lighting, air temperature and work safety.

Based on several definitions that have been explained, perception of the work environment is a condition where individuals understand themselves and the conditions in their work environment so that employees feel at home and comfortable in their work space.

Work Environment Indicators

Sedarmayanti (2011) states that there are various work environment indicators, including:

- a. Lighting
Lighting is light that enters an employee's work space which can affect vision.
- b. Air temperature
Air temperature is the level of hot or not hot temperature in the work room and can influence how employees feel when doing their work.
- c. Noise
Noise is loud sound that results from heavy work and can affect employee concentration at work.
- d. Use of color
The choice of color is used in the employee's work space.
- e. Required space to move
Movement space is a free space and can help facilitate employee work.
- f. Ability to work
The ability to work is the potential that exists within employees and can improve their performance.
- g. Relations between employees
The interaction between one employee and another employee must go well so that it can improve the performance of each employee.

Based on the description above, there are several work environment indicators which include sound, temperature, lighting, use of color, space required for movement, work skills and relations between employees.

Framework of Thinking

Every employee really hopes that he can feel the best possible psychological well-being and get job satisfaction that meets his expectations. According to Wibowo et.al., (2015), job satisfaction refers to a person's feelings about their work, which may be related to how the individual interacts with the environment at work. Carrying out a job definitely requires communication with other co-workers and leaders and following standard operational procedures within a company. However, achieving job satisfaction is not easy, there are definitely problems or factors that can prevent individuals from getting the job satisfaction they want to obtain. Based on the opinion of Sutrisno (2016), various factors that influence employees in achieving job satisfaction are psychological well-being. Therefore, psychological well-being is defined as a state where a person can establish positive relationships with other individuals, accept one's strengths and weaknesses as they are and feel happiness within oneself.

So psychological well-being plays a very important role for employees in order to increase the job satisfaction they obtain within the company. In this case, employees who can build positive relationships with other individuals, accept their strengths and weaknesses as they are and feel happiness within themselves will be more likely to experience job satisfaction. Having psychological well-being is certainly very good for employee development because it can

increase employee job satisfaction.

Observing previous research conducted by Epita and Utoyo in 2013 entitled the relationship between psychological well-being and job satisfaction in civil servants in government organizations in Yogyakarta. The research results show that there is a real and positive relationship between psychological well-being and employee job satisfaction. So this states that the greater the psychological well-being, the greater the job satisfaction that will be achieved. Then, the same as research conducted by Tasema (2018) suggests that there is a real positive relationship between psychological well-being and employee job satisfaction. It can be said that the greater the psychological well-being that an employee has, the greater the employee's job satisfaction, then conversely, the smaller the psychological well-being that an employee has, the greater the employee's job satisfaction.

Apart from that, a factor that can influence job satisfaction is the work environment. To foster a productive work environment, it must require cooperation from every team member so that the work atmosphere is comfortable, peaceful and enjoyable. This must be properly observed by each superior, through the existence of an adequate work environment it will motivate subordinates to complete their work well.

Research carried out by Handaru (2013) provides an explanation when the work environment has a significant influence on employee job satisfaction in a company. Then, in line with research conducted by Silviana Regiana (2013), the work environment has a positive influence on job satisfaction. So, a good work environment can increase employee job satisfaction, whereas an inadequate work environment can reduce employee job satisfaction.

Based on the explanation that has been put forward, employee job satisfaction is influenced by psychological well-being and perceptions of their work environment. If a person has good psychological well-being, he can increase his job satisfaction. Likewise, if the work environment looks conducive, an employee can feel a comfortable working environment so that he can increase his potential to achieve job satisfaction in a company.

HYPOTHESIS

Observing the various theories that have been presented, the author presents an alternative hypothesis, namely:

- a. Ha₁ (Alternative hypothesis): There is a relationship between psychological well-being and employee job satisfaction at PT. Suzuki Indomobil Motor.
- b. Ha₂ (Alternative hypothesis): There is a relationship between perceptions of the work environment and employee job satisfaction at PT. Suzuki Indomobil Motor.
- c. Ha₃ (Alternative hypothesis): There is a relationship between psychological well-being and perceptions of the work environment with employee job satisfaction at PT. Suzuki Indomobil Cars.

RESEARCH METHODS

The statistical method used in this research is Bivariate Correlation and Multivariate Analysis analysis techniques, where data is processed using SPSS version 25.0 for IBM. The data analysis in this research is directed at testing the proposed hypothesis, namely to determine the relationship between psychological well-being and perceptions of the work environment with job satisfaction among employees at PT. Suzuki Indomobil Motor.

RESEARCH INSTRUMENTS**Table 3.1: Final Instrument Job Satisfaction Scale**

No.	Indicator	Favourable	Unfavourable	Σ
1.	Performance	3, 5, 7	30	4
2.	Confession	-	35	1
3.	The job itself	17, 25, 29, 33	4, 14	6
4.	Growth	6, 10, 13, 18	-	4
5.	Progress	8, 11	21, 27, 31, 34	6
Total		13	8	21

Table 3.2: Final Instrument Psychological Well-Being Scale

No.	Dimensions	Indicator	Favourable	Unfavourable	Σ
1.	Accepting yourself	Able to accept yourself	14, 25, 36	13, 21, 37	6
2.	Positive Relationships with others	Active interpersonal relationships, trust each other, have empathy, understand concepts and accept	-	7, 8	2
3.	Independence	Able to regulate his behavior, able to overcome social pressure, make his own decisions, control and regulate the environment according to himself	4, 12, 27	5, 34	5
4.	Environmental mastery	Taking advantage of opportunities, creating contexts according to personal values and needs	10, 16	-	2
5.	Purpose of life	Belief can provide meaning in life, individuals as individuals who grow and develop	32	6, 26	3
6.	Self-growth	Be open to new experiences, accept your potential	20	24	2
Total			20	18	38

**Table 3.3
Final Instrument Perception Scale of the Work Environment**

No.	Indicator	Favourable	Unfavourable	Σ
1.	Lighting	5, 8	3, 6	4
2.	Air temperature	-	4	1
3.	Noise	2, 9	11, 14	4
4.	Use of Color	16	12	2
5.	Space required	20, 23	-	2
6.	Ability to work	24, 28	21	3
7.	Relations between employees	19	22, 26, 30	4
Total		10	10	20

RESEARCH IMPLEMENTATION

Research data collection was carried out on April 18 2022 with a total of 254 employees as subjects for a Try Out of 30 people, then on May 24-26 2022 they came back for research, and the researchers took a sample of 156 people.

RESEARCH RESULT

According to the results of data analysis carried out on 156 respondents using the Bivariate Correlation data analysis method with the correlation coefficient between psychological well-being and employee job satisfaction, there are values of $r = 0.617$ and $p = 0.000$. This shows that there is a significant relationship between psychological well-being and employee job satisfaction in the direction of a positive relationship. So it can be said, the higher the psychological well-being of employees at PT. Suzuki Indomobil Motor, the higher the job satisfaction. Then conversely, the lower the psychological well-being of employees at PT. Suzuki Indomobil Motor, the lower the job satisfaction. In accordance with previous findings by Tasema & Christian (2018), there is a significant relationship between psychological well-being and job satisfaction. In other words, if psychological well-being is high, job satisfaction will also be higher, and if psychological well-being is low, job satisfaction will be lower. Then the good psychological well-being that can be felt by some employees will feel able to face pressure when working so that employees can create achievements at work. In this case, it is also in line with research conducted by Afrianto, Siregar, B., & Firdaus (2015), based on the results of data analysis, it can be said that there is a significant relationship between psychological well-being and job satisfaction in civil servants at the Lampung Province Social Service. This means that the higher the psychological well-being of a civil servant, the higher the level of job satisfaction. In other words, the level of psychological well-being of the subjects of this research tends to be high, as does their job satisfaction.

In the results of the second analysis using the Bivariate Correlation data analysis method with a correlation coefficient between the variables of perception of the work environment and employee job satisfaction, there are values of $r = 0.518$ and $p = 0.000$. In this case, there is a significant relationship between perceptions of the work environment and employee job satisfaction in the direction of a positive relationship. So it can be concluded, the more accurate the perception of the work environment, the higher the employee job satisfaction at PT. Suzuki Indomobil Motor, and vice versa, the more inaccurate the perception of the work environment, the lower the job satisfaction. In accordance with the results of previous research conducted by Lisna Handayani (2013) with the research title "The Influence of the Work Environment and Job Satisfaction of Employees in the Forest Service Secretariat of West Sumatra Province". The results of this research show that the work environment has a high influence on the job satisfaction of employees in the West Sumatra Provincial Forestry Service Secretariat, which has a level of 0.000 ($0.000 < 0.05$). In this case, it is said that a conducive work environment can improve a good working atmosphere so as to create co-workers who support each other in their work and employee job satisfaction can also be seen in completing tasks on time.

In the results of the third analysis using the Regression data analysis method with the Enter method, between psychological well-being and perceptions of the work environment and employee job satisfaction, the values obtained were $r = 0.675$ and $p = 0.000$. This shows that there is a significant relationship between psychological well-being and perceptions of the work environment and employee job satisfaction in a positive direction. So it can be concluded, the higher the psychological well-being and perception of the work environment of employees at PT. Suzuki Indomobil Motor, the higher the job satisfaction, conversely the lower the psychological well-being and perception of the work environment of employees at PT. Suzuki

Indomobil Motor, the lower the job satisfaction.

The categorization results show that employee job satisfaction at PT. Suzuki Indomobil Motor is in the high categorization, then high categorization results were also found in the psychological well-being variable, then the perception of the work environment was in the medium category.

CONCLUSION

Based on the results of the data analysis that has been presented, the conclusions are:

1. There is a relationship between psychological well-being and employee job satisfaction at PT. Suzuki Indomobil Motor. It can be interpreted that the higher the employee's psychological well-being, the higher their job satisfaction will be, and vice versa, the lower the employee's psychological well-being, the lower their job satisfaction will be.
2. There is a relationship between perceptions of the work environment and employee job satisfaction at PT. Suzuki Indomobil Motor. It can be interpreted that if the perception of the work environment is high, it will increase job satisfaction. In contrast, the lower the perception of the work environment, the lower the job satisfaction.
3. There is a relationship between psychological well-being and perceptions of the work environment and job satisfaction among employees at PT. Suzuki Indomobil Motor. So it can be interpreted that the higher the psychological well-being and perception of the work environment, the higher the job satisfaction, but conversely, the lower the psychological well-being and perception of the work environment, the lower the job satisfaction will be.

IMPLICATIONS

Based on the research that has been carried out, the results of this research can have implications for several parties. So the expected implications are:

In this research it can be said that the psychological well-being of each employee and the perception of their work environment will influence employee job satisfaction. Then there is a way to fulfill employee job satisfaction, namely by increasing the psychological well-being that exists within them and being able to perceive it.

SUGGESTION

Based on the results of the research that has been carried out, there are several suggestions from the author, namely:

1. Theoretical Suggestions

For future researchers who are interested in conducting research with the same theme or want to develop further about psychological well-being and perceptions of the work environment on employee job satisfaction, researchers suggest expanding the subjects they want to research, research locations, populations and also research samples so that they can more varied, and can use other variables such as the financial condition of a company, company facilities and leadership style to find out more about employee job satisfaction. Future researchers are expected to examine how leadership style influences employee job satisfaction, as well as knowing the physical and non-physical work environment conditions to increase employee job satisfaction.

2. Practical Advice

Employees are expected to be able to maintain their psychological well-being by being able to recognize their sense of worth and know their potential. Apart from that, employees are also expected to be able to improve their perception of their work environment by being able to adapt to the environment around their work, such as: interacting with fellow

employees, having good relationships with superiors and other co-workers so that this can increase employee job satisfaction.

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