



## Effect of Work Environment, Quality of System and Work Culture on Satisfaction of Accounting Information System User



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### Abstract

The purpose of this study to explain the empirical evidence of the influence of the work environment, the quality of IT systems and work culture on the satisfaction of users of accounting information systems at PT XYZ. Sampling in this study uses nonprobability sampling methods that use criteria that employees who are sampled are employees using IT systems in his work with saturated sampling techniques, data was collected using a survey method with questionnaire techniques with respondents were employees at PT XYZ by analyzing the data using multiple linear regression. 216 questionnaires were distributed but only 124 questionnaires could be processed. The research results show that the work environment influences the satisfaction of cash system users, IT system quality influences the satisfaction of cash system users and work culture influences the satisfaction of cash system users. The results of hypothesis testing provide a synthesis that the better the work environment, the quality of IT systems and work culture, then the satisfaction of cash system users produced by employees at PT XYZ will be better too.

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### 1. Introduction

The application of an application system in a company is faced with two things, whether the company gets the success of the application system application or application system failure (Istianingsih, 2009). As a measurement of success or failure in implementing an application system based on user satisfaction of the application system. In its application, to obtain good quality information, a good application system is needed so that data can be processed into useful information. With a good application, it is expected that user satisfaction will be fulfilled. Information technology is required to be able to contribute meaningfully to the success of a company or organization in the form

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of optimal and efficient information technology services to other parts of the work like users. This means that information technology that is running must be able to provide quality information technology products and services.

Increasing work satisfaction can be done by creating a good and comfortable work environment, both physical and non-physical work environments. Such conditions will be able to make employees feel happy, comfortable, and at home in the company. A good physical work environment can reduce the level of saturation and stress levels of employees. So that employee performance will increase. Good work facilities without the support of a good work environment will have no meaning. The work environment, both physical and non-physical, plays an important role in creating and enhancing employee job satisfaction. Satisfied employees will be more loyal to the company so that employees can carry out their duties and responsibilities properly.

Job satisfaction arises as a result of work situations that exist within the company. Job satisfaction reflects the feeling of employees about happy or unhappy, comfortable or uncomfortable over the work environment of the company where he works. The form of employee job satisfaction will be seen from positive or negative attitudes in employees. Employee job satisfaction is dynamic, meaning that it can change at any time. At one time employees could experience dissatisfaction, but after improvements by company management, employees will be able to be satisfied. Therefore, the company is required to always be able to innovate in creating a comfortable work environment for employees.

Job satisfaction includes a variety of components, such as emotions and tendencies of one's behavior. Disputes and conflicts that exist in a company can occur between employees and employees of the company leadership. This happens because every human being in the company has a variety of different traits, attitudes, and behaviors. A good non-physical work environment is an environment that is able to create a sense of comfort and security for all employees. So, personnel managers should be able to create a formula to deal with various types of problems to create a conducive work environment.

Wahyudi *et al.*, (2013), stated in their study that one method developed by information application system experts to measure user satisfaction of information application systems is to assess the desired characteristics of an application system (application system quality), desired characteristics of the application system output ( quality of information) and the quality of support received by application system users from the information system application department and information personnel support (service quality). In addition, the information application system should be designed appropriately to be able to meet user needs so as to create user satisfaction.

A strong culture will show high agreement about the goals of the organization among its members. The unanimity of goals will shape attachment, loyalty, and organizational commitment, this condition will further reduce the tendency of employees to leave the organization (Robbins, 2002). There are many employees who are satisfied with their work, but they do not like the number of organizational bureaucracies in which they work or technicians who are not satisfied with their jobs but still carry out the company's vision (Luthans, 2006). The role of culture in influencing employee behavior seems to be more important in the workplace today, the shared meaning given by a strong culture ensures that all employees are directed in the same direction, culture increases organizational commitment and increases the consistency of employee behavior (Robbins, 2006). Suardikha (2013), in his research using TAM theory by adding Tri Hita Karana culture to get the results of THK Culture influenced self confidence in computers, personal innovativeness, the use of SIA supported by the development vision of Bali Province in 2006-2026, namely: "Bali Dwipa Jaya, Fair and Democratic, and Safe and Unified, in the Unitary State of the Republic of Indonesia Based on Tri Hita Karana ", THK culture recognizes the use of SIA mediated by computer confidence, personal innovativeness, perceived usefulness, and perceived ease of use, and self-confidence in computers have a positive effect on perceived usefulness.

### *Literature Review*

#### *The Effect of Physical Work Environment on User of Accounting Information Systems Users*

Definition of physical work environment according to Sedarmayanti (2001), is all elements or circumstances that exist around the workplace that will affect employees both directly and indirectly. While the understanding of the physical work environment according to Nitisemito (2002), is everything that exists around the employee, which can affect employees in carrying out tasks that are charged. The physical work environment has a positive effect on job satisfaction because indirectly the state of the physical work environment in the company is felt to improve its performance and satisfaction in work. Maslow (1943), in his theory Maslow's Need Hierarchy Theory or A Theory of Human Motivation states that a person's needs and satisfaction are plurals, which includes biological and psychological needs in the form of material and non-material, which includes physiological needs, security, and social needs, the

need for prices self and self-actualization needs. The need for security includes physical and psychological security. Security in the physical sense includes security at work and security from and to the workplace. While psychological security is also important to get attention. Psychological security is like a humane and fair treatment in the workplace if employees get a good physical work environment so that they provide a sense of security and comfort while working, then employee job satisfaction, especially for cash system users, will also increase. Research conducted by [Kawiana et al., 2018](#), states that the physical work environment has a significant effect on job satisfaction. Based on the results of hypothesis testing it is concluded that the physical work environment has an influence on increasing job satisfaction of employees of PT. Telkom Indonesia Witel Jatim Selatan Malang. In addition, in line with the research conducted by [Putranto \(2012\)](#) and [Anas \(2013\)](#), who conducted research on the influence of the work environment on satisfaction showed that there was a positive influence of the work environment on job satisfaction.

Based on the study of the theory and empirical studies above, the hypothesis can be drawn as follows.

*H1a: Physical work environment has a positive effect on the satisfaction of accounting information systems user*

#### *The Effect of Non-physical Work Environment on Satisfaction of Accounting Information Systems User*

The non-physical work environment includes all circumstances that occur related to work relationships, both relationships with superiors and relations with fellow colleagues, or relationships with subordinates. While [Sedarmayanti \(2007\)](#) states that the non-physical work environment is all the conditions that occur that are related to work relationships, both with superiors and with fellow co-workers or relationships with subordinates. [Maslow \(1943\)](#) in his theory of Maslow's Need Hierarchy Theory or A Theory of Human Motivation in addition to the need for security, other human needs hierarchies also include social needs, Maslow states that social needs include the need for friendship, affiliation (friendly and intimate interpersonal relationships), and closer interaction with others. In organizations that will be related to the need for a compact working group and good supervision, Management should be able to create a work atmosphere full of family nuances and good communication. Research from [Aruan & Fakhri \(2015\)](#) also shows that there is a positive influence on the physical work environment on job satisfaction. The existence of good communication between coworkers, both from superiors to subordinates and subordinates to superiors and good communication between employees makes the work atmosphere will be better and improve employee job satisfaction, especially cash system users. In addition, the results of research from [Utami \(2010\)](#) also state that the non-physical work environment has a significant effect on job satisfaction. [Rachmadhani \(2014\)](#) who conducted a study of the effect of non-physical work environment on employee job satisfaction obtaining non-physical work environment results had a significant effect on employee performance, as well as research conducted by [Virgiyanti & Sunuharyo \(2018\)](#) who conducted similar research on employees in Division Fresh PT Trans Retail Indonesia gets the same results. Based on the study of the theory and empirical studies above, the hypothesis can be drawn as follows.

*H1b: Non-physical work environment has a positive effect on the satisfaction of accounting information systems user.*

#### *The Effect of Quality of IT Systems on User Satisfaction of Accounting Information Systems*

The quality of the application information system is a characteristic of the information attached to the application system itself. [Istianingsih & Utami \(2009\)](#), found that there was a positive relationship between system quality and user satisfaction. If users of information application systems feel that the quality of the application system is good, then they will tend to feel satisfied using the application system. It is predicted that the higher the quality of the application system provided will affect the higher level of user satisfaction. The results of [Aditya et al., 2019](#)); [Luqman & Dudi \(2014\)](#), provide empirical evidence that the quality of application systems has a positive and significant effect on user satisfaction. The results study of the [Chanana et al., 2016](#)); [Winda et al., \(2014\)](#); [Luqman \(2014\)](#), also provide empirical evidence that the quality of IT systems has a positive and significant effect on user satisfaction. If the quality of the IT system is getting better, then employees who use the cash system at work can at least work in accordance with working hours, can reduce over time due to one of them due to poor quality IT systems.

Based on the study of the theory and empirical studies above, the hypothesis can be drawn as follows.

*H2: IT System Quality has a positive effect on job satisfaction of cash system users*

*Effect of Work Culture on User Satisfaction of Accounting Information Systems*

In the opinion of Djokosantoso (2012), there is a complication of the relationship between organizational culture and job satisfaction which can be explained that the better the quality of the factors in organizational culture the better the quality of the factors in organizational culture are more satisfied employees of the company. According to Robins & Judge (2012), organizational culture is a work regulation created by the founder of the organization that is manifested in the values, attitudes, norms, and behavior of organizational members. Organizational culture reflects the way employees do their jobs, such as making decisions, serving customers, which can be seen in plain view and felt by people outside the organization. Organizational culture has a positive influence on job satisfaction. Every improvement in the organizational culture towards a more conducive one will contribute significantly to increase employee job satisfaction. This is consistent with the research, Dewi *et al.*, 2018; Kusumanegara *et al.*, 2018, found that organizational culture has a positive effect on job satisfaction. The level of compatibility of employees with the existing organizational culture and causes employees to feel satisfied in their work. In addition, it is in line with the research conducted by Abadiyah & Purwanto (2016), who conducted research on the influence of organizational culture on employee job satisfaction, he stated that influential organizational culture on job satisfaction means that with a good organizational culture it will foster satisfaction with employees where it is wrong one satisfaction that is possessed is that there is no conflict between the leader or subordinate and the work environment because it has been covered by the level of organizational culture that has been planted by the company to employees. In addition, organizational culture is a handle for company employees in behaving that is a guideline in interacting with fellow colleagues and becomes a guideline in decision making. Job satisfaction is obtained if the expectations of his work can be fulfilled. It is also obtained empirical evidence that works culture influences employee job satisfaction.

Based on the study of the theory and empirical studies above, the hypothesis can be drawn as follows.

*H3: Work culture has a positive effect on job satisfaction of users of accounting information systems*

## 2. Materials and Methods

This research was conducted at PT XYZ with the object of employees, namely users of accounting information systems. Consideration of choosing employees at PT XYZ as the object of this study relating to the satisfaction of cash system users. The population of this study was all employees at PT XYZ. The sample in this study was chosen based on nonprobability sampling method that uses criteria that employees who are sampled are employees who use the IT system in their work with saturated sampling techniques, where employees using the IT system are 216 people. The technique used in this study is multiple linear regression analysis techniques.

## 3. Results and Discussions

Table 1  
Multiple Regression

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	t	
1	(Constant)	-0,724	0,640		-1,131	0,260
	X1A	0,264	0,046	0,361	5,781	0,000
	X1B	0,270	0,064	0,268	4,196	0,000
	X2	0,200	0,062	0,195	3,244	0,002
	X3	0,201	0,061	0,199	3,287	0,001
	Constant =					-0,724
	Sig. F					0,000
	<i>Adjusted R Square</i>					0,841

Data Primer, 2018

The regression results also show Adjusted R Square of 0.841. This shows that the variability of the variable user satisfaction of accounting information systems can be explained by work environment variables, the quality of IT systems and work culture is 84.1 percent, while the remaining 15.9 percent is explained by other variables outside the research model.

The results of the F test or model feasibility test show the effect of all independent variables on the dependent variable. This test is carried out before testing the hypothesis. If the F test shows a significant result, then all independent variables affect the dependent variable and the model used is worthy of testing, so that hypothesis testing can be continued.

The level of probability (sig.) F is 0,000  $\alpha = 0.05$ ; H1 is accepted and H0 is rejected. The results show that the significance value of F is less than  $\alpha = 0.05$ , so it can be concluded that the work environment variable, quality of IT systems and work culture are able to predict and explain the user satisfaction of accounting information systems at PT XYZ.

#### *The Effect of Physical Work Environment on Satisfaction of Accounting Information Systems User*

The first hypothesis (H1a) states that the physical work environment has a positive effect on the satisfaction of users of accounting information systems at PT XYZ. Testing of the effect of the physical work environment on user satisfaction of the cash system is done by looking at the results of statistical tests t. The probability level (sig.) T of the experience variable is 0,000  $< \alpha = 0.05$ . This indicates that H1a is accepted and H0 is rejected. The conclusion is that the physical work environment has a positive effect on user satisfaction of the accounting information system at PT XYZ.

#### *The Effect of Non-Physical Work Environment on Satisfaction of Accounting Information Systems User*

The second hypothesis (H1b) states that the non-physical work environment has a positive effect on user satisfaction of accounting information systems at PT XYZ. Testing of the effect of non-physical work environment on user satisfaction of cash systems is done by looking at the results of statistical tests t. The probability level (sig.) T of the experience variable is 0,000  $< \alpha = 0.05$ . This shows that H1b is accepted and H0 is rejected. The conclusion is that the non-physical work environment has a positive effect on user satisfaction of the accounting information system at PT XYZ.

#### *The Effect of Quality of IT System on Satisfaction of Accounting Information System User*

The third hypothesis (H2) states that the quality of IT systems has a positive effect on the satisfaction of users of accounting information systems at PT XYZ. Testing of the effect of experience on the quality of IT systems is done by looking at the results of statistical tests t. The probability level (sig.) T of the experience variable is 0.002  $< \alpha = 0.05$ . This shows that H2 is accepted and H0 is rejected. The conclusion is that the quality of IT systems has a positive effect on the satisfaction of users of accounting information systems at PT XYZ.

#### *The Effect of Work Culture on Satisfaction of Accounting Information Systems User*

The fourth hypothesis (H3) states that work culture has a positive effect on user satisfaction of accounting information systems at PT XYZ. Testing of the effect of work culture on cash user satisfaction is done by looking at the results of statistical tests t. The probability level (sig.) T of the experience variable is 0.001  $< \alpha = 0.05$ . This indicates that H3 is accepted and H0 is rejected. The conclusion is that the work culture has a positive effect on user satisfaction of the accounting information system at PT XYZ.

## **4. Conclusion**

The focus of this study is only on employee satisfaction of users of the accounting information system PT XYZ Cabang Gianyar so that the results of this study cannot be generalized to all PT XYZ Offices in Indonesia. Subsequent research can use this research as a reference for the ability of cash system users in other regions. Subsequent research can use a sample with satisfaction of users of accounting information systems, such as LPD offices,

cooperatives, and does not rule out the possibility of other parties or when viewed from  $R^2$  of 84.1% where this means there are still other variables that affect cash system user satisfaction, in further research it is expected to be able to add other variables such as employee performance, compensation, or work motivation. PT XYZ should increase its attention to the satisfaction of users of accounting information systems, considering that cash is the most crucial part of a company so that PT XYZ can still be trust by customers and stakeholders.

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The authors declared that they have no competing interest.

*Statement of authorship*

The authors have a responsibility for the conception and design of the study. The authors have approved the final article.

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