

DOI: <https://doi.org/10.38035/dijeфа.v5i4>

Received: 12 August 2024, Revised: 22 August 2024, Publish: 23 September 2024

<https://creativecommons.org/licenses/by/4.0/>

## Analysis of Human Relationships and Physical Work Environment on Work Ethic

**Asrori Muhtarom<sup>1</sup>, Faizal Mulia Z<sup>2\*</sup>, Kokom Komariah<sup>3</sup>**<sup>1</sup>Universitas Muhammadiyah Sukabumi, Indonesia, [asrorimuhtarom053@ummi.ac.id](mailto:asrorimuhtarom053@ummi.ac.id)<sup>2</sup>Universitas Muhammadiyah Sukabumi, Indonesia, [faizal\\_88@ummi.ac.id](mailto:faizal_88@ummi.ac.id)<sup>3</sup>Universitas Muhammadiyah Sukabumi, Indonesia, [ko2mpuspa@ummi.ac.id](mailto:ko2mpuspa@ummi.ac.id)\*Corresponding Author: [asrorimuhtarom043@ummi.ac.id](mailto:asrorimuhtarom043@ummi.ac.id)

**Abstract:** The purpose of this study is to describe human relations, physical work environment, and work ethic. Then to analyze the effect of human relations, physical work environment on employee work ethic at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency. This study uses associative research methods with a quantitative approach. The population is all employees of Perumda Air Minum Tirta Jaya Mandiri totaling 58 people using saturated sampling. The type of data used is primary and secondary data, the measurement of this study using a semantic differential scale. In this research analysis technique, namely using validity test, reliability test, correlation coefficient analysis, coefficient of determination analysis, multiple linear regression analysis, research model testing (F test), and hypothesis testing (T test). Based on the results of the study, it is obtained that the relationship between the variables of Human Relations and the Physical Work Environment on Work Ethic is 0.874, including the criteria for a very strong relationship, the magnitude of the influence of Human Relations on Work Ethic is 0.667, and the magnitude of the influence of the Physical Work Environment on Work Ethic is 0.615 or 76.4% while the remaining 23.6% is influenced by other factors not included in this study.

**Keyword:** Human Relations; Physical Work Environment; Work Ethic.

## INTRODUCTION

Companies in the service sector are required to have good quality human resources because they are related to the welfare of the community, to realize this, employees must work as much as possible and have perseverance values so that the relationship between service users and the company can be established properly (Aisyah et al., 2017). Human resources are an important factor in a company, despite the availability of adequate facilities if human resources do not support properly, company activities cannot be completed (Ghibrani et al., 2020).

Every employee in doing their job needs to be empowered and encouraged by work ethic. Indonesia is known for its habit of always delaying work and lack of respect for time (Wahyuningsih, 2016). Work ethic problems in general carried out by employees are related

to employee diligence such as not maximizing the working hours given and even tending to reduce them. Usually employees fill this time with unproductive activities or carry out activities outside the office for matters not related to work (Aski, 2020).

According to research (Sugianti et al., 2020) there are ethical problems, the study explains that the work ethic is weakened and not optimal because it is caused by human relations not in accordance with what the company expects, employees do not show passion or enthusiasm for work and tend to be lazy, lack of employee discipline at work so that work cannot be completed on time, and employees cannot take responsibility for all their behavior. Research conducted by (Suryani & Aji, 2020) also explains the existence of problems regarding work ethic caused by relationships between employees, because employees prefer to work alone and do not depend on others and do not have a strong sense of cooperation so that work ethic is difficult to form.

The research conducted (Yuliani, 2017) states the problems that result in less than the maximum work ethic of employees due to the physical conditions of the work environment that are not comfortable such as dim lighting in the room causing employees to get tired and sleepy easily, the room provided is fairly narrow so that the employee's space is limited, the position of the office adjacent to the highway often gives disturbance to employees due to noise from vehicles, and security guards are less strict, especially in the parking lot which makes employees often feel worried because many of them work using private vehicles such as motorbikes and cars.

Factors that influence work ethic include good relationships between employees, good job security and safety for employees, the situation and physical conditions of the work environment, the social conditions of the work environment, leadership factors, attention to spiritual needs, and providing incentives for employees (Mulyani, 2019).

A company in carrying out its activities must also pay attention to factors that exist outside the company, namely environmental conditions. The environment around the company is also referred to as the physical work environment. If the company provides a pleasant work environment, employees will take their work seriously and show a good attitude (Wijayanti et al., 2017).

The physical work environment is an environment that has a direct influence on employees such as cleanliness of the workplace, no noise, good air exchange and adequate and modern equipment so that it can increase the quality and quantity of employee work (Salgiarti & Suryani, 2017). According to (Milanie, 2017) in his research there are problems found due to the physical work environment due to lack of cleanliness and the arrangement of office space is not in accordance with what is expected, it makes employees feel there is no passion for work so that the tasks assigned are increasingly piling up.

The company has an urgent need to achieve capacity and quality human resources. Interpersonal relationships within the company must be maintained and maintained properly so that they can work together in carrying out and implementing company plans. In this era, companies must be ready to adapt to increasingly fierce competition to overcome all challenges in the future (Yuliani, 2017). Human relations can be used as one of the communication media to unite thoughts, opinions, and expectations in order to always take joint action. Problems related to human relations often occur because there is no sense of togetherness owned by each employee. This is proven by research conducted (Saputro & Fathoni, 2017) which states that employees lack a sense of need to cooperate with other employees, therefore a work group is difficult to form and results in employees having difficulty recognizing the differences that exist in themselves. According to (Kaburito et al., 2020) to create a good relationship can be started with an effort to get to know each other's personal attitudes and behavior so that in the end the collaboration process can run smoothly.

Relationships between employees in the company are considered an important aspect to fulfill psychological and spiritual needs. Relationships between employees can also be a bridge between employees and other employees, or employees and leaders (Susan, 2019). Usually the inhibiting factor to establish a good relationship is not smooth communication and lack of socialization, employees are only concerned with themselves rather than the interests of the company (Yonaldi et al., 2018).

Based on initial observations and the results of interviews with the staffing section at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency, the authors found problems related to work ethic, namely the lack of employee confidence to distinguish time for work and personal interests, causing a lot of wasted time. As there are still many employees who go home early and not in accordance with the time that has been determined. This can be seen from the following attendance table :

**Table 1. Absenteeism of Employees of Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi who Leave Early**

No	Month	Number of Employees (people)	Number of Working Days/Month (days)	Early Returnees (people)	Percentage Rate (%)
1	January	58	23	37	2,78
2	February	58	20	38	3,28
3	March	58	22	42	3,30
4	April	60	22	40	3,03
5	May	60	21	54	4,30
6	June	57	22	49	4,01
7	July	61	23	48	3,90
8	August	66	21	45	3,24
9	September	62	23	39	3,73
10	October	63	22	43	3,10
11	November	59	21	40	3,22
12	December	58	23	38	2,84

(Source: Perumda Air Minum Tirta jaya Mandiri Kabupaten Sukabumi, 2022)

Effective working hours at Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi are from 08.00-16.00 WIB. However, it can be seen from the table above that every month almost half of the total number of employees present there are employees who do not take attendance and are declared to leave early. And the highest number occurred in May which reached 4.25%.

The problem is thought to be caused by the lack of sanctions given by the company and supported by human relations factors, namely the lack of self-disclosure of each employee which causes the work ethic to decrease. Another suspected cause is the physical work environment of the company which is adjacent to a factory so that employees feel disturbed by the sounds produced from the factory. The problems that the authors find in the field are in line with the problems found by (Aski, 2020) and (Yuliani, 2017) in their research, namely the work ethic of employees who are still not optimal because employees do not appreciate the time given by the company and the physical conditions of the work environment are not comfortable.

The objectives of this study were to determine the description of human relations and the physical work environment on work ethic at Peumda Air Minum Tirta Jaya Mandiri Sukabumi Regency, to determine the effect of human relations on work ethic at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency, and to determine the effect of the physical

work environment on work ethic at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency.

## METHOD

The research method used by the author is descriptive and associative method with quantitative approach. The population of this research is the employees of Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi. The sample used in this study amounted to 58 employees of perumda drinking water of Sukabumi Regency using saturated sample technique. Data collection techniques in this study were observation, interviews, literature study, documentation and questionnaire distribution. The data analysis technique used is the classical assumption test and hypothesis testing using the SPSS software application.

## RESULTS AND DISCUSSION

### Results

**Table 2. SPSS Testing Result**

No	Testing	Result	Criteria	Description
<b>Classical Asumption Test</b>				
1.	Normality	0,200	>0,05	Normal
<b>Hypothesis Test</b>				
1.	Coefficient Determination	0,874	If “Kd” is close to 0, then it is weak If “Kd” is close to 1, then strong	Strong
2.	Simultaneously Significant (F-test)	$F_{hitung}=89,086$ Sig= 0.000	$F_{tabel}= 3.19$ Sig = < 0,05	Able to influence simultaneously
3.	Multiple Regression	Linear	$Y^* = 6,195 + 0,369X_1 + 0,242X_2$	
4.	Partially Significant (t-test)	$X_1$ $T_{hitung}=5,895$ Sig=0.000 $X_2$ $T_{hitung}=4,768$ Sig=0.000	$T_{tabel}= 1,672$ Sig = < 0,005 $T_{tabel}= 1,672$ Sig = >0,005	$H_0$ rejected dan $H_1$ accepted $H_0$ rejected dan $H_1$ accepted

Source: Data processed by researchers, 2024

### 1. Normality Test

The table results show a significance value of 0.200 with this kolmogrov smirnov residual output result can be declared normally distributed, because the variable regression model has exceeded the normal significant value of 0.05 ( $0.200 > 0.05$ ). With these results, researchers can carry out further data analysis techniques.

### 2. Coefficient of Determination

Based on the test results above, it can be concluded that the correlation between human relations and the physical work environment is 0.847, and the magnitude of the influence of human relations and the physical work environment on employee work ethic is 76.4%. While the remaining 23.6% is influenced by other factors not included in this study.

### 3. F test

Based on the table above, the Fcount result of the human relations variable ( $X_1$ ), the physical work environment ( $X_2$ ), and work ethic ( $Y$ ) is 89.086. Furthermore, the Fcount

value is compared with  $F_{table}$ ,  $F_{table}$  is based on  $dk$  numerator =  $k$  and  $dk$  denominator =  $(n - k - 1)$  and the specified error rate of 5%. Therefore, the numerator  $dk$  is = 2 and the denominator  $dk = 55$ , so that the  $F_{table}$  value = 3.16 is obtained. The results of hypothesis testing are as follows:  $89,086 > 3,16$ .

Based on the figure above,  $H_0$  is located next to the critical point, and  $H_1$  is located to the right of the critical point of 3.16 for  $n = 58$ . This figure is obtained from the three variables, namely human relations, the physical work environment as an independent variable on work ethic as the dependent variable of 89.086.

#### 4. Multiple Linear Regression

Based on the equation above, it can be seen that there is a positive influence between human relations ( $X_1$ ) and physical work environment ( $X_2$ ). The work ethic of Perumda Sukabumi Regency employees will be better if human relations and the physical work environment can be further improved. The regression coefficient for human relations of 0.369 is greater than the regression coefficient for the physical work environment of 0.242.

#### 5. t-test

Based on the results of the table above, the significance value (sig) of the human relations variable ( $X_1$ ) has a value of 0.000, using a limit value of 0.05. So, it can be concluded that the significant value of human relations is smaller than the limit value, namely  $0.000 < 0.05$  so that  $H_1$  is accepted and  $H_0$  is rejected. The table results also show the  $t_{count}$  value of human relations ( $X_1$ ) of 5.895, while the  $t_{table}$  value is 1.672, which means that the  $t_{count}$  value is greater than the  $t_{table}$  value, namely  $(5.895 > 1.672)$ .

As for the next result, the significance value (sig) of the physical work environment variable ( $X_2$ ) has a value of 0.000, using a limit value of 0.05. So, it can be concluded that the significant value of the physical work environment is smaller than the limit value, namely  $0.000 < 0.05$  so that  $H_1$  is accepted and  $H_0$  is rejected. The table results also show that the  $t_{count}$  value of the physical work environment ( $X_2$ ) is 4.768, while the  $t_{table}$  value is 1.672, which means that the  $t_{count}$  value is greater than the  $t_{table}$  value, namely  $(4.768 > 1.672)$ .

### DISCUSSION

#### Human Relationships ( $X_1$ ) affect Work Ethic ( $Y$ ) in Employees of Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency

From the results of hypothesis testing in table 4.18, the  $t$  value is greater than the  $t$  table value, namely  $t_{count}$  5.895 and  $t_{table}$  is 1.672 ( $5.895 > 1.672$ ). This shows that human relations have a positive and significant influence on the work ethic of employees of Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency.

The results of hypothesis testing state that human relations have a positive and significant effect on work ethic. These findings are supported by previous research conducted by (Atalia et al., 2019) with the results showing a positive influence between human relations on work ethic. Therefore, the stronger the relationship between employees at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency, the better the work ethic shown by employees.

#### Physical Work Environment ( $X_2$ ) affects Work Ethic ( $Y$ ) on Employees of Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi

It can be seen from the results of hypothesis testing in table 4.18 that the  $t$  value is greater than the  $t$  table value, namely  $4.768 > 1.672$ , which means that the physical work environment has a positive and significant influence on the work ethic of Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency employees.

The hypothesis test results state that the physical work environment has a positive and significant effect on work ethic. The findings were supported by previous research conducted by (Milanie, 2017) with results showing that there is a positive influence between the physical work environment on work ethic. Thus the better the physical work environment at Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency, the higher the work ethic shown by employees.

## CONCLUSION

Based on the results of the research that has been conducted, regarding human relations and the physical work environment to improve the work ethic of Perumda Sukabumi Regency employees, the researcher draws the following conclusions:

Good human relations are formed from smooth communication, work accountability, mutual trust between employees, ease of socializing, being able to identify every problem, and being able to work together in completing work. This can be supported by comfortable physical work environment factors such as proper office layout, sufficient lighting, minimal noise, maintaining cleanliness, security and good work decoration. Based on the results of research using SPSS 24 software, the results show that human relations and the physical work environment at Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi are in a very good category so that the work ethic produced by Perumda Air Minum Tirta Jaya Mandiri employees is also positive because it can be seen from morality, job centrality, and discipline in the good category.

Based on the results of the study, it shows that there is a positive and significant influence between human relations on work ethic. This influence is characterized by the communication established by employees has been running smoothly, employees have been responsible for their work, some employees can identify every problem and can work in teams. So that this can increase the work ethic of employees of Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency.

Based on the results showed that there is a positive and significant influence between the physical work environment on work ethic. The influence is characterized by the work environment provided such as office layout position, noise control, cleanliness, security, and work decoration at Perumda Air Minum Tirta Jaya Mandiri Kabupaten Sukabumi is quite good and comfortable. So that employees will be more enthusiastic in working, this can trigger an increase in the quality of the work ethic of employees of Perumda Air Minum Tirta Jaya Mandiri Sukabumi Regency.

## REFERENCE

- Aisyah, M. F., Utami, W., Sunardi, S., & Sudarsih, S. (2017). Kualitas Sumber Daya Manusia, Profesionalisme Kerja, Dan Komitmen Sebagai Faktor Pendukung Peningkatan Kinerja Karyawan PDAM Kabupaten Jember. *E- Journal Ekonomi Bisnis Dan Akuntansi*, 4(1), 131–132. <https://doi.org/10.19184/ejeba.v4i1.4753>
- Aski, M. (2020). Pengaruh Etos Kerja dan Integritas Terhadap Kinerja Pegawai Negeri Sipil di Lingkungan Organisasi Perangkat Daerah Kota Padang. *JESS (Journal of Education on Social Science)*, 4(1), 2. <http://jess.ppj.unp.ac.id/index.php/JESS/article/view/276>
- Ghibrani, K. N., Samsudin, A., & Norisanti, N. (2020). EFEKTIVITAS KOMPENSASI PELENGKAP UNTUK PENINGKATAN KINERJA KARYAWAN (STUDI PADA PDAM TIRTA MUKTI KABUPATEN CIANJUR). *Jurnal Ekobis Dewantara*, 3(2), 36. <http://jurnalfe.ustjogja.ac.id/index.php/ekobis/article/view/1658/713>
- Kaburito, F., Taroreh, R. N., & Lumintang, G. G. (2020). PENGARUH HUMAN

- RELATIONSHIP, LINGKUNGAN KERJA FISIK DAN KOMUNIKASI TERHADAP ETOS KERJA PEGAWAI PERUM BULOG DIVRE DAN GORONTALO. *EMBA*, 8(1), 2116–2125. <https://ejournal.unsrat.ac.id/index.php/emba/article/viewFile/28124/27584>
- Milanie, F. (2017). ANALISIS PENGARUH HUMAN RELATION (HUBUNGAN ANTAR MANUSIA) DAN KONDISI LINGKUNGAN KERJA TERHADAP ETOS KERJA PEGAWAI PADA KANTOR BADAN PENYELENGGARA JAMINAN SOSIAL (BPJS) KETENAGAKERJAAN BINJAI. *Jurnal Ilmiah Research Sains*, 3(1), 1–26. <http://www.jurnalmudiraindure.com/wp-content/uploads/2019/10/Dr.-Febby-2017.pdf>
- Muliyani, S. (2019). Pengaruh Human Relation (Hubungan Antar Manusia) dan Kondisi Lingkungan Kerja Fisik Terhadap Etos Kerja Pegawai Pada PDAM Tirtanadi Sumatera Utara Cabang Cemara Medan. *Journal Economy And Currency Study (JECS)*, 1(1), 33. (<http://pusdikra-publishing.com/index.php/jecs/article/download/86/71>)
- Salgiarti, S., & Suryani, N. (2017). Pengaruh Lingkungan Kerja Fisik, Fasilitas Kerja Dankompetensi Pegawai Terhadap Sistem Pengelolaan Arsip Dikantor Kelurahan Sekecamatan Cilacap Utara. *Economic Education Analysis Journal*, 6(2), 341. <https://journal.unnes.ac.id/sju/index.php/eeaj/article/view/16424>
- Saputro, G. A., & Fathoni, A. (2017). Analisis Pengaruh ( Human Relation / Hubungan Antar Manusia ) Dan Kondisi Fisik Lingkungan Kerja Terhadap Etos Kerja Dan Kinerja Karyawan Pt Karunia Adijaya Mandiri Semarang. *Journal of Management*, 3(3), 2. <http://jurnal.unpand.ac.id/index.php/MS/article/view/730/711>
- Sugianti, D. A., Purwanti, R. S., & Basari, M. A. (2020). Pengaruh Human Relation terhadap Etos Kerja Pegawai (Studi pada Dinas Pekerjaan Umum, Penataan Ruang, Perumahan dan Kawasan Permukiman). *Business Management and Entrepreneurship Journal*, 2(2), 26–38. <https://jurnal.unigal.ac.id/index.php/bmej/article/view/2419>
- Suryani, F. D., & Aji, T. S. (2020). PENGARUH HUMAN RELATION, LINGKUNGAN KERJA, PELATIHAN DAN PENGEMBANGAN SDI TERHADAP ETOS KERJA PEGAWAI BANK SYARIAH Frischa. *Jurnal Ekonomi Dan Bisnis Islam*, 3(3), 30–43. <https://journal.unesa.ac.id/index.php/jei/article/view/9650>
- Wijayanti, A. A., Isharijadi, & Murwani, J. (2017). ANALISIS HUMAN RELATION DAN KONDISI FISIK LINGKUNGAN DALAM MENGEMBANGKAN ETOS KERJA KARYAWAN PT.KAI DAOP VII MADIUn. *The 9th FIPA: Forum Ilmiah Pendidikan Akuntansi - Universitas PGRI Madiun*, 5(1), 563. <http://prosiding.unipma.ac.id/index.php/FIPA/article/view/270>
- Yonaldi, S., Sjafitri, H., & Bustami. (2018). Analisis Pengaruh Human Relation Dan Kondisi Lingkungan Kerja Terhadap Etos Kerja Pegawai Instalasi Farmasi Rsu. Dr. M. Djamil Padang. *Jurnal Menara Ekonomi : Penelitian Dan Kajian Ilmiah Bidang Ekonomi*, 4(3), 74–81. <https://doi.org/10.31227/osf.io/guh3a>
- Yuliani, M. (2017). Pengaruh Human Relation Dan Kondisi Fisik Lingkungan Kerja Terhadap Etos Kerja Pegawai: Studi Pada Dinas Koperasi, Usaha Kecil Menengah Dan Perdagangan Kabupaten Ciamis. *Jurnal Ilmu Manajemen*, 4(1), 215. <https://jurnal.unigal.ac.id/index.php/ekonologi/article/viewFile/1153/1049>.