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The influence of working ability and work environment to the performance of civil servants by motivation of employees work information defense of land arrangement Indonesia

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Abstract

This study aims to identify influence working ability and work environment simultaneously and partially against compliance with the performance of civil servants, influence motivation against compliance with the performance of civil servants, influence working ability by motivation against compliance with the performance of civil servants, and influence work environment by motivation against compliance with the performance of civil servants. Type of research used is explanatory analysis approach. Population in this research is civil servants of employees work information defense of land arrangement which amounted to 40 people, with sampling using saturated sample method.

Result of hypothesis testing (H_1) using f test generated value f_{count} amount 178.395, with significant $0.000 < 0.05$, it's mean reject H_0 and accept H_a . Result of hypothesis testing (H_2) using t test generated value t_{count} amount 14.652, with significant $0.000 > 0.05$, it's mean reject H_0 and accept H_a . Result of hypothesis testing (H_3) using t test generated value t_{count} amount 17.035, with significant $0.000 > 0.05$, it's mean reject H_0 and accept H_a . Result of hypothesis testing (H_4) using t test generated value t_{count} amount 13.158, with significant $0.000 > 0.05$, it's mean reject H_0 and accept H_a . The result show that there are influence working ability and work environment together and partially against compliance with the performance of civil servants, there are influence motivation against compliance with the performance of civil servants, The direct effect of work ability on performance is greater than indirect influence so it can be said that motivation variable not as intervening variable, and the direct effect of work environment on performance is greater than indirect influence so that it can be said that motivation variable not as intervening variable.

Keywords: working ability, work environment, motivation and performance

Introduction

Organizations cannot be separated from human resources because organizations are shaped by humans and interconnected with each other. Human resources are a source of energy, energy, power needed to mobilize and synergize other resources to achieve organizational goals. Human resources are the prime mover for a government or private organization. For the purpose of an organization is achieved then required employees who work efficiently and effectively resulting in good performance.

Employee performance is one important aspect that must be considered in achieving company goals. Performance is ¹⁴⁵ work achieved by employees or real behaviors displayed in accordance with their role in the organization. Employees will be judged good if the implementation in accordance with the desired goals or able to meet the needs of the company, but to apply the maximum employee performance we need to pay attention to aspects that affect both bad performance (Hariandja, 2002) ¹⁵⁰. To produce good performance, largely influenced by the ability of motivation work.

Working ability is one of the performance driving factors that are needed in the implementation of tasks and jobs in order to be implemented optimally. An individual can achieve a

satisfactory performance depending on his or her ability to work, as it will demonstrate his or her potential to carry out the work activities that ¹⁴ e been levied on him.

Robbins defines work ability as "an individual's capacity to perform various tasks in a job". Blanchard and Hersey put forward the ability to work is a situation that exists in the worker who is truly powerful and effective in working according to his field of work.

To support all activities in achieving organizational goals required a conducive working environment. Work environment is the social, psychological, and physical life within the company that affects workers in performing their duties. Human life can not be separated from the various circumstances surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances surrounding environment. Similarly, when doing work, employees as human beings can not be separated from various circumstances around where they work, namely the work environment. During the work, every employee will interact with the various conditions contained in the work environment.

According to Nitsemto (1992) that the work environment is

something that is around the workers and that affect him in carrying out the tasks charged. Further said by Sedarmayanti (2003) that the condition of the work environment is said to be good or appropriate if humans can carry out activities optimally, healthy, safe, and comfortable. The suitability of the working environment can be seen as a result in the long term furthermore poor work environments may demand more labor and time and do not support the efficient design of work systems.

Work environment is one of the factors that affect the performance of an employee. An employee who works in a work environment that supports her to work optimally will produce good performance, on the contrary if an employee working in an inadequate work environment and not support to work optimally will make the relevant employee become lazy, tired so that performance the employee will be low (Kusriyanto, 1991).

Other factors also affect employee performance is the motivation of work. Work motivation is the drive, desire, passion and driving force that comes from the human self to do or to do something. So basically if the company wants to achieve optimal performance in accordance with the targets that have been determined then the company must provide motivation to employees so that employees willing and willing to devote the energy and thoughts that are owned for the job. Issues in motivating employees is not easy because in employees there is a different desire, needs and expectations between one employee with another employee. So if management can understand the problem of motivation and overcome the company will get optimal employee performance in accordance with the standards specified (Wursanto, 2005). Self-potential can be developed and optimal if it has motivation, because with motivation then someone or employees will be able to have high spirit in carrying out the task. Motivation is an important determinant for individual achievement, without any motivation, an employee cannot fulfill his duties properly and his work will not be satisfactory so the job will be neglected.

An officer of the Army Information Service, abbreviated as Dispenad is the Central Implementing Agency at the Mabesad level, which is directly under the Kasad. The existence of the Information Service unit was ratified in accordance with the Decision of the Head of the Decree No. Kep / 23 / IV / 2007 dated April 24, 2007. The Army Information Service provided lighting activities, including unit lighting, printed media lighting, electronic media lighting, online media lighting and strategic writing order to support the main task of the Army. There are 154 personnel of the Information Service Unit, both military and civil servants in the sub-dis and sections that work according to their basic duties, for military personnel totaling 114 people and 40 civil servants. The main task of Dispenad is to foster and organize the lighting function in order to support the main task of the Army, it is necessary to increase the high performance to the soldiers and Civil Servants (PNS).

Literature Review

Performance

Performance is the performance of work or work both quality

and quantity achieved Human resources unity period of time in carrying out its work duties in accordance with the responsibilities given to him (Mangkunegara, 2009: 9) [10]. Efendi (2002: 195) argues that performance is the result of work produced by employees or real behavior that is displayed according to its role in the organization. Employee performance is a very important thing in the organization's efforts to achieve its goals, so that various activities must be done by the organization to improve it, one of them is through performance appraisal. According Syafri, that the performance is the result or the success rate of a person as a whole during a certain period in performing the task compared with various possibilities such as standards of work, targets or targets that have been determined in advance and have been mutually agreed (Mangkuprawira, 2009: 219) [11].

Based on the opinions of the above performance, the researcher concludes that the performance is the completion of a good work done by the employee in accordance with the field and the responsibility both in quality and quantity according to certain time plan.

Factors Affecting Performance

Factors affecting performance are ability factor and motivation factor (Mangkunegara, 2009; 67) [10].

1. **Factors of work ability:** Psychologically, the ability of employees consists of potential ability (IQ) and ability of reality (knowledge + skill). This means that employees who have an IQ above average (IQ 110-120) with adequate education for his position and able to do the daily work so he will more easily achieve the expected performance. Therefore, the employee needs to be placed in the job in accordance with his expertise.
2. **Motivational factors:** Motivation is formed from the attitude of an employee in the face of the situation work. Motivation is a self-directed moving employee condition to achieve organizational goals.

Performance Appraisal Elements

According Hasibuan (2008: 95) [6] elements of performance appraisal are as follows:

1. Achievements Assessment of work both quality and quantity that can be generated employees.
2. Discipline Assess the discipline in compliance with existing rules and perform work in accordance with the instructions given to it.
3. Creativity assessing the ability of employees in developing creativity to complete the work so that it can work more efficient and effective.
4. Working Together Assessment of the willingness of employees to participate and work with other employees vertically or horizontally inside and outside so that the results of his work better.
5. Skills Assessment in bringing together and harmonizing the various elements involved in formulating policy and in management situations.
6. Responsibility Assessment of the willingness of the employees in accounting for its policies, work and results, facilities and infrastructure used, and the behavior of his work.

According Mangkunegara (2009; 75)^[10] indicators to measure the performance of employees individually there are namely:

1. Quality Quality of work is how well an employee does what it is supposed to do.
2. Quantity Quantity of work is how long an employee works in one day. Quantity of work can be seen from the speed of each employee's work each.
3. Implementation of tasks Implementation of the task is how far employees are able to do their work accurately or no errors.
4. Responsibility Responsibility for work is the awareness of employees' obligations to carry out the work the company provides.

Work Ability

Robbins defines work ability as an individual's capacity to do various tasks in a job (Robbins, 2006; 50)^[15]. The ability to work is a situation that exists in the worker who is truly empowered and effective in working according to his field of work (Hersey and Blanchard, 1995; 5)^[7]. According to Hetami that work skills are skills possessed by a person (in Aditya, 2008, 69)^[2]. Success or failure of an organization depends primarily on the human resources that become members and ability.

Hersey and Blanchard (2011) argue that there are three basic types of work skills that must be possessed in the production process, whether as managers¹² as executors, among others:

1. Technical skills include the ability to use the knowledge, methods, techniques and tools necessary to perform certain work gained from experience, education and training.
2. Social skills (Social Skill) includes the ability to work with the motivation of others that includes an understanding of motivation and the application of effective leadership.
3. Conceptual skills (Conceptual Skill) is the ability to understand the complexity of the organization as a whole. It enables a person to act accordingly and in harmony with the goals of the organization thoroughly rather than on the basis of the groups own goals and wholeness alone.

Ability to relate to one's skills in doing a job and is a very important factor in improving the performance or productivity of labor, in the sense that one can work to achieve satisfactory results in work depending on the skills or abilities it has. As good as any plan in the organization and sophisticated technological facilities owned by the company, if the human resources are not able to perform the required work, then the organizational goals are not achieved. In general it can be said that a person's education level and the training he / she participated in reflects the intellectual ability and type of skills possessed by the person concerned, so as to assess the level of work ability of the employee is usually seen from the type and level of education. Knowing the ability of one's work in the organization is very important, because it will facilitate the organization in placing workers in job positions in accordance with their ability to work.

One of the most important and influential factors to the success of workers in carrying out a job is the ability to work.

Working ability is the potential that exists within a person to do so that enables a person to be able to do the job or cannot do the job. In the operational function of the management of work ability is a function of development, because in this function the development of employee's work ability is considered. The ability of work is basically very influential on the quality or weight of work achieved by a worker. This is understandable because in the ability to work there are various potential skills, skills, and other potentials that are reflected in the physical and psychological conditions. Thus the concept of work ability contains the understanding of the strength that exists within a person to do the work.

From the above explanation can be concluded that the ability of one's work will be reflected on the knowledge and skills possessed by supported by physical and psychological conditions. By karma it is not enough to carry out a job if only have knowledge and skills, but must also be supported by a strong ability to carry out the work.

Work Capability Factors

According to Davis, factors affecting work ability are knowledge and knowledge factors (skill) (Mangkunegara, 2009, 67)^[10].

1. Knowledge (knowledge) is Information that has been processed and organized to gain understanding, learning and experience accumulated, so that it can be applied into the work of the employees themselves.
2. Skill (skill) is the ability of employees to complete the job effectively and efficiently in a specific job implementation techniques related to individual tasks within an organization.

According to Robbins (2006: 48)^[15] in his theory suggests there are 2 (two) factors that can be measured employee work ability, namely ²

1. Intellectual ability: Intellectual ability is the ability needed to carry out mental activities, namely:

- a. Numerical intelligence, the ability to calculate quickly and precisely ²⁵
- b. Verbal understanding, that is, the ability to understand what is being read and ²⁵ heard
- c. Inductive reasoning, the ability to recognize a logical sequence in a problem and then solve the problem
- d. Deductive reasoning, the ability to put on logic and assess the implications of an argument
- e. Memory, namely the ability to hold back and recall the past experience. ²

2. Physical ability: Physical ability is the ability necessary to perform tasks that demand stamina, dexterity and similar skills as follows:

- a. Dynamic power, the ability to use muscle power repeatedly
- b. The strength of the body, namely the ability to use muscle strength by wearing the muscles of the body
- c. Dexterity is dynamic, ie the ability to make fast movement
- d. Balance, the ability to maintain balance even though there are forces that disrupt the balance
- e. Stamina, which is the ability to continue working over a

period of time.

Hostager, Neil, and Lorents define individual work capabilities (Priadana and Ruswandi, 2013; 55) consisting of:

1. Knowledge (knowledge) that is knowledge of consumer needs and choices
2. Skills (skills) namely the skills in communication and information technology
3. Creativity (creativity) is the creativity of thinking individually and in groups
4. Experience (experience) is the knowledge in reading (scanning) and evaluate new opportunities.

In connection with the concept of work ability, Hersey and Blanchard suggests there are three basic types of work capability that must be possessed in the production process, both as a manager and as implementers (in Herlani, 2011; 27) [5] include:

1. Technical Skill (Technical Skill) includes the ability to use the knowledge, methods, technical and equipment necessary to perform certain work obtained from experience, education and training.
2. Social Skill (Social Skill) includes the ability to work through the motivation of others that includes an understanding of motivation and the application of effective leadership.
3. Conceptual Skill (Conceptual Skill) is the ability to understand the complexity of the organization as a whole. It enables a person to act accordingly and in harmony with the goals of the organization thoroughly rather than on the basis of the group's own goals and wholeness alone.

Work Environment

Work environment in a company needs to be considered, this is because the work environment has a direct influence on the employees. A conducive working environment can improve employee performance and vice versa, inadequate work environment will decrease employee performance. Working environment conditions are said to be good if humans can carry out activities optimally, healthy, safe and comfortable. Work environment conformance can be seen as a result for a long time. Inadequate work environments may demand more labor and time and do not support the efficient design of work systems.

According to Robbins (2003: 86) environment is the institutions or forces outside the potential to affect the performance of the organization, the environment is formulated into two namely the general environment and special environment. A common environment is anything outside the organization that has the potential to affect the organization. This environment is a social and technological condition. While the special environment is part of the environment that is directly related to the achievement of the goals of an organization. According to Basuki and Susilowati (2005: 40) the work environment is anything that is in the environment that can affect either directly or indirectly a person or group of people in carrying out its activities. According Mangkunegara (2005: 17) work environment in question, among others, a clear job description, challenging

job targets, effective communication patterns work, work climate and work facilities are relatively adequate.

Nitsemto (1992: 183) states that the work environment is everything that is around the workers and that can affect him in carrying out the tasks charged. The work environment consists of physical and non-physical environments attached to employees so that they cannot be separated to achieve good employee performance. According Sedarmayanti (2009: 31) physical work environment is all the physical circumstances that exist around the workplace that can affect employees either directly or indirectly. While the nonphysical work environment is all the circumstances that occur related to the relationship work, both relationships with superiors or with colleagues, or relationships with subordinates. The problem of work environment in an organization is very important, in this case required the existence of arrangement and arrangement of work environment factors in organizing organizational activity. In accordance with Minister of Health Decree No. 261 / MENKES / SK / II / 1998 About: Environmental Health Requirements Work that the office work environment covers all the rooms, yard and surrounding areas that are part or workplace related to office activities. The working environment health requirements in this decree are applied both to stand-alone and group offices.

From the opinion of experts can be concluded that the work environment is everything that is around employees at work both physical and nonphysical that can affect employees while working. If the working environment is conducive then the employees can be safe, comfortable and if the work environment does not support the employee cannot be safe and comfortable.

Factors Affecting the Work Environment

The work environment factors described by Nitsemto (1992: 184) that can affect the formation of a working environment condition associated with the ability of employees, including:

1. Color is an important factor to increase work efficiency of employees. Especially the colors will affect the state of their soul. By wearing the right colors on the walls of the room and other tools, the fun and serenity of the work of the employees will be preserved.
2. Cleanliness of the work environment indirectly can affect a person in the work, because if the work environment is clean then employees will feel comfortable in doing their work. Environmental hygiene not only means cleanliness in which they work, but much larger than that, for example, a small room that smells bad will cause unpleasant taste for the employees who use it, to maintain this hygiene is generally required by special officers, where the problem of cost also should be considered here.
3. Illumination in this case is not limited to electric lighting alone, but also the lighting of sunlight. In performing the duties of employees need adequate lighting, if the work undertaken requires precision.
4. Adequate air exchange will increase the physical fitness of the employees, because if ventilation enough then the health of the employees will be guaranteed. In addition to ventilation, building construction can also affect air exchange. For example a building that has a high ceiling will cause a lot of air exchange from the building that has

a low ceiling other than that the area of the room when compared with the number of employees who work will also affect the existing air.

5. Security guarantees create calmness. Safety of self-safety is often interpreted as limited to safety, whereas more broadly it includes the security of the employees' private property as well as the construction of the buildings in which they work. So that will lead to calm that will encourage employees in work.
6. Noise is a disturbance to a person because of the noise, then the concentration in work will be disrupted. With the disruption of this concentration then the work done will cause many mistakes or damage. This will obviously cause harm. Continuous noise may create boredom.
7. Spatial arrangement is in the existing workspace that usually affects employee comfort in work.

Type of Work Environment

Broadly speaking, the type of work environment is divided into 24, namely:

1. Physical Work Environment: Physical work environment are all physical circumstances that exist around the workplace that can affect employees either directly or indirectly. The physical work environment can be divided into two categories:

- a. Work environment directly related to employees such as work centers, chairs, tables, and so forth.
- b. An intermediary environment or general environment may also be called a work environment that affects the human condition such as temperature, humidity, air circulation, lighting, noise, mechanical vibration, odor and others.

To be able to minimize the influence of the physical environment on employees, the first step should be to study humans, both physical and behavioral, then used as a basis for thinking about the appropriate physical environment.

2. Non Physical Work Environment: Non-physical work environment is all the circumstances that occur related to the relationship work, either with the boss, or relationships with colleagues or relationships with subordinates.

Companies should be able to reflect conditions that support cooperation between the level of superiors, subordinates and who have the same status. The conditions that should be created are the atmosphere of kinship, good communication, and self-control. So this non-physical work environment is also a working environment group that cannot be ignored.

Work Environment Indicators

Indicators of work environment by NitiseMITO (1992:159) are as follows:

1. Working atmosphere: Working atmosphere is a condition that is around employees who are doing work that can affect the implementation of the work itself. This working atmosphere will include workplaces, work facilities and equipment, cleanliness, lighting, tranquility including the working relationship between the people in the place (Saydam, 1996: 381).

2. Relationships with colleagues: Relationships with colleagues is a relationship with colleagues harmonious and

without any mutual intrigue among fellow co-workers. One of the factors that can influence employees to stay in one organization is a harmonious relationship among colleagues. A harmonious and familial relationship is one of the factors that can affect employee performance.

3. Availability of work facilities: It is intended that the equipment used to support the smooth running of the complete / up to date. The availability of a complete work facility, although not new is one of the supporting processes in the work. Meanwhile, according Sedarmayanti (2009: 28) work environment indicators are as follows:

- a. **Lighting / light at work:** Light or enlightenment is very beneficial for employees to get safety and smooth work, therefore need to note the light (light) is bright but not dazzling. Unclear light causes the vision to be less clear, so the work will be slow, many have errors, and ultimately lead to less efficient in carrying out the work, so that organizational goals difficult to achieve.
- b. **Air circulation at work:** Oxygen is a gas needed by living things to maintain survival, ie for metabolic processes. The air around is said to be dirty when the oxygen levels in the air have been reduced and have been mixed with gas or odors that are harmful to the health of the body. The main source of fresh air is the presence of plants around the workplace. Plants are the oxygen producers needed by humans.
- c. **Noise at work:** One of the pollution that is enough to occupy the experts to overcome it is noise, which is the sound that is not desired by the ear. It is undesirable, because especially in the long run it can disrupt the working calm, damage the hearing, and cause communication errors, even according to research, serious noise can cause death.
- d. **Bad smell at work:** The presence of odors around the workplace can be regarded as contamination, as it may interfere with working concentration, and continuous odors may affect olfactory sensitivity. Proper use of "air condition" is one way that can be used to remove the annoying odors around the workplace.
- e. **Security at work:** In order to keep the place and working environment conditions remain in a safe state it is necessary to note the existence of security in the work. Therefore the security factor needs to be realized its existence. One of the efforts to maintain security in the workplace, can take advantage of the Security Guard Unit (SATPAM).

From two different opinions, namely from NitiseMITO (1992: 159) and Sedarmayanti (2009: 28) about the work environment is expected to create a conducive working environment so that employees will feel at home in work. From two different opinions the researcher took the indicator that the work atmosphere, relationships with colleagues, the availability of work facilities, lighting, air circulation, noise, odor, and security.

Motivation

The word motivation comes from the Latin language, basically the word motive which means encouragement, cause or reason someone to do something. Thus motivation means a

condition that encourages or becomes the cause of a person doing an activity (Hadari, 2003; 51) [3]. According to Hasibuan, "motivation is the provision of a driving force that creates an enthusiasm for a person to cooperate, work effectively and integrate with all his efforts to achieve satisfaction" (Hasibuan, 2008; 143) [6]. According Manulang (2009; 147) [12], "motivation is intended to provide stimulus to employees concerned so that employees work with all the power and effort".

Meanwhile, according to Siswanto (2010; 119) [17], "motivation can be interpreted as an integral part and labor relations in the framework of the process of coaching, developing and directing human resources". One's behavior is essentially determined by the desire to achieve some goal, the desire that other term is motivation. Thus motivation is a driver for someone to do an activity to achieve its goals (Toha, 2009, 253) [19].

Thus from the above description of the researcher concluded that motivation can be interpreted as an impulse arising from the self or encouragement of others to perform an activity in achieving a certain goal.

Forms of Motivation

Employees in the work have motivation from outside and inside, which is a form of motivation that is (Hadari, 2003: 359) [3]:

1. Intrinsic Motivation: This motivation is the driving force of work that comes from within the employee as an individual, in the form of awareness of the importance or benefits of the work he does. In other words this motivation comes from the work done, either because it is able to meet the needs or fun, or enable to achieve a goal and because it provides certain positive expectations in the future. For example, employees who work in a dedicated way simply because they feel the opportunity to actualize or realize themselves to the fullest.

2. Extrinsic motivation: This motivation is the driving force of work that comes from outside the employee as an individual in the form of a condition that requires him to perform the job optimally. For example, being dedicated to work because of high wages or salaries, honorable positions or positions or great powers, praise, punishment and so on.

Purpose of Motivation

According to Hasibuan (2008: 146) [6] that the purpose of motivation is as follows:

1. Improve employee morale and job satisfaction
2. Increasing employee work productivity
3. Maintaining employee stability
4. Improve employee discipline
5. Effective employee procurement
6. Create good atmosphere and relationships
7. Increase loyalty, creativity and employee participation
8. Increase employee welfare level
9. Enhance employees' sense of responsibility for their duties
10. Improve the efficient use of tools and raw materials.

Here are the principles in motivation, namely (Mangkunegara, 2009: 61) [10]:

1. Principle of participation In an effort to motivate

26

employees should be given the opportunity to participate in determining the goals to be achieved by the leader.

2. The principle of communication Leaders communicate everything associated with the effort to achieve tasks with clear information that employees will be more easily motivated work.
3. The principle recognizes subordinate share Leaders recognize that subordinates (employees) have a stake in the effort to achieve goals. With such recognition, employees will be more easily motivated.
4. Principle of delegation of authority Leaders who give authority or authority to employees to at any time to take decisions on the work it does will make the employees concerned become motivated to achieve the goals expected by the leader.
5. The principle of paying attention Leaders pay attention to what employee wants will motivate work what the leader expects.

Motivation Indicators

According to Mc.Cellell in his theory suggests there are 3 (three) basic needs that motivate humans (Robbins, 2001: 173) namely:

- a. Need for achievement (n-ach) The need for achievement is an encouragement to outperform, accomplish with respect to a set of standards, to wrestle for success.
- b. The need for power (need for power or n-pow) The need for power is the need to get others to behave in a way in which those people without being forced will not behave in this way or a form of expression of the individual to control or influence others.
- c. The need for affiliation (need for affiliation or n-off) The need for affiliation is a desire for friendly and intimate interpersonal relationships. Individuals reflect a desire to have a close, cooperative and friendly relationship with others. Individuals who have high affiliate needs are generally successful in jobs that require high social interaction.

Research Methods

Research design

This research uses Explanatory analysis approach. This means that each variable presented in the hypothesis will be observed through testing the causal relationship of independent variables to the dependent variable. Relationships between variables can be described in the form of path analysis diagram (path analysis) as follows:

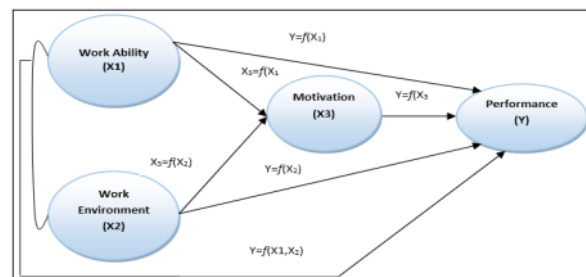


Fig 1: Overall Design Path Analysis

11 Population and Sample Research

Population is a generalization region consisting of objects / subjects that have a certain quantity and characteristics set by researchers to be studied and then drawn conclusions (Sugiyono, 2005). The sample is the pull of a portion of the population to represent the entire population, (Surakhmad, 2000).

The sample used in this research is civil servant. Total number of civil servants as many as 40 people. The total number of civil servants was fully involved in this study. So the sampling is using saturated sample method.

Data Quality Test

Questionnaires to be used in research, to produce a valid and reliable instrument first tested with validity and reliability test instrument. According Sugiyono (2007) "Validity is a condition that describes the level of the instrument concerned is able to measure what should be measured". While reliability is a value that shows the consistency of a measuring device in measuring the same symptoms (Riduwan, 2003). By using a valid and reliable instrument, it is expected that the results will be valid (valid) and reliable (reliable).

1. Test Data Validity Testing the validity of the instrument using the item analysis, which is to calculate the score of each item with the total score which is the number of each score item. The correlation coefficient used is Product Moment correlation coefficient.
2. Test Data Reliability Looking for instrument reliability whose score is not 0-1, but it is a range between several values, eg 0-10 or 0-100 or scales of 1-3, 1-5, or 1-7, and so on can use alpha coefficients (α) from Cronbach.

Research Results and Discussion

Validity Test Result of Research Variable

Based on the results of analysis using SPSS version 21 indicates that the variable of work ability, work environment, employee performance, Work motivation of all items asked questions are valid so that it can be used for further analysis.

Reliability Test Results Variable Research

Another test that needs to be done to see the quality of data generated is to perform reliability testing. This test is done by comparing the value of Cronbach Alpha with a value of 0.60. If the value of Cronbach alpha is greater than 0.60 then it can be said that the question is reliable. Cronbach alpha calculations using SPSS version 21 with the following results.

Table 1: Reliability Results of Research Variables

Variable	Cronbach's Alpha	Description
Work Ability	.839	Reliable
Working Environment	.910	Reliable
Performance	.852	Reliable
Motivation	.860	Reliable

Source: Primary data processed, 2017

Based on Table 1 it is known that the value of Cronbach alpha is greater than 0.60 so it can be said that all research variables are reliable.

Discussion

Influence of Work Ability to Employee Performance:

Working ability has a positive and significant effect on employee performance. These results indicate that with the support of qualified work skills in performing the task, it will improve the performance of employees.

Effect of Work Environment on Employee Performance:

Work environment has a positive and significant impact on employee performance. These results indicate that with the support of a comfortable working environment and support the smooth running of the task, it will improve the performance of employees.

Effect of Work Motivation on Employee Performance:

These results indicate that civil servants in the Army Information Service Army has a high motivation in work. This explains that the motivation of work provided can motivate the employees to work optimally in the agency so that employees are able to optimize their performance. These results indicate that with the increasing motivation of work then by itself increasingly improve the performance of employees. In an effort to increase employee motivation is expected to be able to effectively support the goals set by the agency. On the other hand the effective use of labor is the key to success, therefore it takes policy in using labor to work more productively in accordance with the established plan. The real effort that can be done is by giving motivation or encouragement to the employee to try to get the guarantee of performance improvement in work. This means that the higher the motivation of employees in work then the higher the productivity.

Effect of Work Ability on Employee Performance through Work Motivation

In this study motivation does not become a variable that mediates between the ability of work to the performance of employees. This means that the ability to work greatly affect the success of employees in carrying out a job and will achieve satisfactory results depending on the skills or abilities it has. The ability of work will be reflected on the knowledge and skills possessed with the support of physical and psychological conditions. Employees who have high working ability will provide high performance achievement so that high performance can be achieved. For that if you want an organization or institution wants to get a good employee performance in achieving the goals that have been set, it must pay attention to the conditions of all employees, such as by growing the ability of good work for the employees.

The Effect of Work Environment on Employee Performance through Work Motivation

Motivation does not become a variable that mediates between work environments on employee performance. This means that with a good working environment it will affect the improvement of employee performance. These results indicate that with the better conditions of the working environment then by itself increasingly improve the performance of employees in the work. Employee performance is formulated as the achievement of an employee related to achievement of

quality, quantity and time of work completion.

Conclusions and Suggestions

Conclusions

Based on the results of the study and after held hypothesis testing of the problems that exist in this study, it can be concluded as follows:

1. Working ability and work environment affect the performance of employees simultaneously. The F value is 178,395 and the significance of 0.000 is less than 0.05. The r square value of 90.6% means that the work ability and work environment variables affect the employee performance of 90.6% while the rest of 9.4% is influenced by other variables not included in the equation model.
2. The ability of work affect the performance of employees partially. The value of T arithmetic of 14,652 and the significance of 0.000 this value is smaller than 0.05. The r square value of 85.28% means that the working ability variables affect the employee performance by 85% while the remaining 15% is influenced by other variables that are not included in the equation model. This means that having the ability to do work will affect the performance of employees.
3. Work environment affect the performance of employees partially. The value of T arithmetic of 17.035 and the significance of 0.000 this value is smaller than 0.05. The r square value of 88.4% means that the working environment variables affect the employee performance of 88.4% while the rest of 11.6% is influenced by other variables not included in the equation model. These results indicate that with the support of a comfortable working environment and support the smooth running of the task, it will improve the performance of employees.
4. Motivation affects the performance of employees partially. The value of T arithmetic count of 13.158 and the significance of 0.000 this value is smaller than 0.05. The r square value of 82% means that the motivation variables affect the employee performance of 82% while the remaining 18% is influenced by other variables that are not included in the equation model. These results indicate that having a high motivation in working, it will improve the performance of employees.
5. The effect of work ability on employee performance is 0.922. The effect of work ability on employee performance through motivation is $0.865 \times 0.906 = 0.784$. In this case the direct influence is greater than the indirect effect so it can be said that the motivation variable is not as intervening variable. This means that having a qualified ability in doing the job will have an effect on improve employee performance.
6. The effect of work environment on employee performance is 0.940. The effect of work environment on employee performance through motivation is $0.810 \times 0.906 = 0.734$. In this case the direct influence is greater than the indirect effect so it can be said that the motivation variable is not as intervening variable. This means that with a good working environment it will affect the improvement of employee performance.

Suggestions

By taking note of several notes during the research and based on the conclusions above, suggestions put forward in order to improve the performance of employees in the Office of Information Army is as follows:

1. Employees appear to have the ability to perform tasks. It's just that employees give the lowest assessment of having knowledge in the field that is in progress. At the time of recruitment process or placement of employees in the Office of Information Army needs to consider the suitability of education with the tasks that will be given to employees, as for various fields of assignment in the engineering section is more priority to be filled by technically educated employees with supportive courses so that more there is conformity with the field of tasks done and can further foster employee motivation for getting the appropriate task of educational background.
2. It is expected that the leadership of the institution always gives a positive encouragement or motivation in an effort to maximize the potential of the employee so that employees can work in accordance with the direction set by the leadership.
3. In an effort to maximize the performance of employees is expected the agency can maintain employment relations between employees are harmonious so that employees can work in accordance with the purpose of the agency.
4. It is expected that the next researcher will add other factors that affect employee performance such as perception, organizational culture, leadership style, compensation, job satisfaction and others, and add variables, fix the population, add research subject, and control the space broader scope to get more varied results so that the conclusions obtained more comprehensive.

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