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WORK ENVIRONMENT TO
EMPLOYEE PERFORMANCE
THROUGH WORK MOTIVATION
IN PT. INSURANCE BRINGIN
SEJAHTERA ARTAMAKMUR
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THE EFFECT OF ABILITY AND WORK ENVIRONMENT TO EMPLOYEE PERFORMANCE THROUGH WORK MOTIVATION IN PT. INSURANCE BRINGIN SEJAHTERA ARTAMAKMUR JAKARTA

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Abstract-The purpose of this study was to analyze the effect of the ability, work environment and work motivation on employee performance simultaneously or partially on the Bringin Sejahtera Artamakmur Jakarta Insurance. The study uses an explanatory analysis approach with quantitative methods. The sampling method used was simple random sampling. Analysis using path analysis.

The results showed that the ability variable affected employee performance. Work environment variables affect employee performance. Work motivation variables affect employee performance. Influence of ability on employee performance through employee work motivation. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening. While the influence of the work environment on employee performance through work motivation. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening. Variables ability, work environment, and work motivation simultaneously influence employee performance.

Keywords: ability, work environment, work motivation, employee performance

I. INTRODUCTION

Every company is required to optimize human resources and how to manage human resources. Human resources play an important role in achieving the goals of the organization or company. Human resource management is inseparable from the factors of employees who are expected to perform as well as possible to achieve company goals.

Human resources play an important role in carrying out activities in a company. To achieve company goals, employees are needed to work efficiently and effectively to provide good work. Employees are the main assets of the company and have a strategic role in the company, namely as thinkers, planners, and controllers of company activities. For the achievement of company goals, employees need the motivation to work more diligently. In addition to motivation, another thing that can affect performance is an ability, by having the appropriate ability, an employee can work better.

The ability to work an employee is owned by the employee so that the activities or jobs that are their responsibility can be completed properly following the established conditions. The ability of employees to work is determined from the ability of knowledge, ability skills and attitude abilities. The ability possessed by an employee is very important for every employee to be able to adjust and adapt to the environment in his company. The ability to work of employees is considered important because the leader needs to understand the nature of the employee, through this effort it can create a more appropriate work atmosphere for efforts to improve employee performance.

For the achievement of organizational goals, employees need motivation and workability to work more optimally. Seeing the importance of employees in the organization, then employees need more serious attention to the work done so that organizational goals are achieved. In addition to work motivation and workability factors, the

work environment in which the employee works is equally important in improving employee performance. Therefore the organization must provide an adequate work environment such as physical environment (comfortable office layout, clean environment, good air exchange, color, adequate lighting, and melodious music), as well as the non-physical environment (employee work atmosphere, welfare employees, relations between fellow employees, relations between employees and leaders, and places of worship). A good work environment can support the implementation of work so that employees have a passion to work and improve employee performance (Sedarmayanti, 2001: 21).

The work environment in the form of work facilities provides a significant influence in creating a positive and conducive work atmosphere. The existence of complete work facilities in the company includes infrastructure owned in the form of buildings, office equipment, equipment, vehicles and so on. Working environment conditions at PT. Artamakmur Bringin Sejahtera insurance seen from the facilities are quite good, but still requires improvement and improvement in some parts. Based on the data found through direct observation, it was found that there are work facilities that do not meet the standards that incidentally relate to improving employee performance.

One area of the company that is currently growing rapidly is the insurance business. PT. Asuransi Bringin Sejahtera Artamakmur (BSAM), better known by the name Asuransi BSAM, is a National General Insurance company founded by the Pension Fund Foundation of PT. Bank Rakyat Indonesia (Persero). Until now the Bringin General Insurance age has passed its 22nd year. The age is ripe enough for a general insurance business institution to expand the wider world to expand its business network, expand business activities and improve services and provide good services according to the needs of customers. Until now, the company has expanded its network with 14 branch offices and representative offices, the branch offices will continue to grow in line with the increasing trust and needs of the community.

PT. Bringin Sejahtera Arthamakmur Insurance (BSAM), better known by the name Bringin General Insurance, is a National General Insurance company established by the Pension Fund Foundation of PT. Bank Rakyat Indonesia (Persero). This insurance product is very varied, starting from fire insurance, transportation insurance both on land, air and sea and other types of insurance products.

II. LITERATURE REVIEW

2.1. Ability

Ability is the capacity of an individual to perform various tasks in a job. Ability is a current assessment of what someone can do. Soelaiman (2010: 112) states that abilities are traits that are born or learned that enable someone who can complete his work, both mentally or physically. Ivancevich, (2006: 85) suggests the ability is a person's talent to perform physical or mental tasks. A person's ability is the key to carrying out a task so that the work can run smoothly. The ability of employees can be detected from their performance. If the quality of the performance is not good or inconsistent it indicates a problem related to workability. Stewart was quoted by Makmur (2010: 63), arguing that making it possible was to ensure that staff had all the resources they needed to be fully empowered.

Capability assessment is a formal process to periodically review and evaluate one's work performance. The ability assessment process is intended to understand one's work performance, where this activity consists of identification, observation, measurement, and development of employee work in an organization (Panggabean: 2002). Stages in the assessment process include :

1. Identification
Identification is the initial stage of the process consisting of determining the elements to be observed.
2. Observation
Observations are made by careful and periodic observation.
3. Measurement
In measurement, the assessors will provide an assessment of the ability of employees based on observations at the observation stage.
4. Development
The assessor in addition to providing an assessment of the workability of employees also develops if it turns out there is a difference between what is expected by the leadership with the work of the employee.

2.2. Work Environment

The work environment in an organization is very important to consider. Although the work environment does not carry out the work process in an organization, the work environment has a direct influence on the employees who carry out the work activity process. Widodo (2015: 95) defines a work environment as an environment where employees can carry out their daily tasks with all the work facilities and infrastructure needed to carry out these tasks.

Sunyoto (2012: 43) argues that the work environment is everything that is around workers and that can affect themselves in carrying out the tasks that are charged, such as cleanliness, music, lighting, and others. The work environment is part of a very important component in employees doing work activities. By paying attention to a good work environment or creating working conditions that can motivate to work, will bring influence on the enthusiasm or enthusiasm of employees to work. Understanding the work environment here is everything that is around the workers and that can affect him in carrying out the tasks that are charged, for example, cleanliness, music, lighting, and others.

The factors that are associated with influencing the work environment with human capabilities according to Sedarmayanti (2013: 28-23) are as follows:

1. Lighting / Light at Work
Light or lighting is very beneficial for employees to get the safety and smooth work.
2. Temperature at Work
Under normal circumstances, each member of the human body has a different temperature.
3. Moisture in the Workplace
Humidity is the amount of water contained in the air, usually expressed as a percentage.
4. Air Circulation at Work
Oxygen is a gas that is needed by living things to maintain survival, which is for metabolic processes.
5. Noise at Work
One pollution that is quite busy with experts to overcome it is noise, which is the sound that is not desired by the ear.
6. Mechanical Vibration at Work
Mechanical vibration means vibrations caused by mechanical devices, some of which vibrations reach the employee's body and can cause undesired effects.
7. Smells at the Workplace
The smell around the workplace can be considered as pollution.
8. Color Management at Work
Organizing colors at work needs to be well studied and planned.

2.3. *Work Motivation*

Motivation comes from the Latin word "Movere" which means encouragement or move. Motivation is formed from the attitude of employees in dealing with work situations in the organization (situation). According to Sulistiyan (2009: 58), motivation is the process of encouraging subordinates so that subordinates can work in line with the limits given to achieve organizational goals optimally. Besides, according to Siagian (2010: 102), states that motivation is the driving force for someone to make the greatest possible contribution to the success of the organization to achieve its goals. According to Sofyandi and Garniwa (2010: 99), defines this motivation as an organizational impetus, within the limits of the ability to provide satisfaction with one's needs.

Work motivation is an employee who can recognize what his needs are. The needs that will be used to measure work motivation based on Maslow's hierarchy of needs in Sunyoto (2012: 193) consisting of:

1. Physiological is the need to be able to live like food, drink, housing, oxygen, sleep, sex, and so forth.
2. A sense of security includes safety and protection from accident hazards, guarantees for the continuity of his work, and guarantees for his old age when he is no longer working.
3. Social includes the need for friendship, affiliation, and closer interaction with others.
4. The need for appreciation includes the need for the desire to be respected, valued for one's achievement, recognition of the factors of ability and expertise, and the effectiveness of one's work.
5. The need for self-actualization is related to the process of developing the true potential of a person.

2.4. *Employee Performance*

Performance is the result of work that has been achieved by someone according to their duties and roles following company objectives that are connected with certain performance standards of the company where the individual works. Employee performance is the ability of job requirements, where a work target can be completed promptly or does not exceed the time limit provided so that the objectives will be following company morals and ethics. Therefore, the success and performance of a person in a field of work are largely determined by the motivation and work competence of the work occupied.

According to Moeheriono in Abdullah (2014: 3) states that performance is a picture of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision, and mission of an organization as outlined through the strategic planning of an organization.

According to Nawawi (2006: 63) performance is said to be high if a work target can be completed on time or does not exceed the time limit provided or is not resolved at all. Moehariono in Abdullah, (2014: 151), there are six performance indicators, but each organization can develop following the mission of the organization. The six categories include:

1. Effective, measuring the degree of conformity produced in achieving something desired.
2. Efficient, measuring the degree of suitability of the process of producing output using the lowest possible cost.
3. Quality, measuring the degree of conformity between the quality of products or services produced with the needs and expectations of consumers.
4. Timeliness, measuring whether the work has been completed correctly and on time.
5. Productivity, measuring the effectiveness of a company.
6. Safety, measuring the overall health of the organization and the work environment of employees in terms of health aspects.

III. RESEARCH METHODS

The study uses an explanatory analysis approach with quantitative research methods. This means that each variable presented in the hypothesis will be observed through testing the causal relationship between the dependent variables. The population in this study were employees at the Bringin Sejahtera Arta Makmur Jakarta Insurance. Totaling 160 people. In this study, the sampling technique used was simple random sampling, which is said to be simple because the sampling of members of the population is done randomly without regard to strata that exist in that population. The number of samples in this study amounted to 62 respondents with an error tolerance limit of 10%. The source of the data used is primary, namely taking by researching directly to the company's employees. This data is obtained through observation, interviews and questionnaires or questionnaires.

IV. RESEARCH RESULTS AND DISCUSSION

4.1. Effect of Ability on Employee Performance

The results of the study of the effect of ability on employee performance are known that the ability coefficient of 0.816. T value of 6.184. The significance value is 0,000. This significant value is smaller than 0.05. This means that the ability variable partially influences employee performance. The magnitude of the effect of ability on employee performance is known to the value of r squared of 0.389. This means that the effect of ability variables on employee performance by 38.9% and the remaining 61.1% is influenced by other variables not included in the equation model.

4.2. Effect of Work Environment on Employee Performance

The results of the study the influence of the work environment on employee performance is known that the coefficient of the work environment is 0.779. T value of 6.197. The significance value is 0,000. This significant value is smaller than 0.05. This means that the work environment variables partially influence employee performance. The magnitude of the influence of the work environment on employee performance known as r squared value of 0.390. This means that the influence of work environment variables on employee performance by 39% and the remaining 61% is influenced by other variables not included in the equation model.

4.3. Effect of Work Motivation on Employee Performance

The results of the study the influence of work motivation on employee performance is known that the coefficient of the work environment is 0.635. T value of 5.145. The significance value is 0,000. This significant value is smaller than 0.05. This means that work motivation variables partially influence employee performance. The magnitude of the effect of work motivation on employee performance is known to the value of r squared of 0.306. This means that the influence of work motivation on employee performance by 30.6% and the remaining 69.4% is influenced by other variables not included in the equation model.

4.4. Effect of Ability on Employee Performance through Work Motivation

Based on the partial path analysis above, it can be described the path analysis between the ability of employee performance through work motivation with the following sub-structure picture.

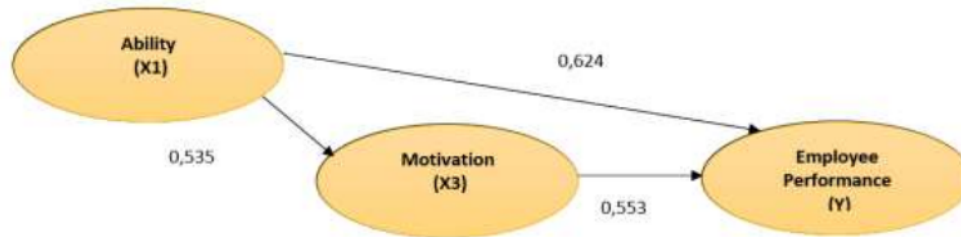


Figure 1. Path analysis of the effect of X1 on Y through X3

Based on the picture above it can be seen that the effect of ability on employee performance is 0.624. The influence of ability on employee performance through work motivation is $0.535 \times 0.553 = 0.285$. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening.

4.5. Effect of Work Environment on Employee Performance through Work Motivation

Based on the partial path analysis above, it can be described the path analysis between the work environment and employee performance through work motivation with the following sub-picture structure.

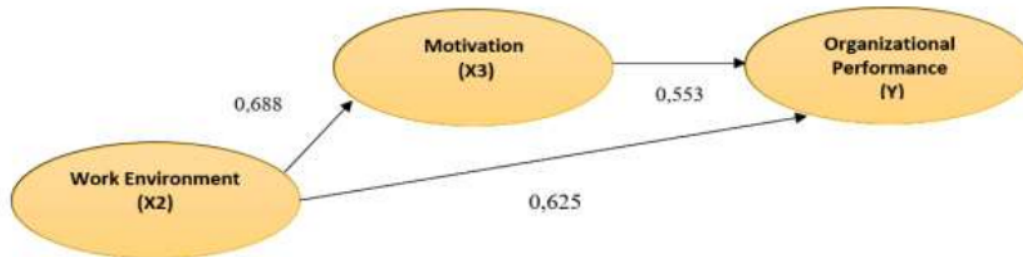


Figure 2. Path analysis of the effect of X2 on Y through X3

Based on the picture above it can be seen that the direct influence of the work environment on employee performance is 0.625. While the influence of the work environment on employee performance through work motivation is $0.688 \times 0.553 = 0.366$. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening.

4.6. Effect of Ability, Work Environment and Work Motivation on Employee Performance

The linear analysis model of simultaneous structural equations can be described as follows

$$Y = 0.423 + 0.450X1 + 0.287X2 + 0.242 X3$$

The calculated F value can be obtained for 17,502 and a significance of 0,000. This value is smaller and 0.05. This means that the variables of ability, work environment, and work motivation simultaneously influence employee performance. The magnitude of the influence of the independent variable on the dependent variable can be seen and the value of r squared is 0.475, which means that the ability, work environment, and work motivation variables affect employee performance by 47.5% while the remaining 52.5% is influenced by other variables not included in the equation model.

V. CONCLUSIONS AND RECOMMENDATIONS

5.1. Conclusions

1. Ability variable influences employee performance. T value of 6.184. The significance value is 0,000. This significant value is smaller than 0.05. The value of r squared is 0.389. This means that the influence of ability variables on employee performance by 38.9% and the rest is influenced by other variables not included in the equation model.
2. Work environment variables affect employee performance. T value of 6.197. The significance value is 0,000. This significant value is smaller than 0.05, the value of r squared is 0.390. This means that the influence of

work environment variables on employee performance by 39% and the rest is influenced by other variables not included in the equation model.

3. Work motivation variables affect employee performance. The t value is 5.145 and the significance value is 0.000 or smaller and 0.05. The value of r squared is 0.306. This means that the influence of work motivation on employee performance by 30.6% and the rest is influenced by other variables not included in the equation model.
4. Effect of ability on employee performance through employee work motivation of 0.285. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening.
5. While the influence of the work environment on employee performance through work motivation is 0.366. In this case, the direct effect is greater than the indirect effect so it can be said that the work motivation variable is not intervening.
6. Variable ability, work environment, and work motivation simultaneously influence employee performance. The calculated F value is 17,502 and the significance is 0,000. This value is smaller and 0.05. R-squared value of 0.475 means that the variables of ability, work environment, and work motivation affect the performance of employees by 47.5% while the rest is influenced by other variables not included in the equation model.

5.2. Recommendations

1. In improving the ability of employees, the company should routinely conduct training and develop employee capabilities so that their work abilities can be better so that they can add insight and creativity in carrying out work to maximize productivity. Also expected to accept new things at work and can become professional employees.
2. The importance of improving the atmosphere of a good work environment in helping to improve productivity, especially in terms of the availability of facilities at work and improving the atmosphere of a good and conducive work environment in helping to improve employee productivity in terms of air temperature in the workplace, security and lighting need for supervision so that every worker feels safe and comfortable without feeling disturbed and worried about using the equipment.
3. Companies need to pay attention to work motivation by providing opportunities for employees to develop their skills and expertise, this can be done by providing learning opportunities for employees with good work performance. Also, organizations can provide more room for creativity for employees so that employees are encouraged to provide optimal performance to achieve company goals.
4. To improve employee performance, the company must review current efforts by evaluating and improving the operational standard system, especially on the factors of ability, motivation, infrastructure, and work environment that affect employee performance and further increase the intensity of training employees evenly to all employees because these factors are a very significant influence on employee performance.

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