

## Role of Work Discipline and Work Environment on Employee Performance in Regional Public Hospital

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### Abstract

This study aims to determine the effect of the work environment and work discipline on the performance of non-PNS employees at Budhi Asih Hospital. This study uses field research methods with a quantitative approach. This research was conducted with the analysis unit of non-PNS employees at Budhi Asih Hospital, with a sample of 100 people. The sampling method used is non-probability sampling with accidental sampling technique obtained by 100 respondents, the data collection technique is a questionnaire. The data processing method uses multiple linear regression analysis using SPSS version 26. From this study the results show that the work environment and work discipline affect the performance of non-PNS employees at Budhi Asih Hospital, both partially and simultaneously.

**Keywords:** Work Environment, Work Discipline, and Employee Performance



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### INTRODUCTION

In achieving the goals of an organization, human resources are one of the keys that play the most important role in the organization's implementation system. Human resources are the only resources that have feelings, desires, skills, knowledge, encouragement, power, and work (ratio, taste, and intention). All of these HR potentials affect organizational efforts in achieving goals (Sutrisno, 2016, p.3). Human Resource Management (HR) is an important component in the company. Because basically Human Resources is a tool that is used as a driving force for the company's axis.

Human resource management itself is still a problem that often arises in companies. Of the many problems in human resource management, one of the problems that most often arises is the problem of employee performance in an organization. Several factors that affect employee performance are inseparable from the influence of the work environment and work discipline. Both of these according to researchers are very influential for employee performance.

In this study, the research subject was Budhi Asih Hospital, which is located at Jl. Dewi Sartika No. 200, RT.01/RW.03, Cawang III, Kec. Kramat Jati, City of East Jakarta. Budhi Asih Hospital has 1,028 employees consisting of 780 non-PNS employees and 248 PNS. The Information Management and Documentation Officer (PPID) at Budhi Asih Hospital has a vision of "providing excellent public information services in order to realize public transparency". the second is to improve public accessibility to public information and the last is to improve the public information service system in hospitals.

Work environment problems (physical and non-physical) are one of the most common problems. According to Render and Heizer (2001, p.239), the work environment is the environment in which employees work which influences their performance, safety and quality of work life. The work environment can affect employee emotions. A conducive work environment can provide a sense of security and comfort that allows employees to work optimally. The work environment can be divided into two, namely, the physical work

environment and the non-physical work environment. The physical work environment includes lighting, temperature, circulation, temperature, humidity, sound, smell, color, and safety. While the non-physical work environment includes work relationships between superiors and subordinates and relationships between fellow employees.

The situation of the physical work environment at Budhi Asih Hospital will be examined more deeply whether it is maximally conducive. Researchers need to know whether the environment at Budhi Asih Hospital still requires adjustments to room conditions according to the needs of employees. The non-physical environmental situation at Budhi Asih Hospital also needs to be investigated more deeply whether it is conducive. Communication factors between employees generally often trigger the emergence of problems between employees. An example is the problem of less harmonious relationships between several employees which then affects the performance of other employees and usually this is caused by a lack of self-control on the part of the individual. This has attracted the attention of researchers who have also worked as employees in an agency that is almost similar to the subject of this study. Research related to work environment problems uses quantitative research methods with surveys using questionnaires to obtain valid results.

Work discipline is the most important operative function of human resource management, because the better the employee discipline, the higher the work performance achieved. Every employee in carrying out activities must comply with established regulations, such as working hours, rest times, and the implementation of their own activities must also refer to the provisions set by the company. Discipline originates more from within the employees themselves, which is shown by them in the form of obeying and obeying the rules that apply in carrying out work. Work discipline can be developed formally through a discipline development exercise, for example in working with respect for time, energy, and so on.

Work environment and work discipline are interrelated in influencing employee performance. A good and conducive work environment will make employees feel comfortable at work. A sense of comfort at work will create a pleasant working atmosphere, which can then influence the way employees think in carrying out their work, as well as being able to form a greater sense of responsibility within employees.

## RESEARCH METHOD

According to Widodo (2018, p.2) the research method is an arrangement of ways to obtain data with specific purposes and uses. The conceptual research method is a framework that helps to make it easier to develop research methods. By using the existing theory, what will be done next is to conduct a rational analysis of the independent variables (work environment and work discipline) on the dependent variable (employee performance). The researcher's conjecture is that the work environment and work discipline affect employee performance partially or simultaneously.

### Research Variables

In this study there are 2 research variables, namely:

1. Independent Variable. According to Sujarweni (2014, p.86) the independent/independent variable is the variable that influences or causes the dependent (bound) variable to arise. In this study, the independent variables are work environment (X1) and work discipline (X2).
2. Dependent Variable. According to Sujarweni (2014, p.86) the dependent/bound variable is a variable that is influenced or is the result of an independent variable. In this study, the dependent variable is employee performance (Y).

The population according to Sugiyono (2016, p.80) is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. In this study the population in question is all non-PNS employees who work at Budhi Asih Hospital. The sample according to Sujarweni (2015, p.81) is part of a number of characteristics possessed by the population used for research. Samples are also taken from populations that are truly representative and valid in order to be able to measure something that should be measured. The sampling method in this study was carried out by accidental sampling which is part of the nonprobability sampling technique. According to (Sugiyono, 2016, p.124) Accidental Sampling is a sampling technique based on coincidence, that is, any Non-PNS employee who accidentally meets a researcher can be used as a sample, if it is deemed that the person who happened to be met is suitable as a data source.

## **RESULT AND DISCUSSION**

### **The Influence of the Work Environment on Employee Performance**

Based on the results of the t test, it shows that the tcount of the work environment variable is smaller than the ttable, namely  $5.596 > 1.98472$  and the significant value for the effect of X1 on Y is  $0.000 < 0.05$ , which means that the work environment influences employee performance. This shows that the work environment at Budhi Asih Hospital must continue to be considered continuously in order to maintain the performance of its employees. This research is reinforced by the results of previous research by Burhannudin, Mohammad Zainul, Muhammad Harlie (2019) with the title "The Influence of Work Discipline, Work Environment, and Organizational Commitment on Employee Performance: Studies at Banjarmasin Islamic Hospitals" showing the results that the work environment has a partial effect on employee performance at RSIB with evidence through the results of a significance of  $0.000 < 0.05$  and based on a comparison t count  $4.102$  is greater than ttable  $1.67528$  ( $4.102 > 1.67528$ ).

### **The Influence of Work Discipline on Employee Performance**

Based on the results of partial testing, it shows that work discipline has an effect on employee performance variables, meaning that the higher the level of discipline, the higher the level of employee performance. This is supported by the results of the work discipline variable having a value of tcount  $>$  ttable, namely  $8.462 > 1.98472$  with a significance level of  $0.000 < 0.05$ . From these results it shows that the hypothesis test accepts H2 rejects H0, so that partially the work discipline variable affects employee performance. This research is reinforced by the results of previous research by Apfia Ferawati (2017) that in her research entitled "The Influence of the Work Environment and Work Discipline on Employee Performance". The partial test results on work discipline variable (X2) on employee performance show a significant value for work discipline is  $\alpha = 0.018 < 0.05$  indicating that work discipline has a significant influence on employee performance.

### **The Influence of Work Environment and Work Discipline on Employee Performance**

The results of the F test indicate that the independent variables consisting of work environment and work discipline simultaneously influence employee performance. It can be concluded that the significant value for the effect of X1 and X2 simultaneously on Y is  $0.000 < 0.05$  and the Fcount value is  $285.858 > 3.09$ . So it can be concluded that H3 is accepted, which means that there is an effect of X1 and X2 simultaneously on Y. This shows that the results of this study show that the work environment and work discipline have an effect on employee performance. This research is reinforced by the results of previous research by Siti Karlina Hidayati, Badia Perizade, Marlina Widiyanti (2019) entitled "Effect of Work Discipline and Work Environment to

Performance of Employees". From the results of the F test, the calculated F value is  $26.833 > F$  table 3.09. It can be concluded that the work environment and work discipline variables simultaneously have a significant effect on employee performance.

## CONCLUSION

Based on the results of the analysis and discussion, the conclusions that can be drawn are as follows: Work environment variables affect employee performance. The results of this study indicate that the work environment influences employees in completing the tasks assigned to them. Work discipline variable influences employee performance. This is proven based on the results of the t-test analysis, which shows that high performance from an employee can be obtained with high discipline, starting with the awareness and willingness of employees to comply with the rules and social norms that apply in the hospital environment. Work environment variables and work discipline together influence employee performance. This is proven based on the results of the F test analysis obtained. The results of the study show that the work environment can affect employee performance if it is supported by the applied work discipline.

This research resulted in demands for the leaders of Budhi Asih Hospital as follows: Reviewing the rules and regulations to further improve employee work discipline, especially the problem of employee absences. For this reason, it is necessary to improve communication both with leaders and with other fellow employees in order to create a sense of responsibility in working together. Evaluate the work environment in the hospital, both physical and non-physical work environment. From the survey results through questionnaires, the average answer to the work environment statement did not reach a score of four where some of the employees who were respondents still did not fully agree with the good work environment in the hospital. There needs to be an increase in communication between leaders and employees in communicating and actively discussing and asking questions to get better advice in making decisions to improve employee performance.

Limitations in this study include: The number of samples is too small due to limited access to permission to distribute the questionnaire so that it may not represent the existing population. None of the respondents agreed to be interviewed by the researcher, so this research method only relied on a questionnaire. The lack of secondary data as material for consideration of the variable information used is expected to support research results.

Based on the conclusions and limitations of the research above, the authors provide several suggestions that can be used as input and material for consideration that are useful for interested parties, including the following: Try using other sample techniques that might be more representative of the population such as census or purposive techniques sampling. In addition to surveys through questionnaires and interviews, further researchers can use data collection methods with observation, documentation, and triangulation techniques. In addition to secondary data from companies, further researchers can conduct pre-surveys as material for consideration of variable information that will be used as research.

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