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THE EFFECT OF NON PHYSICAL WORK ENVIRONMENT, JOB SATISFACTION AND WORKLOAD TO EMPLOYEE PERFORMANCE AT PDAM TIRTA PRABAWA MUKTI OFFICE-PANGANDARAN

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Abstract

This study aims to analyze the effect of non-physical work environment, job satisfaction and workload to employee performance at PDAM Tirta Prabawa Mukti Office, Pangandaran. This research was conducted at PDAM Tirta Prabawa Mukti Office, Pangandaran using sample as many as 60 respondents. The data was analyzed using multiple linear regression analysis. The results of the study found that the non-physical work environment had a positive and significant influence on employee performance with a significance value of 0.001. Job satisfaction had a positive and significant effect on employee performance with a significance value of 0.000. Workload had a negative and significant effect on employee performance with a significance value of 0.001. Non-physical work environment, job satisfaction, and workload simultaneously had a significant effect on employee performance with a significance value of 0.000.

Keywords:

employee performance, job satisfaction, non-physical work environment, workload

1. Introduction

Human resources are the main pillar and the driver of industrial activity, to achieve its goals. The quality of human resources owned by an industry will determine the goals achievement. The industry must generate a lot of money to obtain a good quality of human resources. This is because the good quality of human resources is a real advantage to increase industrial competitiveness.

Work performance is usually referred to work output that can be achieved by officers who are able to carry out their duties and obligations to the organizational leaders (Mangkunegara, 2011). Employee work performance is one of the determining aspects for an industry to achieve its goals successfully. Therefore, employee work performance will affect the overall performance of the industry.

One of the non-physical work cases in PDAM Tirta Prabawa Mukti, Pangandaran is the lack of harmonious bonds between employees and leaders, also among the employees. It must be understood that the non-physical work environment is very important to maintain working conditions or a harmonious relationship between supervisors and co-workers (Sedarmayanti, 2007). This situation can increase the ease of carrying out work, work accuracy, produces good communication and atmosphere also work cohesiveness so as to create great work productivity (Anam and Rahardja, 2017).

The job satisfaction is also an aspect that needs to be observed in work activities. In PDAM Tirta Prabawa Mukti, Pangandaran. The phenomenon found in PDAM Tirta Prabawa Mukti, Pangandaran, is the number of complaints from employees regarding the responsibilities given by the industry that do not match the abilities of the employees. For Purwanto (2013), job satisfaction is the assessment, feelings and attitudes of a person or employee towards their work and related to the work environment.

The fulfillment of some of the desires and needs is through work or work activities. Job satisfaction in work is the satisfaction that is enjoyed at work by getting reward for work, wellness treatment, equipment, and a good atmosphere of work environment. Employees who prefer to enjoy job satisfaction at work will prioritize their work.

The next aspect that can affect employees work performance is workload. Workload is the average activity frequency of each job within a certain period of time (Irwandy, 2007). Efforts to improve employees work performance include observing the workload, either physical workload or mental workload (Tjiabrata et al., 2017).

Providing an efficient workload allows the industry to recognize its employees capacity and the effect of workload to the work performance of the industry itself, because workloads are very meaningful for an industry/institution (Tjiabrata et al., 2017).

Based on the introduction, specifically the formulation of the problem in this study were as follows:

1. Does the non-physical work environment have a positive and significant effect to the work performance at PDAM Tirta Prabawa Mukti employees?
2. Does job satisfaction have a positive and significant effect to the work performance at PDAM Tirta Prabawa Mukti employees?
3. Does workload have a negative and significant effect to the work performance at PDAM Tirta Prabawa Mukti employees?
4. Does the non-physical work environment, job satisfaction and workload simultaneously have a significant effect to the performance of PDAM Tirta Prabawa Mukti employees?

2. Literature Review

2.1 Human Resource Management

Human resource management is committed to mobilizing and managing human resources within the organization so that they can think and act in accordance with the expectations of the organization. Human resource management is a procedure for managing human resources (Sulistiyani and Rosidah, 2003).

2.2 Employee Performance

Dharma (2014) shares the interpretation that work performance is the result of work or the output of people or groups in the form of products or services. Mangkunegara (2011) explains that performance is the result of work of the employees which can carry out their duties and obligations to their supervisor or leader.

2.3 Non-Physical Work Environment

For Nitisemito (2004), the work environment is all about the employees and can influence them to complete the tasks given. S. Darmayanti (2011) explains that work environment can be divided into 2 types, namely physical and non-physical. Aspects of the

physical work environment include color, lighting, air, noise, space, security, and cleanliness. The non-physical work environment is a kind of work structure, job responsibilities, leadership attention and support, team work and easy communication.

2.4 Job Satisfaction

For Kreitner and Kinicki (2001), job satisfaction is an efficient or emotional reaction to all aspects of work. Davis and Newstrom (2001) describe job satisfaction as how a group of employees are happy with their jobs. For Robbins (2003), job satisfaction is a 'universal behavior towards one's job. The comparison between the amount of remuneration that workers receive and the amount they think they should receive is shown'.

2.5 Workload

Workload is one of the factors that must be observed in order to achieve harmony and great work efficiency in the workforce, not only the bonus burden aspect caused by the work area and work capacity (Sudiharto, 2001).

Thinking Framework

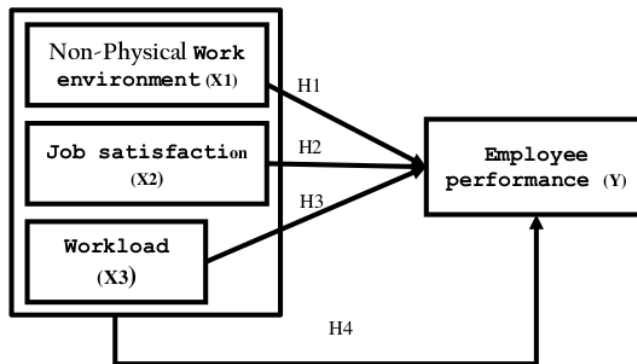


Figure 1: Thinking Framework
Source: Adapted from previous research

Hypothesis

H1: Allegedly Non-Physical Work Environment Had a Positive and Significant Effect to Employee work Performance at PDAM Tirta Prabawa Mukti Office in Pangandaran.

H2: Allegedly Job Satisfaction Had a Positive and Significant Influence to Employee work Performance at PDAM Tirta Prabawa Mukti Office in Pangandaran.

H3: Allegedly Workload Had a Negative and Significant Effect to Employee work Performance at PDAM Tirta Prabawa Mukti Office in Pangandaran.

H4: Allegedly Non-Physical Work Environment, Job Satisfaction and Workload Simultaneously Had a Positive and Significant Effect to Employee work Performance at PDAM Tirta Prabawa Mukti Office in Pangandaran.

3. Method

This research was a quantitative research with the data analysis method used in this research was multiple linear regression analysis. The sampling technique used in this study

was saturated sampling, that is, all employees at PDAM Tirta Prabawa Mukti were sampled with a total of 60 employees.

The data analysis technique used was the instrument test (validity and reliability), multiple linear regression analysis, hypothesis testing (t-test and F-test) and the determinant coefficient (R²).

4. Result

4.1 Validity Test

Table 1: Instrument Validity Test Table

Variable	Item	Pearson Correlation	Sig.	Description
Employee work performance	Y1	0.609**	0.000	Valid
	Y2	0.396**	0.002	Valid
	Y3	0.763**	0.000	Valid
	Y4	0.391**	0.002	Valid
	Y5	0.752**	0.000	Valid
	Y6	0.621**	0.000	Valid
	Y7	0.501**	0.000	Valid
	Y8	0.603**	0.000	Valid
	Y9	0.307*	0.017	Valid
	Y10	0.659**	0.000	Valid
	Y11	0.571**	0.000	Valid
	Y12	0.359**	0.005	Valid
Non-Physical Work Environment	X1.1	0.954**	0.000	Valid
	X1.2	0.956**	0.000	Valid
	X1.3	0.920**	0.000	Valid
	X1.4	0.953**	0.000	Valid
	X1.5	0.929**	0.000	Valid
	X1.6	0.942**	0.000	Valid
Job satisfaction	X2.1	0.538**	0.000	Valid
	X2.2	0.370**	0.004	Valid
	X2.3	0.382**	0.003	Valid
	X2.4	0.503**	0.000	Valid
	X2.5	0.542**	0.000	Valid
	X2.6	0.551**	0.000	Valid
	X2.7	0.624**	0.000	Valid
	X2.8	0.734**	0.000	Valid
	X2.9	0.281*	0.029	Valid
	X2.10	0.769**	0.000	Valid
	X2.11	0.697**	0.000	Valid
	X2.12	0.344**	0.007	Valid
	X2.13	0.344**	0.007	Valid
	X2.14	0.616**	0.000	Valid
Workload	X3.1	0.586**	0.000	Valid
	X3.2	0.430**	0.001	Valid
	X3.3	0.397**	0.002	Valid
	X3.4	0.423**	0.001	Valid
	X3.5	0.608**	0.000	Valid

	X3.6	0.651**	0.000	Valid
	X3.7	0.526**	0.000	Valid
	X3.8	0.665**	0.000	Valid
	X3.9	0.641**	0.000	Valid
	X3.10	0.705**	0.000	Valid
	X3.11	0.698**	0.000	Valid
	X3.12	0.305*	0.018	Valid

4.2 Reliability Test

11 Table 2: Instrument Reliability Test Table

Variable	Cronbach's Alpha	Criteria	Description
Employee work performance	0,780	>0,600	Reliabel
Non-Physical Work Environment	0,975	>0,600	Reliabel
Job satisfaction	0,789	>0,600	Reliabel
Workload	0,782	>0,600	Reliabel

16 The results of the validity and reliability test had a significant value less than 0.05, so it can be concluded that all of these variables can be declared valid and reliable. 17

4.3 Data analysis

4.3.1 Multiple Linear Regression Analysis

Based on multiple linear regression analysis, the regression line formula was as follow:

$$\text{Work performance} = 13,518 + 0,345\text{NPWE} + 0,566\text{JS} - 0,313 \text{ W}$$

4.3.2 t test

This test was conducted using 95 confidence level test, and the following results were obtained:

Table 3: Multiple Linear Regression Analysis

Variable	Unstandardized Coefficients		t	Sig.
	B	Std. Error		
(Constant)	13,518	4,641		
Employee performance	0,345	0,099	3,491	0,001
Non-Physical Work Environment	0,566	0,098	5,775	0,000

Job satisfaction	-0,313	0,087	-3,605	0,001
Workload				

4.3.2.1 First Hypothesis test (H1)

Based on the results of the multiple linear regression test in Table 3, it was obtained that the significance value of the Non-Physical Work Environment was $0.001 < 0.05$. This means that the Non-Physical Work Environment had a positive and significant impact on the work performance of PDAM Tirta Prabawa Mukti employees. Thus it can be concluded that the first hypothesis was accepted.

4.3.2.2 Second Hypothesis test (H2)

Based on the results of the multiple linear regression test in Table 3, the significance value of job satisfaction was $0.000 < 0.05$. These results indicate that job satisfaction had a positive and significant effect to the work performance of PDAM Tirta Prabawa Mukti employees. So it can be concluded that the second hypothesis was accepted.

4.3.2.3 Third Hypothesis test (H3)

Based on the results of the study, it was found that workload had a t-value of -3.605 and a significance of $0.001 < 0.05$. These results indicated that the workload had a negative and significant effect to the work performance of PDAM Tirta Prabawa Mukti employees. Therefore, it can be concluded that the third hypothesis was accepted.

4.3.3 F test (Simultaneously)

Calculated F value from Table 3 is 22,768 and the significance is 0,000. The significance value is less than $0,05$, indicated that the Non-Physical Work Environment, job satisfaction, and workload simultaneously had a significant effect to the work performance of PDAM Tirta Prabawa Mukti employees, thus H4 was accepted.

4.3.4 Coefficient of determination (R²)

The value of Adjusted R² in Table 3 is 0.525. This showed that employee work performance was influenced by the Non-Physical Work Environment, job satisfaction, and workload of 52.5%. The remaining 47.5% was influenced by other aspects that were not related to this research.

5. Discussion

5.1 The Influence of Non-Physical Work Environment on The WorkPerformance of PDAM Tirta Prabawa Mukti Employees

The results of the study found that the non-physical work environment had a significance value of less than 0.05 ($0.001 < 0.05$) indicating that the non-physical work environment had a positive and significant effect to employees work performance. The non-physical work environment at PDAM Tirta Prabawa Mukti will have an impact to employees work performance. The better the non-physical work environment, the better the work performance of employees at PDAM Tirta Prabawa Mukti. The results of this study were in line with the research conducted by Cintia and Gilang (2016) also Sofyan (2013).

5.2 The Effect of Job Satisfaction to The Work Performance of PDAM Tirta Prabawa Mukti Employee

The results showed that job satisfaction had a significance value of 0.000 <0.05. This value can be interpreted that job satisfaction had a positive and significant effect to the employees work performance. The more satisfied the employees, the better the work performance of PDAM Tirta Prabawa Mukti employees. The results of this study were in line with research that has been carried out by Rosita & Yuniati (2016).

5.3 The Effect of Workload to The Work Performance of PDAM Tirta Prabawa Mukti Employee

Based on the results of the study, it was found that the workload had -3.605 in column t and a significance of 0.001 <0.05. These results indicated that the workload had a negative and significant effect to the work performance of PDAM Tirta Prabawa Mukti employees. It means that the work performance of PDAM Tirta Prabawa Mukti employees will decrease if the workload is higher. The results of this study were in line with the research conducted by Adityawarman et al. (2016) and Tjiabrata et al. (2017).

6. Conclusion

- 1) Non-physical work environment variables had a positive and significant impact on the work performance of PDAM Tirta Prabawa Mukti employees. So it can be concluded that the H1 hypothesis was accepted.
- 2) Job satisfaction variable had a positive and significant effect on the work performance of PDAM Tirta Prabawa Mukti employees. So it can be concluded that the H2 hypothesis was accepted.
- 3) The workload variable had a negative and significant effect on the work performance of PDAM Tirta Prabawa Mukti employees. So it can be concluded that the H3 hypothesis was accepted.
- 4) Non-physical work environment variables, job satisfaction, and workload simultaneously had a positive and significant effect, so H4 hypothesis was accepted

Follow-up

In this study, it can be seen that employee work performance is influenced by non-physical work environment, job satisfaction, and workload by 22.5%. While the remaining 47.5% is influenced by other factors outside of this study. So it is necessary to do further research to find out other factors that affect the work performance of PDAM Tirta Prabawa Mukti employees.

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