10

by Ribhan Ribhan

The Effect Of Individual Ability, Workload And Work Environment On Employee Performance

Anny zahara, ribhan, nova mardiana

Abstract: Human resources is a most valuable asset owned by an agency, organization or enterprise, for its existence is crucial to the companys dynamic mobilization. RSUD Bandar Negara Husada is a hospital owned by the Provincial Government of Lampung as an institution which has an area of work in all districts / cities in Lampung Province,The need for monitoring in carrying out the work and the time to do the planning so as to produce the desired performance as well as good service. Achievement can be seen from the decline in several months. This study aims to determine the effect of an individuals ability to performance and workload on the performance and work environment against which applied to RSUD Bandar Negara Husada in influencing the performance of employees, this research analyzed using multiple linear regression analysis.

Index Terms: Individual skills, working pressure and environtment towards worker's performance.

———————————————— ◆ ————————————————

1 INTRODUCTION

Human resources are the most important assets owned by an institution, organization or company, because it is very decisive to the dynamics of company mobilization. The reason, many companies are always improving the quality of their resources so they can conduct research well. According to Henry Simamora, human resource management is the empowerment, development, discussion, remuneration, and management of individual members of workers' groups. Improved employee performance in public services theoretically or empirically can be influenced by several factors, such as individual ability, workload, and work environment. Performance is the answer to the success or failure of the goals of an organization that has been set. Performance comes from the notion of performance. There are also those who give an understanding of performance as a result of work or work performance. Individual ability is a concept that can be broadly defined as a match between physical, mental, social, environmental, and organizational demands on one's work and its capacity to meet work demands. (Stokes, et al. 2014).

2 LITERATURE REVIEW & HYPOTHESIS

2.1 Literature Review

Individual ability is determined by at least three aspects, namely sensory and cognitive conditions, knowledge of how to respond correctly, and the ability to carry out these responses. Skills that are important in increasing work productivity, abilities related to knowledge, and skills needed by someone. The higher the ability of employees to work, the higher the performance. So the ability of individuals is in accordance with the success of the organization. Workload is a process or activity that must be completed by a worker within a certain period. Changes in workload tend to change employee stress levels, which ultimately affect the performance of employees. Stress is not always bad in and of itself, while it is usually discussed in a negative context.   According to Robbins, OB (2000) workload not only has a negative impact, but also offers potential benefits, ie Workload is an opportunity for employees to learn and develop faster. When employees do their jobs, they gain more work experience, which enriches their exposure. Physical work environment is apleasant working conditions especially during working hours will improve employee morale and sincerity to work Manullang, (2000). work environment is the whole of internal and external factors

that affect employees in carrying out their duties and daily work. Performance is a result achieved by someone in carrying out tasks that are based on skills, experience and sincerity and time according to predetermined standards and criteria. According to Mangkuprawira and Hubeis (2007: 153), the understanding of employee performance is the result of certain work processes that are planned at the time and place of the employee and the organization concerned.

2.2 Hypothesis Development

The relationship between individual ability and employee performance, the results show that individual ability positively and significantly influences the capacity of an individual who does various tasks of a job Robbins (2007: 356). According to Simamora (1995: 57), workload analysis is identifying both the number of employees and the employee qualifications needed to achieve organizational goals. Work environment is the whole of internal and external factors that affect employees According to Mangkunegara dan Rela (2016), in creating a good and comfortable work environment can improve employee performance

Thus, the hypothesis proposed as follows:
H1: Positive individual abilities on employee performance.

H2: Workload has a positive effect on employee performance.

H3 : The work environment has a positive effect on employee performance.

3 METHOD

This research uses quantitative research methods with a descriptive approach. This study uses data derived from the results of the distribution of questionnaires to respondents. Quantitative research methods are research methods based on positivism philosophy, used to examine specific populations or samples, collecting data using research instruments, quantitative / statistical data analysis, with the purpose is to test the hypothesis that has been set (Sugiyono, 2012: 8)

4 RESULT AND DISCUSSION

The results of the reliability test obtained Alpha Cronbach's individual ability (X_1) value of 0.813 and it can be concluded that the questionnaire used in this study was stated to be reliable because Alpha Cronbach's amounted to 0.813> 0.60.

6449

This means that the measuring instrument used in this study already has the ability to provide consistent measurement results in measuring the same symptoms.The results of the reliability test obtained Alpha Cronbach's workload (X_2) value of 0.851 and it can be concluded that the questionnaire used in this study was declared reliable because Alpha Cronbach's amounted to 0.851> 0.60. This means that the measuring instrument used in this study already has the ability to provide consistent measurement results in measuring the same symptoms. The results of the reliability test obtained Alpha Cronbach's work environment (X_3) value of 0.858 and it can be concluded that the questionnaire used in this study was stated to be reliable because Alpha Cronbach's was 0.858> 0.60. This means that the measuring instrument used in this study already has the ability to provide consistent measurement results in measuring the same symptoms. The results of the reliability test obtained Alpha Cronbach's performance (Y) value of 0.767 and it can be concluded that the questionnaire used in this study was declared reliable because Alpha Cronbach's amounted to 0.767> 0.60. This means that the measuring instrument used in this study already has the ability to provide consistent measurement results in measuring the same symptoms. Normality Test aims to test whether in the research model the variables are normally distributed or not. A good regression model is a Regression model that has a normal or near normal residual value distribution (Ghozali, 2013). Data normality test in this study uses one-sample Klomogrov Smirnov test.

The results of the normality test can be seen in the following table:
Table 1. so it can be stated that the data in this study have been distributed normally with the following

One-Sample Kolmogorov-Smirnov Test

		individual abilities	Work load	work environment	Employee performance
N		132	132	132	132
Normal Parameters[a,b]	Mean	52.08	48.69	48.52	65.14
	Std. Deviation	6.373	5.345	5.514	6.533
Most Extreme Differences	Absolute	.084	.113	.120	.071
	Positive	.049	.081	.083	.039
	Negative	-.084	-.113	-.120	-.071
Kolmogorov-Smirnov Z		.965	1.293	1.379	.816
Asymp. Sig. (2-tailed)		.309	.071	.045	.519

a. Test distribution is Normal.
b. Calculated from data.

The table above shows that the significance value (p-value) of variables is greater than the 0.05 significance level so that it can be stated that the data in this study have been normally distributed. Normality test aims to test whether in a regression model, dependent variable, independent variable or both have normal distribution or not. Detection of normality is done by looking at the spread of data (points) on the diagonal axis of the graph. The results of multiple linear regression analysis note that the ability of individuals significantly and positively significant effect on the performance of employees of Bandar Negara Husada District Hospital Lampung Province. This is

known from the acquisition of the value of t count 7.132 which is positive and greater than t table 1.655 and a regression coefficient of 0.512 which is positive. Based on partial tests on individual ability variables (X_1) obtained the calculated T value of 8.071 and Sig value, 0.000 <0.05, with a value of β = 0.491. And the calculated t value is positive and greater than t table shows that the workload has a positive and significant effect on employee performance at confidence interval of 95% or alpha = 0.05. then it can be concluded that the ability of individuals partially or individually has a significant influence on employee performance, then the hypothesis is supported. And the beta value at X_1 is the highest value compared to other variables, so that the ability of individuals has a dominant influence on the value of beta. Robbins (2007: 348) states that ability is an important factor in increasing work productivity, ability to relate to knowledge (knowledge) and skills (skills) possessed by someone. The higher the ability of an employee to work, the higher the performance. So the ability of individuals is closely related to the achievement of organizational performance. The results of multiple linear regression analysis note that workload has a significant and positive significant effect on the performance of Bandar Lampung Husada District Hospital employees. This is known from the acquisition of the value of t count 5.723 which is positive and greater than t table 1.655 and a regression coefficient of 0.432 which is positive. Partial test results on the workload variable (X_2) obtained T value of 1.505 and Sig value, 0.135> 0.05, with a value of β = 0.149. and the value of t arithmetic which is positive and smaller than t table shows that workload has no effect and but not positively significant on employee performance at confidence intervals of 95% or alpha = 0.05. then it can be concluded that workload partially or individually has no significant effect on employee performance, the hypothesis is not supported. Means the workload does not have a contribution to employee performance. The results of multiple linear regression analysis note that the work environment has a real and significant positive effect on the performance of Bandar Negara Husada Regional Hospital in Lampung Province. This is known from the acquisition of the value of t count 6,588 which is positive and greater than t table 1.665 and the regression coefficient of 0.483 which is positive. Based on the partial test on the work environment variable (X_3), the T value is 3.431 and the Sig value is 0.01 <0.05, with the value β = 0.340, and the t value is positive and greater than the t table shows that the work environment significant and positive effect on employee performance at a confidence interval of 95% or alpha = 0.05. then it can be concluded that the work environment partially or individually has a significant influence on employee performance. Then the hypothesis is supported.

Table 2. Regression Coefficient of Individual Capabilities, Workload and Variables Work environment on employee performance
Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9.227	4.983		1.852	0.066

Lingkungan_kerja	0.417	0.122	0.340	3.431	0.001
Kemampuan_individu	0.516	0.064	0.491	8.071	0.000
Beban_Kerja	0.181	0.121	0.149	1.505	0.135

a. Dependent Variable: Kinerja

4   CONCLUSION

The conclusion that can be drawn from the results of research and discussion is that this study supports the proposed hypothesis.

1. Based on the conclusions from the results of qualitative data the authors suggest that employees of Bandar Negara Husada Hospital Lampung Province further enhance the understanding of written and verbal material required for work and have the initiative and responsiveness in managing whatever tasks are in accordance with the job duties in order to continue to maintain or enhance individual abilities as important factors in increasing work productivity, abilities related to knowledge (knowledge) and skills (skills) possessed by each employee.

2. Based on the conclusions from the results of qualitative data the authors suggest that employees of Bandar Negara Husada Hospital Lampung Province need to plan the tasks to be performed and the need for monitoring in carrying out work so as to produce the desired performance and good service. It is also recommended that every employee of Bandar Negara Husada Hospital in Lampung Province should make the division of work in accordance with the portion of each employee that has been determined so that the resulting performance will be maximized. Workload in accordance with the time load, mental burden and psychological burden of THE EMPLOYEES IN EACH SECTION.

3. Based on the conclusions from the results of qualitative data the authors suggest that employees of Bandar Negara Husada Hospital Lampung Province are facilitated in accessing extensive information in finding information so that employees have insight and ideas in developing creativity in carrying out their duties so that the resulting performance will be maximized.

It is also recommended that employees of Bandar Negara Husada Hospital in Lampung Province continue to maintain and improve a conducive work environment, both physical and non-physical. Referring to the value of the work environment score, improving employee performance can be done by increasing the relationship between leaders and employees, social relations between employees, suggestions from coworkers, emotions and work situations are social work environments that need attention in an effort to improve employee performance.

5 REFERENCES

[1] Alex S. Nitisemito. 2000. Personnel Management: Human Resource Management,Ed. 3. Ghalia Indonesia, Jakarta.

[2] Becker, Brian, et al. 2009. The HR Scorecard - Linking Humans, Strategies and work. Jakarta: Essence of Erlangga.

[3] Bass, B.M., Leadership and Performance Beyond Expectations, The Free Press, New York, 1985

[4] Gomes, Faustino Cardoso. 2003. Human Resource Management.Jakarta: Andi Offset

[5] Ghozali, Imam. 2013. Multivariate Analysis Application with the IBM SPSS Program. 7th edition. Semarang: Diponegoro University Publisher.

[6] Lawler dan Porter, 2004. " The measurement of organizational commitment". Journal of Vocation Behaviour. Vol. 14,pp. 224-247.

[7] Mangkuprawira, TB.S and A.V. Hubeis 2007. Quality Management Resources Human. Ghalia Indonesia, Bogor.

[8] Robbin, Stephen P., 2006. Organizational Behavior: Concepts, Controversy and Application, PT. Prenhallindo, Jakarta

[9] Robbins SP, and Judge. 2007. Organizational Behavior, Salemba Empat, Jakarta.

[10] Simamora, Henry (1997). Human Resource Management, Yogyakarta, Section STIE publishing

1	jrmb.ejournal-feuniat.net Internet Source	**2**%
2	oapub.org Internet Source	**2**%
3	"Effect of Trust, Quality of Products and Quality Services on Purchase Decisions on E-Commerce Shopee in Palembang City", International Journal of Management and Humanities, 2019 Publication	**2**%
4	Kadek Oktavia Budi S, A. A. Sagung Kartika Dewi. "The Effect of Motivation, Work Environment and Financial Compensation on Employee Performance at Mercure Hotel Kuta", European Journal of Business and Management Research, 2021 Publication	**2**%
5	penelitian.uisu.ac.id Internet Source	**1**%
6	www.jurnal-umbuton.ac.id Internet Source	**1**%