



The Influence of the Work Environment and Work Discipline on the Performance of Employees at the Mukomuko Regional General Hospital, Bengkulu

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Abstract: This study aims to examine and analyze the influence of the work environment and work discipline on the performance of employees of the Mukomuko Bengkulu General Hospital partially or simultaneously. The data collection method used is a survey technique by distributing questionnaires to respondents. The sample in this study were employees of the Mukomuko Hospital as many as 62 respondents. The sampling technique was Proportionate Stratified Random Sampling. The data analysis technique used is multiple linear regression with the SPSS program. Based on the partial test results, the work environment and work discipline have a positive and significant effect on the performance of the employees of the Mukomuko Bengkulu Hospital. In simultaneous testing, the work environment and work discipline simultaneously have a positive and significant effect on the performance of employees at the Mukomuko Bengkulu Hospital. The coefficient of determination shows that the work environment and work discipline are able to explain the contribution of the influence of the work environment and work discipline to the performance of the employees of the Mukomuko Bengkulu Hospital, which is 69.9%, while the remaining 30.1% is influenced by other variables not included in the study.

Keyword: Work Environment, Work Discipline, Performance.

INTRODU C TION

Hospitals are an integral part of the entire health service system that serves patients with various types of services. Health has a big role in improving people's standard of living. In providing optimal health services in hospitals, quality resources are needed. Using existing resources, it is hoped that hospitals can produce maximum output in the form of products or services to improve services.

Organizational success in achieving goals is largely determined by organizational performance which is strongly influenced by external and internal organizational factors. Employee performance in an organization cannot be separated from two things, namely the work environment, which is something that is very supportive of employee performance. Work discipline is an obedient and orderly attitude towards the rules that have been established in carrying out tasks.

In addition to discipline, the hospital must also pay attention to the work environment of employees so that employees can work effectively and efficiently, because the work environment can influence a person in carrying out assigned tasks either directly or indirectly. As stated by Ishak and Tanjung (2003: 26) the benefit of the work environment is to create passion for work, so that productivity and work performance increase.

Furthermore, based on attendance data sourced from the Mukomuko Regional General Hospital in March 2020, it was found that there were several employees who arrived late or did not come in. With the following details: The number of employees who were late during March 2020 was 35.6% of people with the total number of tardiness being 173 hours 7 minutes 43 seconds. And the number of people absent from work during March 2020 was 33.7 % of people. (*Source: Mukomuko Regional Hospital*)

With the absence of employee leave and the large number of employees who experience delays, this is a problem that cannot be ignored by the hospital. These problems can result in a further decline in employee performance which ultimately has an impact on not achieving the goals of the organization. Based on the attached data, there are still a large percentage of employee performance which is sufficient, it means that there is a mismatch between work discipline and employee performance. The higher the level of employee work discipline, the better the employee's performance in an organization.

Judging from the presence of several unscrupulous employees who did not arrive on time, the lack of a sense of responsibility in carrying out tasks, the lack of optimal hospital services, the lack of a conducive workplace for employees where there were several work spaces that were hot and too bright. This results in poor work results and performance.

Because of the description above, the author is interested in conducting research which is poured in the form of a thesis with the title "The Influence of the Work Environment and Work Discipline on Employee Performance at the Mukomuko Regional General Hospital, Bengkulu"

Based on this background, the following research problems can be formulated: 1) Which indicators are dominant in the work environment variable, work discipline variable, and performance variable at Mukomuko Hospital? 2) Does the work environment have a partial effect on employee performance at Mukomuko Hospital, Bengkulu? 3) Does work discipline have a partial effect on employee performance at Mukomuko Hospital, Bengkulu? 4) Do the work environment and work discipline simultaneously affect the Employee Performance of Mukomuko Hospital, Bengkulu?

LIT E R A T U R E R E V I E W

Work environment

The definition of the work environment according to Alex S. Nitisemito (1998, p. 86) is "everything that is around the worker and influences him in carrying out the assigned tasks".

Work Discipline

Work discipline is a management action to encourage organizational members to fulfill the demands of various provisions. Siagian (2014)

Performance

Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Mangkunegara (2013, p. 67)

Hypothesis

H1: It is suspected that partially the work environment has a significant effect on the performance of employees at the Mukomuko Regional General Hospital, Bengkulu.

H2: It is suspected that work discipline has a partial effect on employee performance at the Mukomuko Regional General Hospital, Bengkulu.

H3: It is suspected that simultaneously the work environment and work discipline have a significant effect on the performance of employees at the Mukomuko Regional General Hospital, Bengkulu.

RESEARCH

The data collection method in this research is through a questionnaire , namely a data collection method by making a list of questions to ask consumers in order to obtain information or explanations related to the problem being studied. The reason for using this technique is so that respondents (consumers) do not need to provide lengthy explanations and it is also very practical, firm, economical and efficient in expressing the essence of the problem. Apart from that, field research was also carried out , namely direct inspection of the companies studied to obtain primary data. The activities carried out were interviews and studies library (*library research*) to obtain data through reference sources of books and articles related to the topic under study.

The type of data used in this study is qualitative data, namely data in the form of words and cannot be counted and obtained from the results of documentation in the company and information obtained from other parties related to the problem under study. Quantitative data, namely data obtained in the form of numbers that can be counted, and obtained from questionnaires distributed to respondents and related to the problem under study.

same characteristics or characteristics (Agussalim Mangguluang, 2019:94) . In this study the population was 163 people seen from the number of employees with permanent status.

The sampling technique used by the researcher is a probability sampling technique of the Proportionate Stratified Random Sampling type. Sugiyono (2012:82) says that Proportionate Stratified Random Sampling is a sampling technique used when the population has members/elements that are not homogeneous and proportionally stratified. The strata referred to in this study are based on divisions/sections

In determining the sample size, the Slovin formula is used considering that the population size is known which can be searched using the following formula :

$$n = \frac{N}{1 + N(\alpha)^2} \qquad n = \frac{163}{1 + 163(10\%)^2}$$
$$n = 62$$

Where:

n = Size/Number of Samples.

N = Population Size/Number

E = percent sample error allowance that can still be tolerated, namely 10%.

Thus, the sample in this study was 62 respondents who represented the total population of employees working at Mukomuko Regional Hospital, Bengkulu.

RESULTS AND DISCUSSION

Results

Respondent Achievement Level

The average TCR value for the Work Environment variable is 80.4 % , this shows that the TCR value for the work environment variable includes good criteria. The work environment indicator with the highest TCR value is the air circulation indicator in the workplace with an average value of 4.18 with a TCR of 83.5%. while the lowest indicator assessment, namely lighting/light in the workplace, has an average value of 3.92 with a TCR of 78.4% but is still in the fairly good category. The dominant indicator of the work environment variable at Mukomuko Regional Hospital is air circulation in the workplace

The average TCR value for the work discipline variable is 80.4%, this shows that the TCR value for the work discipline variable includes good criteria. The indicator of work discipline with the highest TCR value is the indicator of ethical work with a TCR value of 80.9 % while the lowest indicator rating is attendance with a TCR value of 79.0% in a fairly good category. The dominant indicator of the work discipline variable at the Mukomuko Bengkulu Hospital is work ethically.

The average TCR value for the employee performance variable is 81.2 % , this shows that the TCR value for the employee performance variable includes good criteria. The employee performance indicator with the highest TCR value is the Repeat Quantity indicator with a TCR value of 83.6%, while the lowest indicator assessment is punctuality with a TCR value of 79.0% but is still in the fairly good category. The dominant indicator in the employee performance variable at Mukomuko Hospital Bengkulu is Quantity

Results of Multiple Linear Regression Analysis

Multiple linear regression analysis was used to see the influence of the work environment and work discipline on the performance of employees at Mukomuko Hospital Bengkulu as shown in the following table:

Table 1. Results of Multiple Linear Regression Analysis
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	11.317	4,633		2,443	.018
Work environment	,279	,035	,628	8,018	,000
Work Discipline	,213	,047	,352	4,494	,000

a. Dependent Variable: Employee Performance
Source: Primary Data 2020

Based on table 1, a multiple linear regression equation can be created as follows: $Y = a + b_1 X_1 + b_2 X_2 + e$

$$Y = 11.317 + 0.279 X_1 + 0.213 X_2 + e$$

From the equation above, several things can be interpreted, as follows:

1. A constant of 11.317 means that if there is no work environment and work discipline ($X_1 = X_2 = 0$), then the Employee Performance of Mukomuko Bengkulu Hospital is a constant of 11.317 units.
2. The work environment regression coefficient is 0.279. This coefficient is positive, it can be concluded that the work environment has a positive effect on employee performance. If the work environment is increased by one unit, it will increase employee performance at Mukomuko Bengkulu Hospital by 0.279 units.

- The regression coefficient for work discipline is 0.213. This coefficient is positive, it can be concluded that work discipline has a positive effect on employee performance. If work discipline is increased by one unit, it will increase employee performance at Mukomuko Bengkulu Hospital by 0.213 units.

Coefficient of Determination

The coefficient of determination is used to find out how much the work environment and work discipline contribute to the performance of employees at Mukomuko Bengkulu Hospital. The results of the analysis of the coefficient of determination can be seen in table 2:

Table 2. R Square Test Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.836a	.699	.689	2,384

a. Predictors: (Constant), Work discipline, Work environment

b. Dependent Variable: Employee Performance

Source: Primary Data 2020

Based on the results of the R square test in table 2, it was found that the coefficient of determination of Employee Performance at RSUD Mukomuko Bengkulu Padang was shown as an *R Square value* of 0.699. This means that the magnitude of the contribution of the influence of the work environment and work discipline on the performance of employees at the Mukomuko Bengkulu Hospital is 69.9% while the remaining 30.1% is influenced by other variables not included in this study.

t test

The t test is used to see the influence separately between the independent variable and the dependent variable. With the help of the SPSS 20 program, it is known that the calculated t value in table 3 is as follows:

Table 3. Test Results t Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	11.317	4,633		2,443	.018
Work environment	.279	.035	.628	8018	.000
Work Discipline	.213	.047	.352	4,494	.000

a. Dependent Variable: Employee Performance

Source: Primary Data 2020

Using a significance level of 0.05 ($\alpha = 5\%$) and at a significance of 0.05 a two-way test with degrees of freedom $df = nk - 1 = 62 - 2 - 1 = 59$ (n is the number of respondents and k is the number of independent variables) obtained t table value of 1.671. Based on the SPSS output from table 3 above, it is known as follows:

- The calculated t value of the work environment variable is 8.018 which is greater than the t table value of 1.671. So $t_{count} > t_{table}$ and the calculated sig value obtained is $0.000 < 0.05$ so H_0 is rejected H_a is accepted. Thus, it can be concluded that the work environment has a significant effect on the performance of employees at Mukomuko Hospital, Bengkulu.

- The calculated t value of the Work Discipline variable is 4.494 which is greater than the t table value of 1.671. So $t_{count} > t_{table}$ and the calculated sig value obtained is $0.000 < 0.05$ so H_0 is rejected H_a is accepted. Thus, it can be concluded that work discipline has a significant effect on the performance of employees at Mukomuko Hospital, Bengkulu.

F test

The F test is used to see the joint influence of independent variables on the dependent variable. With the help of the SPSS 20 program, the calculated F value in the table is as follows:

Table 4. F Test Results ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	778,746	2	389,373	68,48	,000
1 residual	335,464	59	5,686	1	b
Total	1114,210	61			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work discipline, Work environment

Source: Primary Data 2020

Based on the F test it is known that the calculated F value is $68,481 > F_{table} 3.15$ ($df_1=2$ and $df_2= 62-2-1=59$) with a significance value of 0.000 ($p < 0.05$) so the test decision is H_0 is rejected and H_a accepted. This shows that the work environment and work discipline simultaneously have a significant effect on the performance of the employees of the Mukomuko Bengkulu Hospital.

Discussion

The Influence of the Work Environment on Employee Performance

The results of the regression analysis show that there is a positive and significant influence between work environment variables on the performance of employees at RSUD Mukomuko Bengkulu. This shows that every improvement in the work environment will have an impact on the increasing performance of Mukomuko Bengkulu Hospital employees.

The results of this research are in line with previous research conducted by Sumiati Paramban (2018) which found that the work environment had a significant effect on the performance of employees in the education and training center case study for employees of the ministry of education and culture. Apart from that, it is also supported by the results of Tyas's (2018) research which concluded that the work environment has a significant effect on employee performance

The Influence of Work Discipline on Employee Performance

The results of the regression analysis show that there is a positive and significant influence between work discipline variables on employee performance at Mukomuko Bengkulu Hospital. This shows that any increase in the work discipline variable for employees will have an impact on the employee performance of the Mukomuko Bengkulu Hospital which is increasing.

The results of this study are in line with previous research conducted by Pratiwi (2018) where the results show that there is a significant effect between work discipline on the performance of employees of Darmayu Hospital, Ponorogo. Apart from that, it is also supported by the results of research by Permatasari (2018) which found that, in particular, work discipline has a significant effect and contributes positively to employee performance variables.

The Influence of Work Environment and Work Discipline on Employee Performance

The results of this research have the implication that if the employee's work environment is considered good and the employee's work discipline is also better, it will have an impact on improving the performance of employees at Mukomuko Bengkulu Regional Hospital significantly. From the two factors studied, it is known that the work environment is the variable that most influences the performance of employees at RSUD Mukomuko Bengkulu because it has the largest regression coefficient value, namely 0.279 compared to work discipline with a regression coefficient value of 0.213.

These results are supported by the results of Tyas's (2018) research which concluded that work discipline and the work environment have a significant effect on employee performance. Then it is also in line with the research results of Pratiwi (2017) and Kusniawati (2014) which prove that work discipline and the work environment have a positive and significant effect on employee performance.

CONCLUSION

Based on the results of the analysis and discussion previously described, conclusions can be drawn, including :

1. The dominant indicators in each variable are as follows: a. The dominant indicator of the work environment is air circulation in the workplace with an average value of 4.18 with a TCR of 83.5%. b. The dominant indicator of the work discipline variable is ethical work which has an average value of 4.10 with a TCR of 81.9%. c. The dominant indicator of employee performance variable is quantity which has an average value of 4.18 with a TCR of 83.6%.
2. The work environment variable is proven to have a positive and significant effect on the performance of the employees of the Mukomuko Bengkulu Hospital.
3. The work discipline variable has also proven to have a positive and significant effect on the performance of the employees of the Mukomuko Bengkulu Hospital.
4. The work environment and work discipline simultaneously have a significant effect on the performance of the employees of the Mukomuko Bengkulu Hospital. The magnitude of the contribution of the influence of the work environment and work discipline on the performance of employees at RSUD Mukomuko Bengkulu is 69.9 % while the remaining 30.1% is influenced by other variables that were not studied.

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