THE EFFECT OF THEWORK ENVIRONMENT, COMPENSATION AND EMOTIONAL INTELLIGENCE ON JOB SATISFACTION (CASE STUDY ON EMPLOYEES OF BANK BRI ROXY BRANCH IN JAKARTA)

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The purpose of this study was to study how to influence of work environment, compensation and emotional intelligence on job satisfaction at Bank Rakyat Indonesia roxy branch in Jakarta. The population in this study were all employees of Bank Rakyat Indonesia roxy branch as many 90 employees. The sample used in this study was a saturated sample technique to obtain 88 respondents. Data collection methods used were observation and questionnaires. Data analysis techniques used in this study were tested using path analysis with the Structural Equation Modeling (SEM) method using SmartPLS 3.0. software. The results of this study state: (1) The effect of the work environment on job satisfaction is 21%. (2) The effect of compensation on job satisfaction by 29%. (3) The influence of emotional intelligence on job satisfaction by 32%. (4) Effect of work environment, compensation and emotional intelligence on job satisfaction 48%. The remaining 52% is influenced by other factors not examined in this study.

Keywords : Work Environment, Compensation, emotional intelligence, Job Satisfaction.

I. Introduction

The main elements in the company's progress are Human Resources, as a driving motor, insipiation and also as the brain running a company. In fact, human resources are a very important factor and act as a driver in implementation activities in the company based on creativity and the ability that it has as a need to achieve the company's goals. Because of the success or not the purpose of the company is based on the ability of the company in managing the resources owned. The company's goal will be achieved not only depending on the equipment as well as the complete facilities and infrastructure, but more importantly the human factor in achieving the company's goals. Any employee who has high and good job satisfaction will make a great contribution in achieving the goals and goals set by the company.

Job satisfaction is one of the important factors for people in work. According to Handoko in Edy Sutrisno (2017:75) Job satisfaction is a pleasant or unpleasant emotional state for employees looking at their work. Job satisfaction reflects a person's taste for his or her work. This appears to be in the employee's positive attitude towards the job and everything he or she faces in the work environment. Job satisfaction improves employee

productivity and is related to business to help achieve the company's goals. Among them are work environment, compensation and emotional intelligence.

The working environment according to Serdamayanti (2013:23) is a place where there are a number of groups where there are several supporting facilities to achieve the company's goals in accordance with the company's vision and mission. The work environment is one of the factors that influence the implementation of work in a company to support the performance and morale and morale of employees. Good work environment (good facilities and infrastructure) or bad in employee organizations. For example, a dirty work environment, an uncomfortable work environment, noise can all make employees dissatisfied in doing their job because they are not doing the job comfortably.

The second factor that can affect job satisfaction is compensation. According to Hasibuan (2017:119) Compensation is all income in the form of money, direct or indirect goods that employees receive as compensation for services provided to the company. The establishment of an effective compensation system is an important part of human resource management because it helps attract and retain talented jobs. In addition, the company's compensation system has an impact on strategic performance. According to Handoko (2014:155) compensation is "everything that employees receive in return for their work The compensation program is also important for the company, as it reflects the organization's efforts to maintain human resources.

The next factors that affect job satisfaction include emotional intelligence. According to Hein in Efendi and Susanto (2013:2): "*Emotional intelligence is the innate potential to feel, use, communicate, recognize, remember, describe, identify, learn form, manage, understand, and explain emotions.*" This opinion states that emotional intelligence is the potential of a person to be able to feel, use, communicate, know, remind, describe emotions. According to Goleman in Nurita (2012:14) Emotional Intelligence is an emotional prowess that includes the ability to control yourself and have endurance when facing obstacles, being able to control impulses and not feeling satisfied quickly, being able to manage mood and being able to manage anxiety so as not to interfere with the ability to think, being able to empathise and hoping to divide emotional intelligence into five parts, namely three components of emotional competence (self-recognition, self-control and motivation) and two components of social competence (empathy and social skills).

Bank Rakyat Indonesia (BRI) is one of the largest government-owned banks in Indonesia. Initially Bank Rakyat Indonesia (BRI) was founded in Purwokerto, Central Java by Raden Bei Aria Wirjaatmadja under the name De Poerwokertosche Hulp en Spaarbank der Inlandsche Hoofden or "Priyayi Purwokerto's Assistance and Savings Bank", a financial institution serving Indonesian (indigenous) people. It was established on December 16, 1895, which later became the birth day of BRI. Since August 1, 1992 based on Banking Law No. 7 of 1992 and Government Regulation No. 21 of 1992 BRI status changed to limited liability company. Ownership of Bank Rakyat Indonesia was still 100% in the hands of the Government of the Republic of Indonesia. In 2003, the Government of Indonesia decided to sell 30% of the bank's shares, thus becoming a public company under the official name pt. Bank Rakyat Indonesia (Persero) Tbk., which is still in use today reflects the strategic

One of the Branches of Bank Rakyat Indonesia (BRI) is located at Roxy Mas Blok B1 Commercial Center, Jl. KH. Hasyim Ashari No.1-2, RW.8, Cideng, Gambir, central Jakarta. Bank Rakyat Indonesia is currently utilizing the latest information and communication technology capability, thus opening up opportunities for Bank BRI to reach more customers, improve the quality of service, and innovate to bring new products and services in order to meet the banking and financial needs of customers from all circles, to

all corners of Indonesia. As the country grows, Bank Rakyat Indonesia dynamically continues to innovate to meet all forms of banking service needs while remaining consistent with Bank Rakyat Indonesia's determination to be a key partner for the People of Indonesia in developing its economy. With good service and supporting all the needs of its customers, much needed human resources that have high work involvement so that the company is balanced in realizing all the company's goals through quality products and human resources dedicated to the company.

A conducive work environment is also required for employees to feel comfortable in completing all their responsibilities. The working environment area in the company is heard by the noise coming from the main road because Bank Rakyat Indonesia Roxy Branch is right on the main road. Karea's Work environment is one of the factors that has a strong influence on the performance of organizations.. The work environment can create quality human resources. And creating a good work environment, with a good work environment will make employees feel comfortable in the room so they are eager to do the job.

compensation provided by Bank Rakyat Indonesia Roxy branch to its employees in hopes of improving their job satisfaction. Compensation provided includes salary, BPJS Health and Employment, health insurance, bonuses, and additional salaries per year based on the employee's working life. In addition to compensation, companies can also offer employees free vacations. But for some employees it is difficult to apply for leave because it is tied to their work. It is important for companies to increase the job satisfaction of their employees, just as they are loyal to the company, they are more comfortable, and have high loyalty to the company.

In addition to compensation, employees also need emotional intelligence, employees of Bank Rakyat Indonesia Roxy branch need good emotional intelligence to connect directly with customers and interact with colleagues and customers and co-workers. Since every customer who comes to Bank Rakyat Indonesia Roxy branch has different traits and personalities, employees must have a certain level of emotional intelligence in the sense that they understand all customers and be patient in providing services.

For job satisfaction at Bank Rakyat Indonesia Roxy branch is seen from one's point of view. Job satisfaction can be seen by all employees who can perform or complete their tasks properly. It can be calculated how many employees complete their tasks on time and well. Every employee certainly wants to be fulfilled in the job. Employee job satisfaction is derived from promotions provided by the company, good income and coworker who can support it. In addition, job satisfaction is a reasonable attitude accepted by employees. Job satisfaction is also influenced by the position of employees in an organization if the position occupied by the employee is higher then they will feel more satisfied because they have a greater influence, their work is more varied and has the freedom to make judgments, for employees who have a level position tend to feel dissatisfied and bored because it has no great influence and the work does not vary.

Based on the theory and research above, this is underlying the emergence of research with the title "Effect of Work Environment, Complementation and Emotional Intelligence on Job Satisfaction. (Case study at Roxy Branch Bank Rakyat Indonesia)".

II. LITERATURE STUDIES
2.1   Research Review

the first research from the international journal "International Journal of Innovation and Economic Development "ISSN 1849-7020 (Print) ISSN 1849-7551 (Online),

titled "Impact of Emotional Intelligence and Gender on Job Satisfaction: An Empirical Study amongst the Employees of HDFC Banks in Chandigarh Tricity, India" study was conducted paa in 2018 by Dr. Vishal Kumar, Professor, School of Management, Maharaja Agrasen University, Baddi (H.P), India sample of this study consisted of 100 respondents, of which 60% were male and 40% were female. Analysis method This study uses Kolmogorov-Smirnov test, Cronbach Alpha Reliability Test, ANOVA, t-test, Pearson Correlation Coefficient, and Regression analysis. The result of this study is that emotional intelligence plays an important role today in the organization, as it is one of the most important components of job satisfaction. Research analysis revealed that there is a positive correlation between emotional intelligence and employee bank job satisfaction which also illustrates that bank employees who work with high work spirit and emotional relationships with banks feel more satisfied than their jobs..

The second study of international journals from "Abhinav International Monthly Refereed Journal of Research in Management & Technology" ISSN-2320-0073. With the title: "WorkEnvironment And Its Effect On Job Satisfaction In Cooperative Sugar Factories In Maharashtra, India"research conducted by Dr. Ganesh Salunke. The study was conducted in 2015. With the population of Regional Research this study is a co-operative sugar factory in Maharashtra India. With 850 samples. This research data uses chi-square statistical test due to achieve the goals set in this study, and this study has used a combination of exploratory and descriptive research. The results of this study judging by the chi-square table value show 9.49 where the actual table shows a value of 358.75 with a degree of freedom of 1 and a significance rate of 5%. This proves the hypothesis that the work environment has a positive effect on employee job satisfaction in sugar factories. Analysis and interpretation of empirical data shows that workload, stress, overtime, fatigue, boredom are some of the factors increasing work dissatisfaction.

The third international journal research from "Global Journal of Management and Business Research: Online" ISSN: 2249-4588 & Print ISSN: 0975-5853. Titled "Effect of Compensation on Basic School Teachers' Job Satisfaction in the Northern Zone: The Case ofGhana". The research was conducted by Josephine Pepra-Mensah, Luther NtimAdjei & Albert Agyei,at Valley View University. The study was conducted in 2017. With a population of research it consists of all primary school teachers in the northern Ghana sector,with 100 sample teachers.   Quantitative analysis and standard deviation are used in the analysis of the data software used is (SPSS). The result of this study is the Effect of Compensation on The Work Satisfaction of Primary School Teachers in the Northern Zone: The case of the Ghanaian model as a whole is statistically significant, or that variables have a significant combined influence on non-free variables. therefore, Compensation, significantly affects teacher job satisfaction (β = 2,279, p<.05). . Compensation was also found to significantly and positively predict teacher job satisfaction. The main reasons for keeping employees satisfied and satisfied will benefit from dedication, loyalty and commitment. And one way managers can keep good employees is by offering them attractive and adequate compensation packages that suit their needs, preferences and performance.

The fourth international junal study from "Research Journal of Business Management" ISSN 1819-1932 with the title "Impact of Compensation and Benefits on Job Satisfaction" was conducted by Calvin Mzwenhlanhla Mabaso and Bongani Innocent Dlamini, this study was conducted in 2017, a sample of 279 academic staff, which is the total population of participants selected for this study. The study used quantitative research methods to investigate the effect of rewards on interest and talent retention. An explanation of the approach that results in the hypothesis is used and the survey design is used to collect data through a semi-structured questionnaire. The result of this study is

a positive A and a significant effect of compensation on job satisfaction (p= 0.263). In addition, there is no significant influence between benefits and job satisfaction. Therefore, only compensation significantly predicts job satisfaction among academic staff.

The fifth international journal research from "International Journal of Management, Accounting and Economics" ISSN 2383-2126 (Online) with the title "The Impact of Emotional Intelligence on Job Satisfaction among Teachers" research was conducted by Choi Sang Long Raffles, Mardhiah Yaacob, Tan Wee Chuen in Malaysia. The study was conducted in 2016, the population and sample of this study is based on a sample of 386 teachers who participated in this study. Data obtained from the survey was analyzed using Pearson correlation and multiple regression analysis using Social Science Statistics Package (SPSS) version 18.0. The result of this study is the result of multiple regression analysis of the emotional effects of intelligence on job satisfaction. The results of this study are the result of pearson correlation analysis between emotional intelligence and job satisfaction. Overall emotional intelligence has significance and a positive relationship with job satisfaction (r= 0.52, p<0.01). But the relationship between the two is moderate. This means that the higher his emotional intelligence the higher job satisfaction among respondents The findings of this study confirm that emotional intelligence affects job satisfaction. It also confirms that employees, who report using emotional intelligence in the workplace, also have feelings of job satisfaction. Employees' emotional intelligence will affect their job satisfaction to create appropriate behaviors that are needed to effectively carry out work tasks. Teachers can use their good behavior to manage activities and solve problems that arise in their work environment.

The sixth study of the international journal "International Journal of Business Administration" *ISSN 1923-4007 E-ISSN 1923-4015* with the title "The Effect of Emotional Intelligence onJob Satisfaction: Applied Study in the Jordanian Telecommunication Sector" was conducted by Abdul Azez Badir Alnidawy at the Business Administration Department, Al-Zaytoonah University, Amman, Jordan. The study was conducted in 2015. The sample used in this study was (300) employees. The results of this study include regression coefficients and significance values calculated to measure the influence of three constructs (EI) and dependent variables (JS) in confidence intervals = 95% and the proposed significance level = 0.05. The table shows that a significant positive impact to (Well-being) with (JS) was found (Sig = 0.000, Beta = 0.271). Therefore, the Null hypothesis (1-1) is rejected and an alternative hypothesis is accepted, which states that the variable (Welfare) affects JS at a = 0.05. shows that it is significantly positive.

Research of the seven international journals *of the "International Journal of Applied Services Marketing Perspectives"* ISSN (Print): 2279-0977, (Online): 2279-0985with the title "Impact Of Emotional Intelligence On Job Satisfaction Of Employees Of Hdfc Bank Ltd In Kashmir Valley" penelitia conducted by Raies Hamid and research d i conducted ontaun 2016 population and a sample of this study is 100 EMPLOYEES of HDFC Bank across the valley to study. The data and methods used are the Bar-On Emotional Quotient Inventory (EQI) Self Report Scale, and the Job Description Index (JDI). Pearson Product Moment and Independent-Sample t-test correlations are applied to existing data.. The results of this study revealed the impact of emotional intelligence on the job satisfaction of HDFC Bank employees. After interpretation, it was found that there was a positive correlation between Emotional Quotient and job satisfaction among HDFC Bank Ltd employees, feeling employee satisfaction with their work. A negative correlation was found between job satisfaction and impulse control of the EQ sub-scale. However, no differences were found between EQ subskala such as general mood, emotional self-awareness, self-esteem, interpersonal relationships, problem solving, reality testing,

stress tolerance, optimism and happiness, and employee job satisfaction. It concluded that the results of the study can be useful to improve the emotional intelligence of HDFC employees and especially employees of other banking sectors in general. The payment structure improved by the banking sector can be proven to be a beneficial factor for employee satisfaction, which in turn can increase the productivity of the sector as a whole.

The eighth study of international journals from "*Journal of Human Resource Management*" ISSN: 2331-0707 (Print); ISSN: 2331-0715 (Online) with the title "The Effect of Work Environment on Job Satisfaction: Evidence from the Banking Sector in Ghana" Isaac Sakyi Owusu, Mabel A. Hoedoafia, and Yaw Boateng Atakorah this study was conducted in 2017 The population of this study was 209 bank employees in Ghana with a focus on two zones that stretch geographically from as far away as New Abirem in eastern Ghana to Tamale in the northern region. The reason for the selection of this zone and its branches is that the northern zone is very representative with respect to branch sizes ranging from large to medium to small branch sizes. And the study sample was 105 employees. The data used in this research is a descriptive research method because flexibility in terms of that approach is provided through in-depth and holistic investigation. The result of this study is that overall satisfaction includes every factor examined in this study. These factors range from physical work environment, social and relationship environment as well as psychological factors including work content (monotony of work and fatigue). Quite a lot of respondents (42%) not satisfied with their overall working conditions. This leads to the need to improve their working conditions because the discovery of the work environment has a positive effect on employee job satisfaction.

2.2   Understanding Human Resources

According to Henry Simamora in Bintoro,M.T and Daryanto (2017:16) MSDM is as the utilization, development, assessment, countermeasure of services and management of individual members of the organization or working group. MSDM also concerns the design and implementation of personnel preparation planning system, employee development, career management, job evaluation, employee compensation and seamless labor relations.

2.3   Understanding the Working Environment

According to Sedarmayanti (2011:26), physical work is all physical conditions around the workplace that can affect employees both directly and indirectly. Factors that can affect the physical work environment include lighting, temperature, humidity, air circulation, noise, mechanical vibrations, odors, color, decoration, music, and safety. According to Sedarmayanti (2011:26), the non-physical work environment is all circumstances related to working relationships, whether relationships with superiors or co-workers' relationships, or relationships with subordinates.

2.4   Working Environment Indicators

According to Sedarmayanti (2013 : 26) the indicators of the working environment are as follows:

1. Temperatures
    Under normal circumstances, each human body has a different temperature. The human body always strives to maintain a normal state, with a perfect body system so that it can adjust to changes that occur outside the body.
2. Noise

One of the pollution that is enough for experts to cope with is noise, which is a sound that the ear does not want. Doing the work requires concentration, so noise should be avoided so that the implementation of the work can be done efficiently so that the productivity of the work increases.

3. Lighting

Lighting is very useful for employees in order to get safety and smooth work. Therefore it is necessary to note the bright but not dazzling lighting.

4. Air quality

A state with very hot air temperature and high humidity, will cause a massive reduction in heat from the body, due to the evaporation system.

5. Feeling safe

In order to keep the place and working environment in a safe state, it is necessary to pay attention to its existence. One of the efforts to maintain security in the workplace can be utilizing security task force (SECURITY).

6. Workspace settings

It is customary to manage the size of an employee's room. This is because employees feel at peace in doing their job.

7. Room privacy

Provided by the company for the convenience of employees in carrying out their duties so as not to interfere with other employees.

Indicators to know the state of the nonphysical work environment, then the indicators used are:

1. Implementation of supervision

It is a surveillance system that exists within the company for employees. So that employees can work according to their abilities.

2. Work atmosphere

The work atmosphere is the atmosphere that is in the company, such as employees who are working with focus or employees who work in groups there are differences in the atmosphere.

3. Rewards system

The rewards system is a form given by employees for performing or performing tasks given by the company.

4. Relationships between individuals

   a. That is, relationships with co-workers are harmonious. One of the factors that can affect employees staying in one organization is the harmonious relationship and family of factors that affect the improvement and change in the performance of the employee.

2.5 Understanding Compensation

According to Handoko (2010) Compensation is one of the implementation of MSDM functions related to all types of individual awarding in exchange for performing organizational tasks. Compensation is everything that employees receive in return for theirwork.

2.6 Compensation Indicator

According to Septiawan (2012) compensation indicators include:

1. Wages and salaries.

   Wages are usually associated with hourly pay rates.

2. Incentives

Incentives are in addition to compensation above or beyond the salary or wages provided by the organization.

3. Allowances
   Examples of benefits are health and life insurance, company-covered holidays, pension programs, and other benefits related to staffing relationships.
4. FacilitiesExample facilities such as corporate cars, club memberships, dedicated parking spaces, or access to company aircraft acquired by employees

2.7   Pengertian Emotional Intelligence

Menurt Goleman D, (2015) Emotional intelligence is an ability such as the ability to motivate yourself and endure frustration, control impulses and and not exaggerate mood, regulate mood and keep the burden of stress from paralyzing the ability to think, empathize and pray.

2.8   Emotional Intelligence Indicators

According to Goleman (2015:58), revealing five indicators of emotional intelligence, namely:
1. Self-awareness, which is an individual's ability to monitor self-feelings over time, looks at the feelings that arise. The inelegation to notice the real sudden feeling that people are in the power ofemotion.
2. Self-control, i.e. the ability to entertain yourself, release anxiety, depression or offending and the consequences arising from failure of basic emotional skills. A person who has a low ability to manage emotions will constantly shelter against feelings of mood. While those with a high level of emotional management will be able to rise faster than their depression. The ability to manage emotions includes the ability to master and the ability to calm down.
3. Motivation, which is the ability to organize emotions into tools to achieve goals and self-deed. A person who has these skills is more productive and effective in whatever effort he or she undertakes. This ability is based on the ability to control emotions i.e. refrain from satisfaction and control the impulse of the heart.
4. Recognizing other people's*emotions (empaty),*which is an ability that depends on consciousness, this ability is a basic skill insocializing.an empathy is better able to capture hidden social signals that hint at what others need or want.
5. Social skills, which are the skills of managing the emotions of others, maintaining relationships with others through social skills, leadership and the success of inter-personal relationships.

2.9   Definition of Job Satisfaction

According to Luthans in Yashinta (2010:22) suggesting that job satisfaction is an expression of employee satisfaction about how their work can benefit the organization, which means that what is gained in work already meets what is considered important

2.10   Indicator Kepuasan Work

According to Siagian (2011:298), indicators used to know employee job satisfaction levels are:

1. Salary, which is the amount of pay that a person receives as a result of the implementation of work is appropriate and perceived to be fair.
2. The work itself, i.e. the content of the work that a person does has a satisfying element.

3. Colleagues, i.e. friends to whom one always interacts in the implementation of work. One can find his co-workers very pleasant or unpleasant.
4. Above, that is, someone who always gives print or indication in the implementation of work. Top ways can be unpleasant for someone or pleasant and this can influence job satisfaction.
5. Promotion, i.e. the possibility that one can develop through promotion. One can feel a great possibility of ascending office or not, the process of promotion is less open or open. It can also affect a person's job satisfaction level.

2.11 Interconnectedness Between Research Variables

a. The interconnectedness of the work environment (X1) to job satisfaction

The relationship between work environment and job satisfaction is based on the research findings of Rohim Abdul (2018) and Ardianti Erfin, Qomariah, Wibowo Gunawan (2018) that the work environment has a positive effect on job satisfaction. Working conditions are circumstances where a good workplace includes a physical environment and a non-physical environment that can give the impression of fun, safe, peaceful and so on. If working conditions are good then it can spur the onset of complacency in employees that can ultimately have a positive influence on employee performance, so on the contrary, if working conditions are poor then employees will not have satisfaction in working (Wahyuddin, 2010).

b. The relationship of Kompensation (X2) to job satisfaction

The relationship of compensation and job satisfaction is based on the research findings of Agathanisa, Prasetio Partono (2018) and Veriyani, Prasetio Partono(2018) that compensation has a positive effect on job satisfaction. The compensation provided by the company to employees can provide long-term and short-term benefits of the company because the compensation works and aims to bond the company's cooperation with employees, increase job satisfaction, effective procurement, motivate, maintain employee stability, maintain employee discipline, union avoidance and influence ofgovernment intervention (Ardana, *et al.,2012:154).* According to Triton (2010: 123) compensation is an effort made by management to improve employees' work performance, motivation, and satisfaction. According to Hasibuan (2012: 118) Compensation is all income in the form of money, direct or indirect goods that employees receive in return for services provided to the company.

c. The connection of emotional intelligence (X3) to job satisfaction

The relationship of emotional intelligence and job satisfaction is based on the research findings of Supriyanto Sani,, Troena Afnan (2012) Dan Andewi Yasmitha,, Supartha Gede,, Putra Surya (2016). Nezad *et al.* (2013) researched to find out the relationship between emotional intelligence and job satisfaction. Emotional intelligence is used in management research, when managers and employees have high emotional intelligence so as to solve problems by choosing the appropriate strategy, eliminating conflict, and generating job satisfaction. This research was conducted in the field of services, namely water company in Mashhad by proving that there is a significant positive relationship of emotional intelligence with job satisfaction. Tripathi *et al* (2013), examining the influence of emotional intelligence on job satisfaction in the manufacturing sector in India. The results of his research prove a significant positive influence with satisfaction. Employees have high emotional intelligence then high job satisfaction conversely if emotional intelligence is low then low job satisfaction thus creating a poor working relationship. Thus, the hypothesis is presented.

III. RESEARCH METHODS

The method used in this study is metode quantitative with survey method. Survey research methods are used to obtain data from natural (non-artificial) research places, and participants collect data by circulating questionnaires, structured interviews, and so on. The strategy technique in this study is a quantitative method. according to Sugiyono (2016:14) Quantitative research can be interpreted as a research method used to research specific populations or samples, sampling techniques are generally *done randomly,*collecting data using research *instruments,* statistical data analysis, and aiming to test established hypotheses.

Sugiyono (2017:80) population is a generalized region consisting of, objects / subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. Based on this understanding, the population in this study is 90 employees of Bank Rakyat Indonesia Roxy branch.

According to Sugiyono (2016:81) the sample is part of the number and characteristics that the populationhas. Sample recalls are carried out to test the variables being studied and the samples used should be able to represent and be able to answer the tests in this study. In this study used saturated samples. According to Sugiyono (2015:67) Saturated Samples are a sample determination technique when all members of the population are used as samples. In this study, the authors used all the populations at Bank Rakyat Indonesia cabag Roxy to sample as many as 88 respondents to this study not using all populations because 2 leaders were not included for some reason.

The type of data used in this study is primary data. Survey questionnaire is a survey method using a research questionnaire. The research questionnaire was submitted directly to the respondent or asked for the help of one of the employees in co-ing the collection of the Questionnaire of Bank Rakyat Indonesia Roxy branch with a specified period of time. Data collection techniques can be done in a variety of places, various sources, and various ways. Data collection technique is the main step in research, because it has the goal of obtaining the required data (Sugiyono, 2014:85).

. In the collection of data this research uses several methods, namely:

1. *Field*research

   Data collection by conducting field-to-field surveys related to the issues being examined. The types of data collection used in this study are primary data, consisting of:

   a. Observation

      Observation is a data collection technique that is done by visiting directly the object or company to be researched, to record information related to the research problems that are being conducted.

2. Questionnaire

   Questionnaire is a data collection technique by disseminating statements through questionnaire sheets to employees of Bank Rakyat Indonesia Roxy branch. The form of the questionnaire is a structured questionnaire, in which the material related to opinions on the influence of the work environment, compensation and emotional intelligence on job satisfaction on all employees of Bank Rakyat Indonesia Roxy branch.

3. Library*research*)

   Library Research is a *method of* reading, studying, and quoting opinions from various sources such as books related to researched problems, thesis and thesis, browsing the internet, journals, papers, company documents, and other sources related to the problems examined. *browsing*

In the operation of research variables used for data collection in the form of questionnaires. My research operations were compiled from sub indicators of work

environment, compensation, emotional intelligence and job satisfaction in a statement with 4 (four) alternative answers. In the statement used likert scale. With the likert scale, the variable will be spelled out as a variable indicator, then the indicator can be used as a benchmark to compose each statement and question. Analyze the data obtained through questionnaires with descriptive methods that are in place to describe all perceptions of employees of Bank Rakyat Indonesia Roxy branch. The analysis stage is done by *scoring,* where the score or weight of the value is between 1 and 4. Each respondent's answer will be assessed with the following statement:

Table 3.1:

Likert scale for research instruments

No	Statement	Value Weight
1	Strongly Agree (SS)	4
2	Agree (S)	3
3	Disagree (TS)	2
4	Sangat Tidak Setuju (STS)	1

Source: Sugiyono (2016)

Table 3.2:

Working environment Variable Indicator (X1)

Variable	Indicator	Sub Indicator	No. Item
Work environment (X1) Did: Sedarmayanti (2013 : 26)	Physical work	Temperatures	1,2
		Noise	3,4
		Lighting	5,6,7
		Air quality	8,9
		Feeling safe	10,11
		Workspace settings	12,13
		Room privacy	14,15
	Non-physical work environment	Implementation of supervision	16,17
		Work atmosphere	18,19
		Rewards system	20,21
		Huungan antar individual	22,23

Source: Sedarmayanti (2013 : 26)

Table 3.3:

Variable Compensation Indicator (X2)

Variable	Indicator	Sub Indicator	No. Item
		Salary according to the job	24,25

	Wages and salaries	The wage tariff corresponds to the job.	26
Compensation (X2) according to: Septiawan	Incentives	Overtime receipts	27,28
		Bonus	30,31
	Allowances	Insurance	31,32
		Retirement	33
		Cuti	34,35
	Facilities	Vehicle / dedicated parking access	36,37

Source: Septiawan (2012)

Table 3.4:

Variable Indicator of emotional intelligence (X3)

Variable	Indicator	Sub Indicator	No. Item
Emotional Intelligence (X3) : According to Goleman (2015 : 58)	Awareness Self	Be aware of what yourself feels	38,39
		Understand intuitively how his mood affects others.	40,41
		Able to receive feedback from others on how to improve on an ongoing basis.	41,42
		Able to make decisions even under pressure.	43,44
		A person with a high awareness is able to show a sense of humor.	45,46
		With high self-awareness one will be able to understand various factors that make him or her likable.	47
		With high self-awareness will be able to take advantage of pressure from members of the organization.	48
	Self-settings	Able to control or redirect overflow and mood.	49,50
		Able to think clearly before acting	51,52
	Motivation	Always have reasons so give encouragement to always improve performance.	53,54
		Have mental readiness to sacrifice for the achievement of organizational goals.	56,57
		Being able to control your own emotions and use them to improve your chances of success.	58,59
		Doing activities is more driven to be successful than fear of failure.	60,61

	Understanding Other People's Emotions	Understanding the situation faced by others	62,63
		Experiencing other people's emotions	64,65
		Understand the needs of others by showing concern	66,67
		Able ability to manage with relationships with others.	68
		The ability to build networks with others.	69

Source: Goleman (2015:58)

Table 3.5:

Variable Job Satisfaction Indicator(Y)

Variable	Indicator	Sub Indicator	No. Item
Job Satisfaction (Y) : According to Siagian (2010:295)	Salary	Payment received in accordance with expectations	70
		Payment received on time	71
	The work itself	Produce elements that are comfortable in doing the job	72
		Generate safe elements in doing the job	73
	Co-workers.	Able to establish good communication with colleagues	74
		Can establish a good relationship with coworker	75
	Superiors	Can maintain a good interpersonal relationship with your boss	76
		Can maintain good loyalty between superiors and subordinates	77
	Promotion	Disclosure of promotion of promotion of office	78
		Possible chances of promotion	79
	Work environment	Physical and psychological	80

Source: Siagian (2010:295)

Once the questionnaire data is collected, it is then converted into quantitative data, giving the score weight based on the likert scale. In this study the processing and presentation of data in the form of diagrams using Structural Equation Modeling PLS (SEM PLS) using SmartPLS 3.0.

SEM PLS is used to examine and justify a model not to design the theory. According to (Santoso, 2011) SEM PLS is a set of statistical techniques that allow simultaneous testing of a series, this relationship is built between one or more variables. (Byrne and

Barbara, 2010) also revealed that SEM PLS can be used other more powerful alternatives compared to using multiple regressions, path analysis, factor analysis, *time series analysis,* andcovariarian analysis. In SEM PLS there are three stages, namelymeasurement model (*Outer Model),* Evaluation of Goodness of Fit, and Structural Model *(Inner Model)*

IV. RESULTS OF RESEARCH AND DISCUSSION
4.1 Deskripsi Respond

The number of respondents in this study was 88 employees at Bank BRI Roxy Branch. The respondent's description is based on gender,last p and working period. The following are presented the results of each respondent's characteristics.
a. **Characteristics of respondents based on the gender of employees of Bank Rakyat Indonesia Roxy branch** can be seen in the **table:**

Table 4.1 Gender Frequency Distribution Results

Gender	Frequency	Presentation
Male	40	55%
Women	48	45%
Total	**88**	**100%**

Source: Primary Data Processed (2020)

The table above shows that the characteristics of more respondents are the male gender found in Bank Rakyat Indonesia Roxy branch judging by the gender presentation. The respondents in the study were 88 men (55%) and 48 women (45%). This identifyes that the gender of women as a proportion is greater than the gender of men working at Bank Rakyat Indonesia Roxy branch.

b. Characteristics of respondents based on Recent Education.

The characteristics of the next respondent are based on Last Education. This data is necessary to find out the last education of employees of Bank Rakyat Indonesia Roxybranch. The distribution of respondents based on recent education can be seen in the following table:

Table 4.2 Latest Educational Frequency Distribution Results

Last Education	Frequency	Presentation
High School/Equivalent	4	5%
D3	14	16%
S1	60	68%
S2	10	11%
Total	**88**	**100%**

Source: Primary Data Processed (2020)

The table above shows that the characteristics of the respondents of the last disingena are employees of Bank Rakyat Indonesia Roxy branch. Respondents to this study as many as 88 employees at Bank Rakyat Indonesia Roxy branch 4 people with the last education of SMA/Sedera sederae ,14 people with the last education D3 (16)%, 60 people with the last education of S1 (68%), and 10 people with the last education of S2 (11%).

c. Characteristics of respondents based on working period.

The characteristics of the next respondent are based on the working period. This data is necessary to know the working period of employees of Bank Rakyat Indonesia Roxy branch. The distribution of respondents based on working period can be seen in the following table:

Table 4.3 Working Period Frequency Distribution Results

Working Period	Frequency	Presentation
<1 Year	19	21%
1-5 Years	34	38%
5-10 Years	32	36%
>10 years	4	5%
Total	**88**	**100%**

Source : Primary Data processed (2020)

The table above shows that the characteristics of respondents in the working period of employees of Bank Rakyat Indonesia Roxy branch. Respondents to this study were 88 employees at Bank Rakyat Indonesia Roxy branch 19 people with working period < 1 Year (21%), 34 people with working period of 1-5 Years (38)%, 32 people with working period of 5-10 Years (36%), and 4 people with working period > 10 Years (5%).

4.2 Description of Data

The data used in this study was obtained from the filling out of a questionnaire with a likert scale by employees of Bank Rakyat Indonesia Roxy branch as many as 88 employees. The research variables used are exogenous work environment variables (X1), compensation (X2), and emotional intelligence (X3), endogenous variables of job satisfaction (Y).

a. Description of work environment data (x1)

Based on the results of the data collected in a questionnaire for exogenous variables of the work environment with 88 respondents of Employees of Bank Rakyat Indonesia Roxy branch, measured with 23 questions with a score scale of 1 to 4 with a likert scale. The number of kriterium if each question item gets the highest score of X1 = 23 x 4 x 88 = 8,096. The number of data collection scores = 6,815, thus the work environment according to 88 respondents of employees of Bank Rakyat Indonesia Roxy branch is 6,825 : 8,096 = 84.17 % of the criteriathat have been set the results can be described with the following diagram:
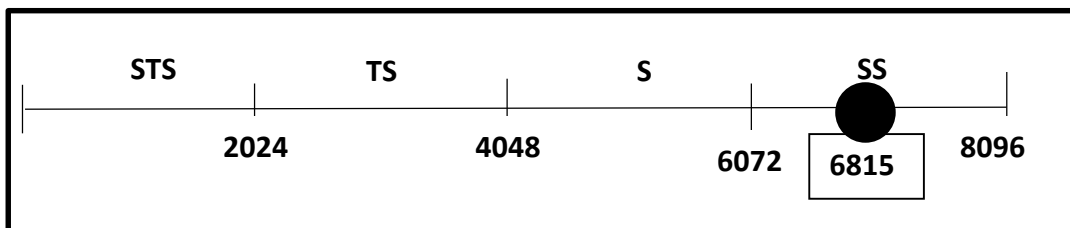

Figure 4.1. *Likert Scale* Work environment variables

Based on the diagram above, 84.17% indicates that the working environment variables are in a very agreeable group.

b. Description of compensation data (X2)

Based on the results of the data collected in the questionnaire for exogenous variable compensation with 88 respondents of employees of Bank Rakyat Indonesia Roxy branch, measured with 14 questions with a score scale of 1 to 4 with a likert scale. The amount of kriterium if each question item gets the highest score of X2 = 14 x 4 x 88 = 4,928. The

number of data collection scores = 4,103, according to 88 respondents of Bank Rakyat Indonesia roxy branch employees is 4,103 : 4,928 = 83.25 % of the criteria that have been set the results can be described with the following diagram:

Figure 4.2. *Likert Scale* Variable Compensation

Based on the diagram above, 83.25% indicates that the compensation variables are in a very agreeable group.

c. Description of emotional intelligence data (X3)

Based on the results of the data collected in a questionnaire for emotional intelligence exogenous variables with 88 respondents of Employees of Bank Rakyat Indonesia Roxy branch, measured with 32 questions with a score scale of 1 to 4 with a likert scale. The amount of kriterium if each question item gets the highest score of X3 = 32 x 4 x 88 = 11,264. Total data collection score = 9,229 , Thus emotional intelligence according to 88 respondents of Bank Rakyat Indonesia roxy branch is 11,264 : 9,229 = 81.93% of the criteria that have been set the results can be described with the following diagram:

Figure 4.3. *Likert scale* of emotional intelligence

Based on the diagram above, 81.93% show that emotional intelligence variables are in a very agreeable group.

d. Description of job satisfaction data (Y)

Based on the results of the data collected in the questionnaire for endogeneous variables of job satisfaction with 88 respondents of employees of Bank Rakyat Indonesia Roxy branch, measured with 11 questions with a score scale of 1 to 4 with a likert scale. The amount of kriterium if each question item gets the highest score of Y = 11 x 4 x 88 = 3,872. The number of data collection scores = 3,204, thus job satisfaction according to 88 employee respondents of Bank Rakyat Indonesia Roxy branch is 3,204 : 3,872 = 82.74% of the criteria that have been set the results can be described with the following diagram:
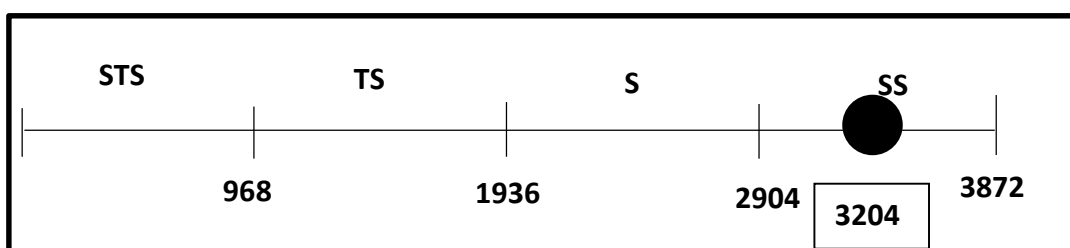
Figure 4.4. *Likert Scale* Variable Job Satisfaction

Based on the diagram above, 82.74% show that the job satisfaction variables in the group strongly agree

4.3 Measurement Model or *Outer Model*
a. Validity Test

Research instruments are said to be valid *if they have a loading factor* validity above 0.5 and if the loading factor *value* is less than 0.5 then it can be said to be invalid. This test uses the help of the SmartPLS 3.0 program. Here are the data processing results for emotional intelligence instrument statements, compensation, work environment and workattachment.
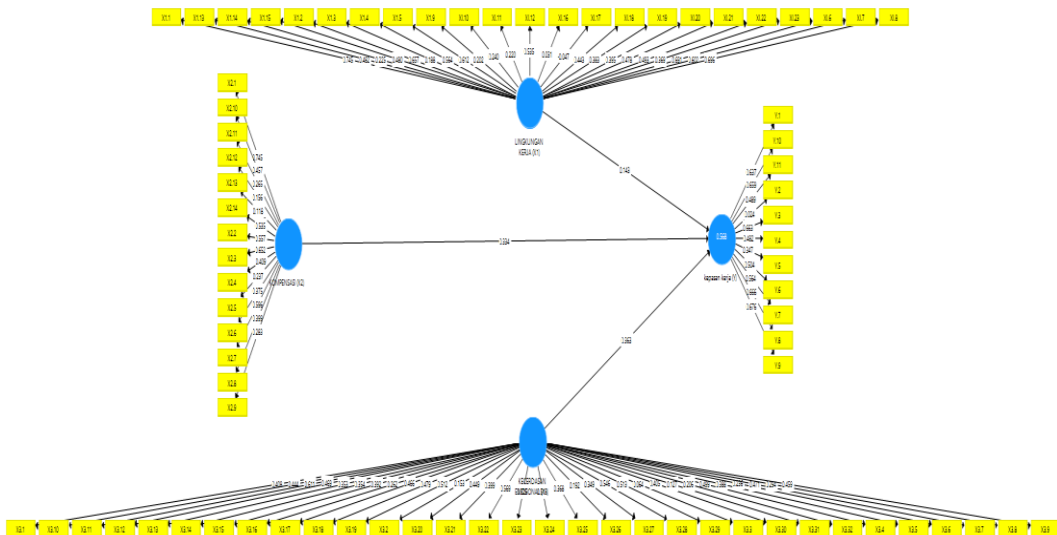

Figure 4.4. *Outer Loading* phase one Smarpls 3.0
Source: Processed Data ,2020

Here is the first data processing for the work environment statement as many as 23 statements that can be seen in the following table:

Table 4.4:
Instrument Validity per work environment item (X1)

Variable	Statement	Lo ading factor	Rule of Thumb	Conclusion
Work Environment (LK)	LK.1	0,745	0,5	Valid
	LK.2	0,657	0,5	Valid
	LK.3	0,480	0,5	Tidak valid
	LK.4	0,564	0,5	Valid

	LK.5	0,612	0,5	Valid
	LK.6	0,691	0,5	Valid
	LK.7	0,602	0,5	Valid
	LK.8	0,696	0,5	Valid
	LK.9	0,202	0,5	Tidak valid
	LK.10	0,240	0,5	Tidak valid
	LK.11	0,220	0,5	Tidak valid
	LK.12	0,535	0,5	Valid
	LK.13	0,482	0,5	Tidak valid
	LK.14	0,225	0,5	Tidak valid
	LK.15	0,480	0,5	Tidak valid
	LK.16	0,031	0,5	Tidak valid
	LK.17	0,042	0,5	Tidak valid
	LK.18	0,443	0,5	Tidak valid
	LK.19	0,383	0,5	Tidak valid
	LK.20	0,395	0,5	Tidak valid
	LK.21	0,478	0,5	Tidak valid
	LK.22	0,493	0,5	Tidak valid
	LK.23	0,369	0,5	Tidak valid

Source: processed data, 2020

From the results of the first data processing, it can be seen *that many of the loading values factor*nya less than 0.50. Thus it can be said that some instruments are declared invalid work environment variables and some of those variable instruments must be removed.

Here is the first data processing for the compensation statement consisting of 14 statements.

Table 4.5:
Instrument Validity per Item Variable Compensation (X2)

Variable	Statement	Loading factor	Rule of Thumb	Conclusion
Compensation (KO)	KO.1	0,745	0,5	Valid
	KO.2	0,557	0,5	Valid
	KO.3	0,652	0,5	Valid
	KO.4	0,409	0,5	Tidak valid
	KO.5	0,237	0,5	Tidak valid
	KO.6	0,375	0,5	Tidak valid
	KO.7	0,596	0,5	Valid
	KO.8	0,399	0,5	Tidak valid
	KO.9	0,283	0,5	Tidak valid
	KO.10	0,457	0,5	Tidak valid
	KO.11	0,265	0,5	Tidak valid

	KO.12	0,156	0,5	Tidak valid
	KO.13	0,118	0,6	Tidak valid
	KO.14	0,535	0,7	Valid

Source: Processed Data, 2020

From the results of the first data processing, it can be seen *that many of the loading values factor*nya less than 0.50. Thus it can be said that some compensation variable instruments are declared invalid and some of those variable instruments must be removed

Here's the first data processing for emotional intelligence statements consisting of 32 statements.

Table 4.6:
Instrument Validity per item Variable emotional intelligence (X3)

Variable	Statement	Loading factor	Rule of Thumb	Conclusion
	1ST	0,408	0,5	Tidak Valid
	KE.2	0,153	0,5	Tidak Valid
	KE.3	0,064	0,5	Tidak valid
	KE.4	0,499	0,5	Tidak valid
	KE.5	0,388	0,5	Tidak valid
	KE.6	0,236	0,5	Tidak valid
	KE.7	0,471	0,5	Tidak valid
	8TH	0,294	0,5	Tidak valid
	KE.9	0,459	0,5	Tidak valid
	KE.10	0,444	0,5	Tidak valid
	KE.11	0,611	0,5	Valid
	KE.12	0,469	0,5	Tidak valid
Emotional Intelligence (KE)	KE.13	0,353	0,5	Tidak valid
	KE.14	0,354	0,5	Tidak valid
	KE.15	0,392	0,5	Tidak valid
	KE.16	0,262	0,5	Tidak valid
	KE.17	0,466	0,5	Tidak valid
	KE.18	0,479	0,5	Tidak valid
	KE.19	0,512	0,5	Valid
	KE.20	0,449	0,5	Tidak valid
	KE.21	0,339	0,5	Tidak valid
	KE.22	0,569	0,5	Valid
	KE.23	0,326	0,5	Tidak valid
	KE.24	0,518	0,5	Valid
	KE.25	0,368	0,5	Tidak valid

	KE.26	0,192	0,5	Tidak valid
	KE.27	0,349	0,5	Tidak valid
	KE.28	0,546	0,5	Valid
	KE.29	0,513	0,5	Valid
	KE.30	0,405	0,5	Tidak valid
	KE.31	0,127	0,5	Tidak valid
	KE.32	0,206	0,5	Tidak valid

Source: Processed Data, 2020

From the results of the first data processing, it can be seen *that many of the loading values factor*nya less than 0.50. Thus it can be said that some instruments of emotional intelligence variables are declared invalid and some of those variable instruments must be removed.

Here is the first data processing for the job satisfaction statement consisting of 11 statements.

Table 4.7:
Instrument validity per item of job satisfaction variable (Y)

Variable	Statement	Loading factor	Rule of Thumb	Conclusion
Job Satisfaction (KK)	KK.1	0,637	0,5	Valid
	KK.2	0,024	0,5	Tidak valid
	KK.3	0,663	0,5	Valid
	KK.4	0,482	0,5	Tidak valid
	KK.5	0,347	0,5	Tidak valid
	KK.6	0,504	0,5	Valid
	KK.7	0,564	0,5	Valid
	KK.8	0,666	0,5	Valid
	KK.9	0,676	0,5	Valid
	KK.10	0,659	0,5	Valid
	KK.11	0,489	0,5	Tidak valid

Source: Data dioalah, 2020

From the results of the first data processing, it can be seen *that many of the loading values factor*nya less than 0.50. Thus it can be said that some instruments of job satisfaction variables are declared invalid and some of those variable instruments must be removed.

After the instrument with loading factor <0.5 is omitted then the data is re-processed, and obtained the resultof the 2nd stage golahan as follows

Then the remaining instrument statements of each variable are re-processed using SmartPLS 3.0.

After the instrument with loading factor <0.5 is omitted then the data is reprocessed, and obtained the result of processing phase 2 as follows:
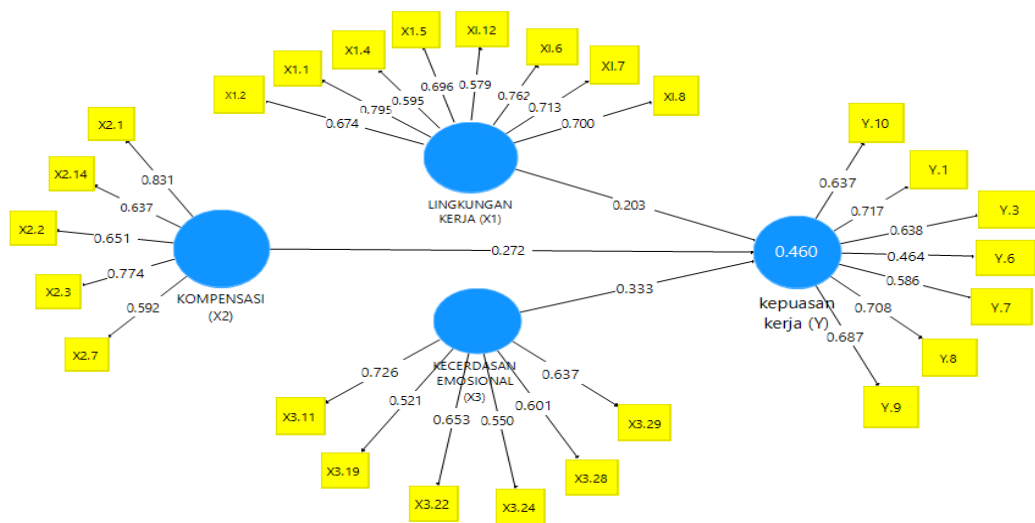
Figure 4.6. *Outer Loading* second stage SmartPls 3.0.

Source: processed data, 2020

From the results of processing the second stage data, it can be seen that all instrument statements of the compensation variable have *a loading factor* value above 0.5. It can thus be said that all such statements are valid. To ensure that the compensation statement will be re-data collection along with the statements of the other three variables.

From the results of processing the second stage data, it can be seen that all instrument statements of emotional intelligence variables have a loading *factor* value above 0.5. It can thus be said that all such statements are valid. To ensure that the compensation statement will be re-data collection along with the statements of the other three variables.

From the results of processing the second stage data can be seen there is one instrument statement of the variable job satisfaction has a loading *factor* value below 0.5. It can thus be said that all such statements are invalid. And it is necessary to perform the processing of the third stage data, After the instrument with *loading factor* <0.5 is omitted then the data is reprocessed, and obtained the result of processing phase 3 with pls chart as follows:
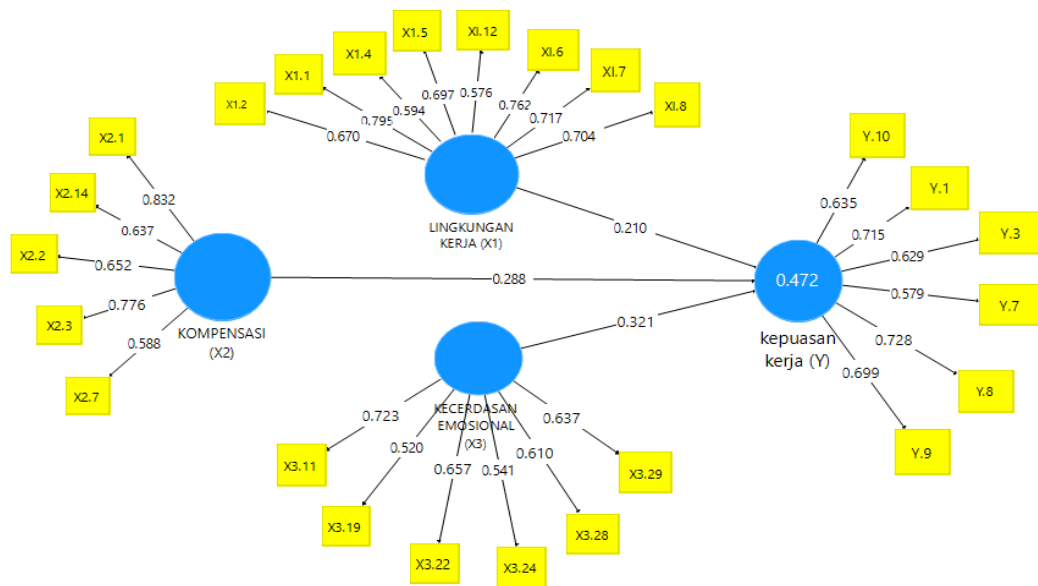
Figure 4.7. *Outer Loading* second stage SmartPLS 3.0.
Source: Outpu SmartPLS Processed, 2020

From the results of processing data perbutir phase three can be seen all instrument statements of working environment variables are declared valid because it has a loading factor above 0.5. In the working environment variable the largest loading factor value is 0.795 on the LK.1 statement of the well-titled air circulation system.

From the result of processing data stage three per grain variable compensation has a loading factor value above 0.5. Thus stated 5 statements are valid on the largest loading factor value compensation variable which is 0.832 in the KO.1 statement which is the salary received from the company in accordance with the wishes of the employees.

From the results of all statements of the results of processing the data phase three shows that the emotional intelligence variable has a loading factor above 0.5 then can be valid. The largest emotional intelligence variable statement loading factor value is 0.723 in the KE.11 statement which is that individual consciousness will be able to understand what factors are self-preferred.

Dari data processing results per item phase three all statements of variable job satisfaction have a loading factor value above 0.5. It can be said that all employee satisfaction variable statements are declared valid with the largest loading factor value of 0.728 which is kk.8 statement that pemipin can maintain loyalty with employees.

b. Discrimination Validity

The result of this value is obtained by *juxtaposing* the loading factor value on the intended construct should be greater *juxtaposed* with the loading factor value with the other constructs.

Table 4.16::
Loading *factor value* for Discrimination Validity

	work environment	Compensation	emotional intelligence	job satisfaction

LK.1	**0.795**	0.677	0.421	0.525
LK.2	**0.670**	0.514	0.300	0.447
LK.4	**0.594**	0.319	0.354	0.366
LK.5	**0.697**	0.402	0.414	0.365
LK.6	**0.762**	0.440	0.475	0.449
LK.7	**0.717**	0.414	0.410	0.317
LK.8	**0.704**	0.505	0.473	0.403
LK.12	**0.567**	0.302	0.341	0.384
KO.1	0.484	**0.832**	0.329	0.485
KO.2	0.323	**0.652**	0.011	0.250
KO.3	0.439	**0.776**	0.181	0.359
KO.7	0.340	**0.599**	0.359	0.361
KO.14	0.484	**0.832**	0.568	0.472
KE.11	0.321	0.305	**0.723**	0.441
KE.19	0.436	0.263	**0.520**	0.334
KE.22	0.398	0.331	**0.657**	0.399
KE.24	0.273	0.172	**0.541**	0.275
KE.28	0.363	0.226	**0.610**	0.294
KE.29	0.347	0.366	**0.637**	0.344
KK	0.377	0.524	0.306	**0.715**
KK	0.225	0.267	0.372	**0.635**
KK	0.344	0.276	0.476	**0.629**
KK	0.532	0.469	0.351	**0.579**
KK	0.456	0.427	0.463	**0.728**
KK	0.342	0.264	0.310	**0.699**

Source: Processed Data, 2020

Based on the hasi of the table above shows that the *loaing factor* value on each latent variable is greater than the *loading factor value of* another variable. Thus it can be said that latent variable results are abletoempreiksi the indicator better than other latent yaing variables.

a. **Reliability Test**

After the validity test is done, then for valid questions the reliability test is then carried out. Reliability testing can be seen based on Cronbach's alpha value should be more than 0.6 and the composite reliability value should be more than 0.7. Reliability test results can be found in the following table:

Table 4.17 : Reliabiitas Test Results of Composite *Reliability Instruments*

Variable	Composed Reliability	Rule of Thumb	Conclusion
Work environment	0,880	0,7	Reliabel

Compensation	0,826	0,7	Reliabel
Emotional intelligence	0,828	0,7	Reliabel
Job satisfaction	0,786	0,7	Reliabel

Source: Processed Data, 2020

Table 4.18: *Cronbach's alpha Instrument* Reliability Test Results

Variable	Cronbach's alpha	Rule of Thumb	Conclusion
Work environment	0,844	0,6	Reliabel
Compensation	0,749	0,6	Reliabel
Emotional intelligence	0,741	0,6	Reliabel
Job Satisfaction	0,675	0,6	Reliabel

Source: Processed Data, 2020

Based on the results of the table above can be expressed reliabel because the variable work environment, comenation, emotional intelligence, and job satisfaction have a composite reliability value above 0.7 and and Cronbach's alpha value above 0.6.

4.4 Evaluasi Goodness of Fit

After processing the data with the fit model we can see the results in the table as follows:

Table 4.19: Model Fit

	Saturared Model	Estimated Model
NFI	0,515	0,515

Source: Processed Data, 2020

It can be concluded that the Normed Fit Index (NFI) value is 0.515. So this research can be inferred between models and data quite appropriately. Models have a high match if the value is close to 1 (Jonathan Sarwono, 2010).

4.5 Structural Model or Inner Model

In structural or inner models we use Path Coefficient and R Square

a. Coefficient path or Path Coefficient

Coefficient path measurements aim to see the significance and strength of such relationships and also to test hypotheses. The coefficient path measurement results can be viewed through the PLS chart as follows:
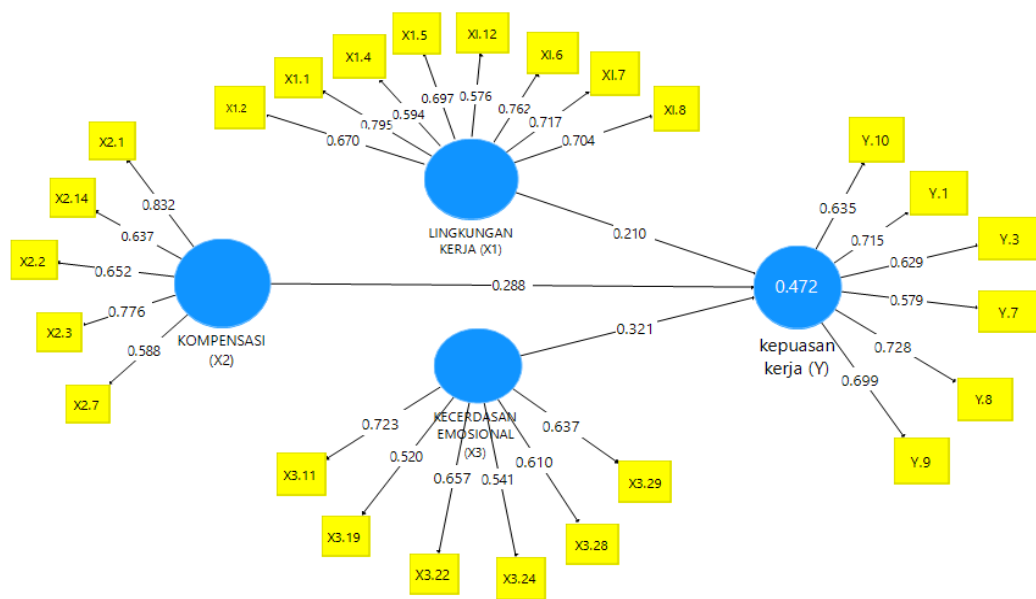
Figure 4.8. *Outer Loading* second stage SmartPLS 3.0.

On the variable work environment affects job satisfaction of 0.210 or 21% of Employees of Bank Rakyat Indonesia Roxy branch. This is in accordance with research already conducted by Krisnaldy, Dr. Vishal Kumar (2018), Dr. Ganesh Salunk (2015).. that the work environment has a positive effect on job satisfaction.. Agbozo G.K, et, al (2017). Overall satisfaction includes every factor examined in this study. These factors range from physical work environment, social and relationship environment as well as psychological factors including work content (monotony of work and fatigue). Quite a lot of respondents (42%) not satisfied with their overall working conditions. This leads to the need to improve their working conditions because the discovery of the work environment has a positive effect on employee job satisfaction.

On compensation variables it has an effect on job satisfaction variables of 0.288 or 29%. Employees of Bank Rakyat Indonesia Roxy branch in line with research conducted by Mabaso C.M and Dlamini B.I (2017) and found researchers by Mensah P.M, NtimAdjei Luther & Agyei Albert, (2017) Compensation was also found to significantly and positively predict teacher job satisfaction. The main reasons for keeping employees satisfied and will benefit from dedication, loyalty and commitment. And one way managers can keep good employees is by offering them attractive and adequate compensation packages that suit their needs, preferences and performance.

Based on the chart above we can see that each independent varibel affects dependent variables. On emotional intelligence variables it has an influence on job satisfaction variables of 0.321 or 32%. Thus it can be said that emotional intelligence in employees of Bank Rakyat Indonesia Roxy branch affects their job satisfaction. This is in accordance with research conducted by Choi Sang Long Raffles, Mardhiah Yaacob, Tan Wee Chuen (2015), Abdul Azez Badir Alnidawy (2015), Raies Hamid (2016), and researchers conducted by Dr. Vishal (2018) who found a positive and significant influence on emotional intelligence variables on job satisfaction. Emotional intelligence plays an important role today in the organization, because it's one of the most important components of job satisfaction. Analysis of the study revealed that there is a positive correlation between emotional intelligence and job satisfaction.

a.   R Square (R^2)

From the data processing above the R square value of emotional kepuasan intelligence variables, compensation and work environment together affect the work satisfaction variable Berarti   of 0.472 ,472 it means that the exogenous variable is able to affect endogenous variables by 47.2%,so itcan be said to have a strong grelationship, Meaning there is 53% (100%-47%) variance of bound variables described by other factors not discussed in this study.

V.   SUMMATIONS AND SUGGESTIONS

5.1 Conclusion

Based on the conclusions of the research and analysis of the data that has been done, as well as some conclusions that can be drawn from this study, namely as follows

1. The work environment affecting employee job satisfaction at Bank Rakyat Indonesia Roxy branch had the least influence in this study which was 0.21 or 21%.
2. Compensation affects the job satisfaction of employees of Bank Rakyat Indonesia Roxy branch which is 0.288 or 29%.
3. Emotional intelligence has the greatest effect on the job satisfaction of employees of Bank Rakyat Indonesia Roxy branch compared to the previous twovariables, namely 0.321 or 32%.

5.2 Saran

Based on the above conclusions, the researchers provide advice that can be used as a consideration material. The following are suggested by the researchers:

1. To improve the job satisfaction of employees of Bank Rakyat Indonesia Roxy branch can improve the work   lingkungan kerjaenvironment, especially in improving the air circulation system in the office by using air purifier to filter or purify the air that is in the room so that the air circulation system can be properly opinionated and the air quality maintained so that employees can work more comfortably..
2. To improve the job satisfaction of employees of Bank Rakyat Indonesia Roxy branch can increase compensation for employees, especially in providing competitive compensation
3. To improve the job satisfaction of employees of Bank Rakyat Indonesia Roxy branch kepuasan kerja can improve the emotional intelligence of employees, especially by improving employee job satisfaction by providing training *and sharing so that* employees have a sense of individual awareness and are able to understand their interests and talents..

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