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THE PHYSICAL AND NON-PHYSICAL ASPECTS OF THE WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui, menguji dan menganalisis pengaruh lingkungan kerja fisik dan non fisik terhadap kinerja pegawai pada Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Seram Barat. Penelitian ini menggunakan pendekatan deksriptif-kuantitatif dengan tipe korelasional sebab-akibat. Populasi yang digunakan dalam penelitian ini adalah seluruh pegawai Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Seram Barat sebanyak 28 orang yang terdiri dari 26 orang PNS dan 2 orang tenaga honorer. Metode penentuan sampel adalah full sampling. Data dianalisis dengan menggunakan analisis regresi linear berganda dengan bantuan software SPSS 22.00. Hasil penelitian menyimpulkan bahwa (1) Lingkungan kerja fisik berpengaruh positif dan signifikan terhadap kinerja pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Seram Barat ; (2) Lingkungan kerja non fisik berpengaruh positif dan signifikan terhadap kinerja pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Seram Barat ; (3) Lingkungan kerja fisik dan non fisik berpengaruh positif dan signifikan terhadap kinerja pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Seram Barat

Kata Kunci : lingkungan kerja fisik, lingkungan kerja non fisik, kinerja

Abstract

This research aims to determine, test and analyze the influence of the physical and non-physical work environment on employee performance at the Central Maluku Regency Investment and One-Stop Integrated Services Service. This research uses a descriptive-quantitative approach with a correlational cause-effect type. The population used in this research were all 28 employees of the Central Maluku Regency Investment and One-Stop Integrated Services Service, consisting of 26 civil servants and 2 honorary staff. The sampling method is full sampling. Data were analyzed using multiple linear regression analysis with the help of SPSS

22.00 software. The results of the research concluded that (1) The physical work environment had a positive and significant effect on the performance of employees of the Central Maluku Regency Investment and One- Stop Integrated Services Service; (2) The non-physical work environment has a positive and significant effect on the performance of employees of the Central Maluku Regency Investment and One-Stop Integrated Services Service; (3) The physical and non-physical work environment has a positive and significant effect on the performance of employees of the Central Maluku Regency Investment and One-Stop Integrated Services Service

Key words: *physical work environment, non-physical work environment, performance*

INTRODUCTION

The role of human resources is so important and plays a major role in achieving organizational goals, making it necessary to handle and maintain human resources well. Various things can affect a person's performance, the work environment is one of them. The work environment is one of the things closest to a person in carrying out their work. The work environment around employees needs to be considered in order to have a good impact on a person's performance. A sense of comfort and security will be created because of an adequate work environment. The work environment consists of a physical work environment and a non-physical work environment.

A safe and healthy work environment will have a positive impact on the people in it. The benefits of a safe and healthy work environment will increase productivity due to a decrease in the number of lost days, increase efficiency and quality of more committed workers, reduce health and insurance costs, lower levels of workers' compensation and direct payments due to decreased claims, greater flexibility and adaptability as a result of increased participation and ownership, and a better workforce selection ratio due to the increase in the organization's image, this was stated by (Norianggono et al., 2014).

The implementation of the One-Stop Integrated Service (PTSP) has the goal and target to realize fast, cheap, easy, transparent, certain and affordable public services, and is able to improve the rights of the community in public services. So that in the service process carried out by the PTSP institution, it is required to be able to build a positive image for the community. This is done in an effort to create a service mechanism that contains simplification, in terms of: acceleration of the completion process time; certainty of costs; clarity of service procedures; reducing application files; exemption from licensing fees; and information services for the community. In an effort to accommodate the needs of the community in simplifying licensing services with the aim of encouraging the community to participate in investment, the presence of the West Seram Regency DPMPTSP plays a very important role in answering all licensing service problems that have been faced by the community. The role of DPMPTSP in the process of simplifying licensing services makes DPMPTSP of West Seram Regency an institution that is able to accommodate all licensing problems through integrated one-stop service (One Stop Service), where various types of permits that are currently still spread across many technical OPDs can be submitted and become the authority of DPMPTSP of West Seram Regency.

There are still many problems faced by the DPMPTSP of West Seram Regency, resulting in low organizational performance achievements. Therefore, one of the efforts to produce good employee performance or even improve employee performance is to create a comfortable, safe, conducive and pleasant work environment. Employees will feel at home in their work environment and will affect their performance. Work will be completed well, on time and employees will feel happy with their work. The work environment, both physical and non-physical, is considered to be able to affect employee performance and this is supported and strengthened by several theories that explain the relationship between an adequate work environment and the performance produced by employees.

A work environment condition is said to be good if it can carry out activities optimally, healthily, comfortably and safely, furthermore a less good work environment can cause inefficiency in a work system design, this is because the work environment pattern is a pattern of actions of organizational members that directly or indirectly affect the effectiveness of the organization, which includes performance and productivity, absenteeism and turnover, and organizational membership (Eka S et al., 2016).

The physical work environment in an organization is a work condition to provide a comfortable atmosphere and work situation for employees in achieving the goals desired by an organization. Poor work conditions have the potential to cause employees to easily fall ill, easily become stressed, have difficulty concentrating and decrease work productivity. If the work space is uncomfortable, hot, inadequate air circulation, the work space is too crowded, the work environment is not clean, noisy, it will have an impact on employee work comfort (Pradhanawati, 2013).

Physical work environment is the physical condition that is around the employee and has a

direct or indirect influence on the employee (Benny et al., 2015). Physical work environment according to (Norianggono et al., 2014) is all physical conditions that exist around the workplace which can affect employees either directly or indirectly. Physical work environment is a collection of physical factors and is a physical atmosphere that exists in a workplace.

According to Stanley & Remiasa (2022), there are 7 indicators of the physical work environment, namely: 1. Cleanliness of the workplace. 2. Level of lighting in the workplace. 3. Air circulation in the workplace. 4. Color scheme in the workplace. 5. Music in the workplace. 6. Air temperature in the workplace. 7. Decoration in the workplace. Likewise (Cahyani & Ardana, 2013) states that the physical work environment is the condition of the work environment where employees carry out their duties, which is measured by indicators of movement space, arrangement of office equipment, lighting, noise.

Non-physical work environment is a condition that occurs related to work relationships. Indiyati (2020) argues that a non-physical work environment is a condition in the workplace regarding relationships between coworkers. According to (Norianggono et al., 2014), a non-physical work environment is all conditions that occur related to work relationships, both relationships with superiors and relationships with fellow coworkers, or relationships with subordinates. The indicators used to measure the non-physical work environment are put forward by Untung & Nugraheni (2017) including: open and honest attitudes, support between members, cooperation, good communication, and organizational commitment.

A good working environment will create a sense of happiness and this sense of happiness can influence employees to work harder and more enthusiastically, so that with high employee enthusiasm, the design of an efficient work system can increase. Both work environments, both physical and non-physical, are important to consider (Benny et al., 2015). The physical work environment is the physical condition around which can affect employee performance (Norianggono et al., 2014). A comfortable work environment can improve employee performance, conversely an inadequate work environment can reduce employee performance (Febriani & Indrawati, 2013). The physical work environment is one of the factors that can improve employee performance (Agastia, 2014); (Benny et al., 2015); (Hasan et al., 2017) ;(Cahyani & Ardana, 2013); (Eka S et al., 2016) ; (Putra & Subudi, 2015) dan (Noorainy, 2017).

The ideal non-physical work environment creates a harmonious relationship with coworkers and no disputes between coworkers (Indiyati, 2020). This will have a negative impact on the organization (Priyono et al., 2018). The non-physical work environment is a condition related to employee relationships that can affect employee performance (Norianggono et al., 2014). The non-physical work environment affects the condition of employees which has an impact on employee performance. A good non-physical work environment is the key to driving work performance that affects employee performance. The non-physical work environment has a positive influence on employee performance (Stanley & Remiasa, 2022) ; (Indiyati, 2020); (Priyono et al., 2018); (Norianggono et al., 2014) dan (Noorainy, 2017).

RESEARCH METHODS

This study uses a descriptive-quantitative approach with a causal correlation type, meaning that the relationship between the independent variable and the dependent variable is a causal relationship. The study was conducted at the Investment and One-Stop Integrated Service Office of West Seram Regency. This study was conducted for 2 (two) months, namely July to September 2023. The population used in this study were all employees of the Investment and One-Stop Integrated Service Office of West Seram Regency, totaling 28 people consisting of 26 civil servants and 2 honorary workers. The sample is part of the number and characteristics of the population. The sample determination method is full sampling. The data analysis technique in this study uses descriptive analysis and multiple linear regression analysis with the following equation:

$$Y = b_0 + b_1X_1 + b_2X_2 + e$$

Where :

- Y = Employee Performance
- X₁ = Physical Work Environment
- X₂ = Non Physical Work Environment
- b₀, b₁, b₂ = Regression Coefficient
- e = error term

RESULTS AND DISCUSSION

A. Research Results

The influence of independent variables of physical work environment and non-physical work environment on the dependent variable, namely the performance of employees of the Investment and One-Stop Integrated Service Office of West Seram Regency (Y) is known through multiple linear regression calculations. Based on the results of data processing using the SPSS 23.00 program, the following table is obtained:

Table 1.
Multiple Linear Regression Analysis Results

Variable	Coef.Reg	t.count	t table df=25	Probability	r ² Partial
Physical Work Environment (X ₁)	0,587	7,185	1,980	0,000	0,622
Non Physical Work Environment (X ₂)	0,420	5,070	1,980	0,000	0,474
Constanta : 12,314			F. Ratio : 52,566		
R square : 0,774			Prob. : 0,000		
Multiple R : 0,555			n : 28		

Based on the table above, a mathematical equation model can be compiled as follows:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Y = Employee Performance $Y = 12,314 + 0,587 X_1 + 0,420 X_2 + 3,388$

X_1 = Physical Work Environment

X_2 = Non Physical Work Environment b_0 ,

b_1, b_2 = Regression Coefficient

e = error term

The explanation of the mathematical model above is:

1. The b_0 value shows the magnitude of the employee performance forecast of the West Seram Regency Investment and One-Stop Integrated Service Office of 12.314 which is not influenced by the physical work environment and non-physical work environment variables.
2. The b_1 value shows the physical work environment variable (X_1) is positive, this means that if the physical work environment increases, it will increase employee performance. Furthermore, the magnitude of the regression coefficient of 0.587 means that every one unit increase in the physical work environment variable will result in an increase of 0.587 units of employee performance, if other variables are constant.
3. The b_2 value shows the non-physical work environment variable (X_2) is positive, this means that if the non-physical work environment increases, it will increase the performance of employees of the West Seram Regency Investment and One-Stop Integrated Service Office.
4. Furthermore, the magnitude of the regression coefficient of 0.420 means that every one unit increase in the non-physical work environment variable will result in an increase of 0.420 units of employee performance, if other variables are constant.

The first hypothesis states that the physical work environment (X_1) and non-physical work environment (X_2) variables have a significant effect on the related variable, namely employee performance (Y) partially. Testing is carried out by confirming the calculated t value with the t table value at degrees of freedom ($df = 25$).

- 1) The calculated t value for the physical work environment variable is $7.185 >$ the t table value ($df = 25$) of 2.060; so it is concluded that H_0 is rejected, H_a is accepted, which means that the physical work environment has a significant partial effect on employee performance. (Hypothesis 1 is accepted)
- 2) The calculated t value for the non-physical work environment variable is $5.070 >$ the t table value ($df = 25$) of 2.060; so it is concluded that H_0 is rejected, H_a is accepted, which means that the non-physical work environment has a significant partial effect on employee performance. (Hypothesis 2 is accepted)

The third hypothesis states that the physical work environment (X_1) and non-physical work environment (X_2) have a significant effect on the related variable, namely employee performance (Y) simultaneously. The test was conducted by confirming the calculated F value with the F table value in df (2) (25). The table above shows the calculated F value of $52.566 >$ F table in df (2) (25) of 19.5; so it is concluded that H_0 is rejected and H_a is accepted, which means that the physical work environment (X_1) and non-physical work environment (X_2) variables have a significant effect on the related variable, namely employee performance (Y) simultaneously. The magnitude of the influence of these two variables is 0.774 or 77.4% of the employee performance variable of the Investment and One-Stop Integrated Service Office of West Seram Regency is influenced by the physical work environment (X_1) and non-physical work environment (X_2) and the remaining 22.6% ($100\% - 77.4\%$) is influenced by other variables not included in the research model.

Table 1 shows the results of multiple linear regression analysis, where it can be seen that the largest regression coefficient value is the physical work environment variable, as well as the calculated t value and partial r^2 value, which indicate that the largest influence comes from the physical work environment variable with a large influence of 62.2%, because it has the largest correlation coefficient value among the other two variables. The regression coefficient shows the magnitude of the influence of each independent variable (X_1, X_2) on the dependent variable (Y) if the magnitude of the other independent variables in the model remains constant.

B. Discussion

1. The Influence of Physical Work Environment on Employee Performance

The physical work environment variable (X1) is positive, this means that if the physical work environment improves, it will result in increased employee performance. Furthermore, the magnitude of the regression coefficient of 0.587 means that every increase in one unit of the physical work environment variable will result in an increase of 0.587 units of employee performance, if other variables are constant.

The results of this study are in line with research (Benny et al., 2015) that a good work environment will create a sense of pleasure and this sense of pleasure can influence employees to work harder and more enthusiastically, so that with high employee enthusiasm, the design of an efficient work system can increase. Both work environments, both physical and non-physical, are important to consider. Likewise, the physical work environment is the physical condition around which can affect employee performance (Norianggono et al., 2014).

The physical work environment in an organization is important to consider. Organizations that have a safe and comfortable physical work environment will make employees feel comfortable working. This provides a sense of comfort for employees in completing work so that in the end the working conditions will be better and help reduce boredom and fatigue. A comfortable work environment can improve employee performance, conversely an inadequate work environment can reduce employee performance (Febriani & Indrawati, 2013). The physical work environment is one of the factors that can improve employee performance (Agastia, 2014). Optimizing the physical work environment is important because each employee certainly has different needs such as conditions of movement space, lighting or lighting, air, security and cleanliness that are conducive to this being improved, will later have an impact on employee performance (Hasan et al., 2017).

2. The Influence of Non-Physical Work Environment on Employee Performance

The Non-Physical Work Environment variable (X2) is positive, this means that if the Non-Physical Work Environment increases, it will increase employee performance. Furthermore, the magnitude of the regression coefficient of 0.420 means that every one unit increase in the Non-Physical Work Environment variable will result in an increase of

0.420 units of employee performance, if other variables are constant.

The results of this study are not in line with (Indiyati, 2020) who concluded that if leaders and employees can coordinate and superiors can carry out their leadership well, support from leaders is a factor in work success. The relationship between co-workers is considered to have minimal conflict related to communication and can blend in with fellow co-workers. Therefore, the ideal non-physical work environment creates a harmonious relationship with co-workers and no disputes between co-workers.

The work environment can increase employee comfort and concentration so that it can improve their performance. Meanwhile, a work environment that is uncomfortable for employees and is considered inadequate can cause a decrease in employee performance, employees will feel uncomfortable and unenthusiastic in carrying out their obligations and completing the work given. This will have a negative impact on the organization (Priyono et al., 2018). A non-physical work environment is a condition related to employee relations that can affect employee performance (Norianggono et al., 2014).

A non-physical work environment affects the condition of employees which has an impact on employee performance. A good non-physical work environment is the key to driving work performance that affects employee performance. A non-physical work environment has a positive influence on employee performance (Stanley & Remiasa, 2022). In a non-physical work environment, fostering good relationships between colleagues, subordinates and superiors needs to be done because they need each other and this is the most important role. This is very reasonable because the working relationships that are formed greatly affect employee psychology (Noorainy, 2017).

3. The Influence of Physical Work Environment Variables (X1) and Non-Physical Work Environment (X2) on Employee Performance (Y) Simultaneously

The influence of physical work environment variables (X1) and non-physical work environment (X2) on related variables, namely employee performance (Y) simultaneously can be seen from the R² value of 0.774, which indicates that together, the physical work environment variables (X1) and non-physical work environment (X2) have a significant effect on related variables, namely employee performance (Y) simultaneously by 77.4% and the rest is influenced by other variables that are not in the research model. This is evidenced by the calculated F value of 52.566 > F table on df (2) (102) of 19.5; so it is concluded that H₀ is rejected and H_a is accepted, which means that the physical work environment variables (X1) and non-physical work environment (X2) have a significant effect on related variables, namely employee performance (Y) simultaneously.

The results of this study indicate that both variables, namely the physical work environment variable (X1) and the non-physical work environment (X2), when interacting with each other, will significantly improve employee performance. In the sense that, a supportive physical work environment coupled with a very adequate non-physical work environment, performance will increase, and vice versa. This is in line with Indiyati (2020), that the work environment is everything that is in the workplace and affects employees in carrying out their duties. The physical work environment is everything in physical form that is around workers and can affect work. The physical work environment is important because it determines the level of employee health, performance, job satisfaction and social relationships. Meanwhile, according to Norianggono et al., (2014), the non-physical work environment is all conditions that occur that are related to work relationships, both relationships with superiors and relationships with fellow coworkers, or relationships with subordinates..

CONCLUSION

A. Conclusion

Based on the results of the analysis and discussion, the following conclusions were obtained:

1. The physical work environment has a positive and significant effect on the performance of employees of the Investment and One-Stop Integrated Service Office of West Seram Regency.
2. The non-physical work environment has a positive and significant effect on the performance of employees of the Investment and One-Stop Integrated Service Office of West Seram Regency
3. The physical and non-physical work environment has a positive and significant effect on the performance of employees of the Investment and One-Stop Integrated Service Office of West Seram Regency

B. Suggestions

Based on the conclusions above, several things are suggested, namely:

1. The physical work environment in the organization is important to pay attention to. Organizations that have a safe and comfortable physical work environment will make employees feel comfortable working and help reduce boredom and fatigue. A comfortable work environment can improve employee performance, conversely an inadequate work environment can reduce employee performance.
2. In a non-physical work environment, it is necessary to build good relationships between

colleagues, subordinates and superiors because they need each other and this is the most important role. This is very reasonable because the work relationship that is formed greatly affects employee psychology.

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