
THE EFFECT OF WORK ENVIRONMENT AND INDIVIDUAL CHARACTERISTICS ON MEDICAL MEDICAL EMPLOYEE PERFORMANCE AT PT SARI TANI SUMATRA

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Abstract

This study aims to determine how the influence of the work environment and individual characteristics on employee performance. The research method used is the method of qualitative data and quantitative data. While the data used is primary data. 1) a ttable value of 2.048 is obtained. From this description it can be seen that tcount (5.613) > ttable (2.048), likewise with a significance value of 0.00 < 0.05, it can be concluded that the first hypothesis is accepted, meaning that the Work Environment Variable (X1) significant effect on MEDICAL EMPLOYEE PERFORMANCE Variable (Y). 2) a ttable value of 2.048 is obtained. From this description it can be seen that tcount (1.488) < ttable (2.048), and a significance value of 0.148 > 0.05, it can be concluded that the second hypothesis is rejected, meaning that the Individual Characteristics Variable (X2) has no significant effect on the MEDICAL EMPLOYEE PERFORMANCE Variable (Y). 3) the Ftable value is 3.35. From this description it can be seen that Fcount (15.768) > Ftable (3.35), and a significance value of 0.000 < 0.05, it can be concluded that the fourth hypothesis is accepted, meaning that the Work Environment Variable (X1), Individual Characteristics Variable (X2), has a significant simultaneous effect on MEDICAL EMPLOYEE PERFORMANCE Variables (Y).

Keywords: *Work Environment, Individual Characteristics, Employee Performance*

INTRODUCTION

In this era of globalization, in line with the development of science and technology, a company cannot avoid competition with other companies. A company that wants to develop must be able to optimally utilize existing resources. These conditions require an organization or company to always make various innovations in anticipation of increasingly fierce competition. Organizations in the 21st century as it is today are required to have a competitive advantage both in terms of product quality, service, cost and professional human resources. Humans always play an active role in every organizational activity, namely as planners, actors and determinants of the realization of organizational goals, thus making humans as company assets that must be maintained to increase efficiency and productivity.

A conducive environment is of particular concern to the company, because this affects MEDICAL EMPLOYEE PERFORMANCE at work, a good, harmonious and dynamic environment certainly makes employees feel safe and comfortable at work. The incompatibility of the work environment can create discomfort for employees in carrying out their duties, so that employees do not work effectively and efficiently. The work environment is everything that exists around workers that can influence them in carrying out the tasks assigned. A comfortable work environment can provide a sense of satisfaction for the workforce. Job satisfaction can only be obtained and created if factors related to

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work can be improved optimally. A bad work environment causes a lack of enthusiasm for work, besides that a bad environment also causes a decrease work productivity Nurhasanah (2010:35). The work environment has a direct influence on employees in completing responsibilities to the organization. If the employee likes the work environment where he works, then the employee will feel at home in his workplace to carry out activities and complete his tasks. The continuous development of the times and the increasingly fierce competition in company organizations will be a challenge for companies that already exist or are just starting out, for this reason, in accepting employees, the admissions department must be observant in looking at these applicants, especially personality or individual characteristics. Because the characteristics of each individual are very influential in carrying out a job. There are many cases where employees have bad personalities that have an impact that is not good for employee performance. Individual characteristics within the company are individual differences with other individuals.

Individual characteristics within the company are a real thing because every employee in the company has a different character. Employees or human resources are people who provide their energy, talent, creativity and effort to the company in order to maintain its existence. Other factors that can affect MEDICAL EMPLOYEE PERFORMANCE include competence, competence explains what employees do at work in various levels and detailing the standards of each level, identifying the characteristics of knowledge and skills needed by individuals that enable them to carry out their duties and responsibilities effectively so as to achieve professional quality standards at work and produce good performance Wibowo (2010:370). Employee competence can be achieved by providing training to employees according to their job needs and organizational goals. creativity, and their efforts to the company so that it can maintain its existence. Other factors that can affect employee performance, including competence, competency explains what employees do in the workplace at various levels and specifies standards for each level, identifies characteristics of knowledge and skills required by individuals that enable them to carry out their duties and responsibilities effectively so as to achieve professional quality standards at work and produce good performance Wibowo (2010:370).

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The individual is the interests, attitudes and needs that a person carries in a work situation. Interest is an attitude that makes a person happy about the object of certain tendencies or ideas. The definition of individual characteristics is individual differences with other individuals, such as in terms of thoughts, behavior, and creative talents possessed by individuals. Then, based on the results of the pre-survey in the field in the case of the Ratu Mayang Garden Hotel, Pekanbaru, there are several problems with individual characteristics, which are a number of factors that can affect employee performance, as well as in the distribution of job characteristics and the distribution of job characteristics according to various fields and support from the company.

Companies in their daily activities are also strongly influenced by the work environment that surrounds the company, both the external environment and the internal environment. The internal environment is a part that cannot be ignored in order to achieve company success. The internal environment (physical and non-physical) is everything that is owned by the organization, both attached to the structure and support, both material and immaterial, both tangible and intangible, which can form the strengths or weaknesses of the organization, so that the achievement of goals can be running smoothly or experiencing obstacles. Performance is something individual or personal, because each employee has a different level of ability and capacity to carry out the tasks assigned to him. Performance depends on a combination of effort, ability and opportunity obtained. The Central Statistics Agency for West Sumatra Province (BPS) is a non-ministerial government agency that has answer directly to the President. With the importance of BPS's duties, an effective and focused workforce is needed. Having a competent workforce is the key to success in improving employee performance, so it really needs a policy from the company to motivate these employees to want to work more productively according to a predetermined plan.

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On the other hand, it is impossible for a company to operate its activities without humans, because the human workforce factor plays a very important role in achieving company goals. Every human being has a different character and behavior, caused by several things, for example educational background, skills, basic character and other factors from the workforce itself. This diversity of behavior will affect the course of the company's activities, which will not only have an impact on the results to be achieved by the company, but also for the people who need the company's products. No matter how advanced the company's technology is, it is owned without being supported by and by a capable workforce, so it is likely that the target from the company will not be achieved.

In addition, the work environment will also support the level of performance of employees. A good work environment and satisfying certain employees will minimize or suppress the performance of employees who do not serve consumers or society well. and vice versa, a comfortable, safe and supportive work environment will make existing employees more friendly, enthusiastic and passionate in serving consumers and also the surrounding community. this can have a positive influence on the psychological condition of employees.

Then, based on the results of the pre-survey of researchers in the field at PT. Sari Tani Sumatra case, there are several work environment problems, especially the physical work environment such as faded room paint, both interior and exterior of the room, lack of lighting in the room, noise from machines and a dirty workplace and also some office fittings old things like tables and chairs. Then the transportation of equipment for company operations that are already known and damaged and need to be repaired.

Condition of MEDICAL EMPLOYEE PERFORMANCE of PT. Sari Tani Sumatra as a whole has not met expectations. This can be seen from the number of employees who tend to answer no. Based on these data, it can be seen that employees at PT. Sari Tani Sumatra feels that the salary given by the agency is not the only factor that can provide increased MEDICAL EMPLOYEE PERFORMANCE for employees, besides that there are still many employees who do not like the assignments given, then according to superiors in the agency they are still lacking in giving guidance and direction on work, as well as the room where employees feel they are still not good. Based on the description above, the writer is interested in seeing how the influence of the work environment and individual characteristics on employee performance, which according to the writer, the employees in the production department greatly influence product quality at Pt. Sumatran sari.

LITERATURE REVIEWS

Human Resource Management

Management (management) is the process of utilizing raw materials and human resources to achieve the goals set. The essence of management is the activity of working through other people to achieve various organizational goals.

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Human resource management is a series of organizational activities directed at attracting, developing and retaining an effective workforce. Human Resource Management is required in the context of a complex and constantly changing environment.

Work environment

The work environment is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, success of the workplace and the adequacy of work equipment. According to Afandi (2016:51). Meanwhile, according to Siagian (2014: 6), stated that the work environment is an environment where employees do their daily work.

Individual Characteristics

The most important resource in an organization is human resources, people who give their energy, talent, creativity and effort to the organization so that an organization can continue to exist. Every human being has individual characteristics that vary from one to another. Individual characteristics, according to Winardi in Rahman (2013: 77), include traits in the form of abilities and skills, family background, social and experience, age, nation, gender which reflects certain demographic characteristics.

Employee performance

Each member of the organization has different encouragement so that employees want to work well. What is meant by wanting to work well here is that encouragement is the willingness to expend a higher level of effort towards achieving goals and even organizational goals.

METHODS

In this study I used primary data sources, namely by distributing questionnaires directly to employees of PT. Sari Tani Sumatra. As for the population in this study are employees of Pt. Sari Tani Sumatra in 2020 totaled 73 people. So that the sample is part of the existing population, so that for sampling it must use a certain method based on existing considerations. Thus the authors collect data at PT SARI TANI SUMATERA using a sample of 30 respondents.

RESULTS AND DISCUSSION

Multiple Linear Regression Testing

Multiple Linear Regression Results

Model		Coefficients ^a				Collinearity Statistics		
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	tolerance	VIF
		B	std. Error	Betas				
1	(Constant)	6,651	3,717		1,789	,085		
	Environment_Work_X1	1,071	,191	,768	5,613	,000	,913	1.095
	Characteristics_Individu_X2	,233	,156	,204	1,488	,148	,913	1.095

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a. Dependent Variable: Performance_Employee_Y

The description of the multiple linear regression equation above is as follows:

- a. The constant value (a) of 6.651 indicates the magnitude of the MEDICAL EMPLOYEE PERFORMANCE variable (Y) if the work environment variable (X1), the individual characteristic variable (X2), is equal to zero.
- b. The regression coefficient value of the work environment variable (X1) (b1) is (1.071) indicating the large role of the work environment variable (X1) on MEDICAL EMPLOYEE PERFORMANCE variable (Y) assuming the individual characteristic variable (X2) is constant. This means that if the work environment variable factor (X1) increases by 1 unit value, it is predicted that the MEDICAL EMPLOYEE PERFORMANCE transfer variable (Y) will increase by (1.071) value units assuming the individual characteristics variable (X2) is constant.
- c. The regression coefficient value of the individual characteristic variable (X2) (b2) is (0.233) indicating the large role of the individual characteristic variable (X2) on MEDICAL EMPLOYEE PERFORMANCE variable (Y) assuming the individual characteristic variable (X2) is constant. This means that if the individual characteristic variable factor (X2) increases by 1 value unit, it is predicted that the MEDICAL EMPLOYEE PERFORMANCE variable (Y) will increase by (0.233) value unit assuming the individual characteristic variable (X2) is constant.

t test (Partial)

Partial Test (t)

		Coefficients ^a				Collinearity Statistics		
		Unstandardized Coefficients		Standardized Coefficients				
Model		B	std. Error	Betas	t	Sig.	tolerance	VIF
1	(Constant)	6,651	3,717		1,789	,085		
	Environment_Work_X1	1,071	,191	,768	5,613	,000	,913	1.095
	Characteristics_Individu_X2	,233	,156	,204	1,488	,148	,913	1.095

a. Dependent Variable: Performance_Employee_Y

Hypothesis Test Effect of Work Environment Variables (X1) on MEDICAL EMPLOYEE PERFORMANCE Variables (Y)

The form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

1. Accept H0 If $t_{count} < t_{table}$ or $-t_{count} > -t_{table}$ or $Sig. > 0.05$
2. Reject H0 If $t_{count} \geq t_{table}$ or $-t_{count} \leq -t_{table}$ or $Sig. < 0.05$

From the table above, a tcount value of 5.613 is obtained with $\alpha = 5\%$, ttable (5%; 30-2 = 28) obtained a ttable value of 2.048. From this description it can be seen that tcount (5.613) > ttable (2.048), as well as the the significance is 0.00 < 0.05, it can be concluded that the first hypothesis is accepted, meaning that the Work Environment Variable (X1) has

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a significant effect on MEDICAL EMPLOYEE PERFORMANCE Variable (Y). In line with research conducted by Diana Khairani Sofyan in 2013 with the title "The Influence of the Work Environment on the Performance of BAPPEDA Employees". This research shows that the work environment affects the performance of BAPPEDA office employees. Increasing the work productivity of civil servants is not only a matter of the number of working days,

Hypothesis Test of the Influence of Individual Characteristic Variables (X2) on MEDICAL EMPLOYEE PERFORMANCE Variables (Y)

the form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

1. Accept, If $t_{count} > t_{table}$ or $-t_{count} > -t_{table}$ or $Sig. < 0.05$
2. Reject, If $t_{count} < t_{table}$ or $-t_{count} < -t_{table}$ or $Sig. > 0.05$

From the table above, a t_{count} value of 1.488 is obtained with $\alpha = 5\%$, t_{table} (5%; $30-2 = 28$) obtained a t_{table} value of 2.048. From this description it can be seen that t_{count} (1.488) $< t_{table}$ (2.048), and its significance value is $0.148 > 0.05$, it can be concluded that the second hypothesis is rejected, meaning that the Individual Characteristics Variable (X2) has no significant effect on the MEDICAL EMPLOYEE PERFORMANCE Variable (Y). In line with research conducted by research conducted by Nirza MH and Andrian Hady in 2016 with the title "The Influence of the Work Environment and Individual Characteristics on Job Satisfaction of Melati Hotel Employees in the Central Banjarmasin District".

F test (simultaneous)

Simultaneous Test Results (F)

		ANOVAa				
Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	85,768	2	42,884	15,768	,000b
	residual	73,432	27	2,720		
	Total	159,200	29			

a. Dependent Variable: Performance_Employee_Y

b. Predictors: (Constant), Characteristics_Individu_X2, Environment_Work_X1

The form of hypothesis testing based on statistics and curves can be described as follows:

Decision Making Criteria:

- a) If the calculated F value $> F_{table}$ or $Sig. < 0.05$ then H_a is accepted and H_0 is rejected.
- b) If the calculated F value $< F_{table}$ or $Sig. > 0.05$ then H_a is rejected and H_0 is accepted.

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From the table above, the Fcount value is 15.768. With $\alpha = 5\%$, dk numerator: 2, dk denominator: 30-2-1 (5%; 2; 27) the Ftable value is 3.35. From this description it can be seen that Fcount (15.768) > Ftable (3.35), and a significance value of 0.000 < 0.05, it can be concluded that the fourth hypothesis is accepted, meaning that the Work Environment Variable (X1), Individual Characteristics Variable (X2), has a significant effect simultaneously (simultaneously) on MEDICAL EMPLOYEE PERFORMANCE Variable (Y).

CLOSING

Conclusion

Based on the results of the research and discussion in the previous chapter, it can be concluded as follows:

1. The first hypothesis proposed states that the work environment influences MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra. From the results of processing SPSS 25 shows that the value of tcount > ttable, it can be concluded that the first hypothesis is accepted, meaning that the work environment affects MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra.
2. The second hypothesis proposed states that individual characteristics affect MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra. From the processing results of SPSS 25, it shows that the value of tcount < ttable, it can be concluded that the second hypothesis is rejected, meaning that individual characteristics affect MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra.
3. The third hypothesis proposed states that the Work Environment and Individual Characteristics influence simultaneously or simultaneously on MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra. From the processing results of SPSS 25, it shows that the value of fcount > ftable, it can be concluded that the third hypothesis is accepted, meaning that the Work Environment and Individual Characteristics influence simultaneously or simultaneously on MEDICAL EMPLOYEE PERFORMANCE at PT. Sari Tani Jaya Sumatra.

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