

Analysis Of The Influence Of Work Productivity, Work Environment And Workload On Performance Of Ministry Office Employees

Fatkhuri

Prodi Ekonomi Bisnis, STIES Putera Bangsa Tegal, Indonesia
fatkhuri906@gmail.com

Muhamad Risal Tawil

Prodi Manajemen Informasi Kesehatan, Politeknik Baubau, Indonesia
risaltawil@gmail.com

Hisarma Saragih

Prodi Manajemen, Universitas Simalungun, Indonesia
hisarmasaragih64@gmail.com

Esi Sriyanti

Prodi Manajemen, Universitas Mahaputra Muhammad Yamin, Indonesia
sriyantiesi01@gmail.com

Afni Yeni

Prodi Manajemen, Universitas Mahaputra Muhammad Yamin, Indonesia
yeniafni92@gmail.com

Article's History:

Received 3 January 2024; Received in revised form 15 January 2024; Accepted 28 November 2024; Published 1 February 2024. All rights reserved to the Lembaga Otonom Lembaga Informasi dan Riset Indonesia (KITA INFO dan RISET).

Suggested Citation:

Fatkhuri., Tawil, M. R., Saragih, H., Sriyanti, E., & Yeni, A. (2024). Analysis Of The Influence Of Work Productivity, Work Environment And Workload On Performance Of Ministry Office Employees. JEMSI (Jurnal Ekonomi, Manajemen, dan Akuntansi). JEMSI (Jurnal Ekonomi, Manajemen, Dan Akuntansi), 10 (1). 109-115. <https://doi.org/10.35870/jemsi.v10i1.1894>

Abstract:

The purpose of this study is to determine and examine how employee performance in one of Ministry in Indonesia is impacted by the physical work environment, workload, and productivity. 100 respondents were included in the saturation sampling approach used to select the research sample. With the use of SPSS software version 26, multiple linear regression techniques were used to analyze the data for this investigation. The findings demonstrated that employee performance was impacted by the physical work environment, workload, and productivity all at the same time. With a significance value of 0.000, the physical work environment has a considerable impact on employee performance to some extent. Employee performance is also significantly impacted by workload, and employee performance is significantly impacted by work productivity. In the coefficient of determination (R^2), the corrected R Square value shows that all independent variables simultaneously has positive and significant effect on performance of employees in ministry office.

Keywords: employee performance, workload, productivity, work environment, ministry office

Introduction

Any citizen of the Republic of Indonesia who satisfies the conditions outlined in Civil Service Law—a modification to Law Number 8 of 1974 about Civil Service Principles—is considered a civil servant. As an employee, he or she is chosen by a designated official to fill a post in the public sector or to take on additional state obligations. The pay scale for this worker is established by the relevant laws and regulations. As part of the governmental infrastructure committed to serving the community, it plays a crucial role. In line with the values outlined in the Republic of Indonesia's 1945 Constitution, civil officials serve as both community role models and agents of the government. The goal of employee development should always be to improve the caliber of human resources in order to attain the highest performance standards. To be able to deliver services in line with the community's

development requirements, staff should aim to exhibit attitudes and behaviors that stress authority, discipline, commitment, honesty, and accountability (Fatkhuri et al., 2020).

It is important to develop and manage human resources (HR), with employee performance being the primary emphasis in this instance. Performance is the amount and quality of work produced by an individual who fulfills their responsibilities in compliance with the established criteria. Employee performance is frequently understood to be the accomplishment of tasks, and the effectiveness of work programs executed by workers to meet the organization's vision, purpose, and goals is a key indicator of organizational performance. Employees with high levels of excitement can assist the smooth operation of the company via performance. An acceptable and pleasant work environment has a big influence on how well employees function. Employee performance can rise in an optimal work environment, but it can also fall in an insufficient work environment, which can impact job productivity (Fauzan & Nofrianto, 2021). Employee performance that is not effective or efficient in completing tasks and work might be attributed to the work environment. The work environment has an impact on employee performance because, as Sedarmayanti pointed out, when an employee is provided with the right conditions, he can do tasks correctly and provide the best outcomes. According to Moekijat, the physical work environment consists of office supplies, furniture, and layout that influence the physical working circumstances. Each employee contributes in a different way, both in terms of quantity and quality of labor. This indicates that sustaining employee success depends in large part on having a suitable physical workspace (Jayanto et al., 2023).

Workload, as defined by Minister of Home Affairs, is the quantity of work that an individual or organizational unit is required to perform and is computed as the product of work volume and normal time. If a worker's aptitude surpasses the requirements of the position, boredom might set in. On the other hand, extreme weariness may result if an employee's capacity is insufficient to meet the demands of the position. Because it affects both employee performance and business success, it is necessary to distribute the task in line with employee competencies (Turyadi et al., 2023). The idea behind this study association stems from Mudayana's theoretical framework, which argues that employee performance is significantly impacted by workload. This may be brought on by an excessive demand on a certain degree of skill, an excessive work rate, time limits, an excessive amount of work, and other factors. Workload, which is the result of work volume and time standards, is the quantity of work that a position or unit must do (Irawati, 2018).

The primary aspect that has to be taken into account when enhancing employee performance is their productivity at work. Since maximizing profits requires highly productive personnel, every business seeks to hire people with these qualities. In order to attain this objective, businesses must be able to maximize staff productivity through effective work systems and resource optimization. According to Sukardi, an individual's performance in finishing their activities is measured by a number of factors, including their level of attachment, their level of skill in organizing their work, and their overall productivity. Low performance in the Ministry of Religious Affairs office is another issue that frequently comes up because there aren't enough human resources (HR) available. This results from assigning workers to tasks that are outside the scope of their training and experience. Workers in the staffing department, for instance, are responsible for duties like processing study permits and official travel management, which belong to the finance section (treasurer) rather than the staffing department. Employee productivity is impacted by this circumstance, and an excessive workload results. An excessive workload can be detrimental to an employee's physical and emotional well-being. Fatigue and unfavorable emotional responses, including headaches and irritation, may result from this. Furthermore, there are frequently delays in meeting deadlines and compiling reports when it comes to staff productivity (Ramli, 2023).

Employee performance is impacted by the work environment in addition to workload. An atmosphere that fosters peace and security will support workers in performing at their best. In his paper, Khaled Al-Omari claims that a significant factor influencing an employee's productivity and quality of work is their workspace. Businesses can foster a more favorable work atmosphere and boost employee morale, cooperation, and innovation. An atmosphere at work that promotes the organization's overall performance is mostly shaped by factors including well-maintained facilities, social support from coworkers, and efficient administration (Mahfudz, 2017). The purpose of this study is to identify and elucidate the ways in which employee performance may be impacted by the physical work environment, workload, and productivity.

Literature Review

The term management has many etymologies, derived from different languages. First, management, which literally translates to the art of carrying out and organizing, comes from Old French. Next, meneggiare, which means

controlling in Italian. In contrast, the term manage in English indicates to organize and manage. Planning, organizing, directing, and managing activities taken to establish and achieve predefined goals via the utilization of human resources and other resources is what Terry describes as a typical process of management (Sudana & Yesy, 2021). Human resource management, according to Dessler, is the practice of treating workers properly in order to support HRM operations through actions including training, performance reviews, pay, labor relations, health care, and security. On the other hand, Noe defines human resource management as the process of applying the company's processes and policies to affect the performance, attitudes, and behavior of its workforce (Fatkhuri et al., 2020).

The physical work environment refers to the physical space in which individuals work, encompassing office space design, arrangement, and physical conditions of the workplace. It includes elements such as lighting, temperature, noise, and interior design that can have a significant effect on employee well-being and productivity. The physical work environment is not just a place where work tasks are carried out, but also an important factor in shaping the culture and atmosphere of the company (Fauzan & Nofrianto, 2021). The interior design of an office space is one of the key dimensions of the physical work environment. It involves the selection and arrangement of furniture, lighting, and aesthetic elements that can create an atmosphere that supports employee productivity and well-being. Proper lighting can improve mood and concentration, while color design and space organization can create a positive atmosphere (Jayanto et al., 2023).

Air quality and temperature are important factors in addition to interior design. Clean air and comfortable temperatures are crucial for worker comfort and can lessen the effects of stress. Polluted air, extreme heat or cold, and other environmental factors can lower general well-being and productivity. Spatial organization, at the level of individual desks as well as common areas, is another dimension. While well-arranged personal areas can offer a place to concentrate and work without distractions, well-designed open spaces or meeting rooms can foster more employee engagement and cooperation (Turyadi et al., 2023). Workplace expert Elton Mayo contends that physical space should be viewed as an entity that influences worker productivity and behavior. He demonstrated the significance of psychological and social elements in establishing a productive work environment at Hawthorne Works through his experiments. According to this point of view, the physical work environment has a significant impact on employee motivation and satisfaction in addition to having an impact on physical well-being (Irawati, 2018).

The term workload describes the quantity and level of duties or obligations that a person must carry out in the course of a certain job or activity. It includes a variety of factors that contribute to the intricacy and challenge of the task that an individual must perform. Because workload has an impact on worker performance, productivity, and well-being, it is a key subject in ergonomics and HRM research. Quantitative workload, or the quantity of labor or activities that must be finished in a specific amount of time, is the first dimension of workload. Workloads that are quantitative in nature can be done on a daily, monthly, or even long-term basis. Workers with heavy quantitative workloads may feel burned out and under time pressure (Ramli, 2023).

Furthermore, qualitative workload—which measures the degree of difficulty and expertise needed to finish a certain activity or responsibility—is also significant. Qualitative workload includes elements like creativity, decision-making, and problem-solving. High quality workload jobs could call for greater degrees of focus and proficiency. Mental burden, which encompasses both the psychological and cognitive components of labor, is another factor. The mental effort associated with jobs that demand sophisticated information processing, multitasking, and decision-making can rise. When faced with a significant mental strain, employees may get stressed and develop mental exhaustion. Ergonomists with extensive knowledge of workload, such as Parasuraman & Sheridan, made significant contributions. For example, Parasuraman defined workload as the ratio of resources available to demands on the job. According to him, optimal performance may be achieved through a workload that is matched with available resources; on the other hand, an imbalance might result in weariness and subpar performance (Sudana & Yesy, 2021).

In the context of labor and business, productivity encompasses a wide range of aspects and is a crucial metric for determining the efficacy and efficiency of a system or organization. Productivity is often described as the ratio of outcomes or outputs to resources or inputs utilized in a process or activity. Productivity measurement is a multifaceted process that directly affects an organization's performance and profitability. Labor productivity, which measures how well and efficiently human resources produce output, is the first component of productivity. Workplace motivation, abilities, and circumstances can all have an impact on worker productivity. This dimension gives an idea of how much an employee's efforts and abilities translate into increased value (Jayanto et al., 2023).

Aspects of capital productivity, which is concerned with making the best use of material and monetary resources, are also included in productivity. In order to maximize production, it entails using capital assets, facilities, and equipment efficiently at the organizational level. How well a business uses its resources to generate the intended output is measured by capital productivity. Furthermore, as technology advances, productivity in the information age is becoming more and more significant. It entails the efficient application of software, hardware, and information systems to enhance corporate operations and produce better results. Productivity within a business may be positively impacted by the effective use of information technology. Experts in productivity, like Peter Drucker, characterize productivity as "the efficiency of doing things right" and stress the need of good management in reaching maximum output. Achieving sustainable productivity requires effective management of technology, corporate processes, and human resources, according to Drucker (Turyadi et al., 2023).

In an organizational setting, employee performance is a wide term that emphasizes individual contributions, behaviors, and work results toward corporate objectives. Employee performance generally refers to a person's capacity for successfully and efficiently carrying out their obligations and responsibilities. Performance-related factors encompass a multitude of dimensions and variables that contribute to an employee's contribution appraisal. The primary factor influencing an employee's performance is their ability to meet work objectives, which measures how well they accomplish predetermined targets or objectives. Reaching these objectives requires productivity, high-quality work, and the capacity to live up to the organization's performance standards and expectations (Irawati, 2018).

A behavioral component of employee performance is also present, and it focuses on how people interact with supervisors, other employees, and other members of the work environment. Collaboration, engagement, leadership, and work ethics are all included in this category and can have a big influence on the dynamics and culture of a business. When evaluating an employee's performance, the skills and technical proficiency dimension is equally important (Ramli, 2023). Workers may significantly contribute to the success of the company if they possess the abilities necessary for their roles and are flexible enough to adjust to changes in technology and market trends. In general, the knowledge of employee performance has been aided by management authorities like Peter Drucker and Frederick Taylor. Taylor focused on job analysis and appropriate work procedures as a means of increasing efficiency and practicing scientific management. While Drucker, using a more modern methodology, introduced the idea of performance-based management and focused on teamwork, employee growth, and accomplishing shared objectives (Sudana & Yesy, 2021).

Methodology

Quantitative method and associative research design were used in this study. Primary data from questionnaires that have been verified for validity and reliability were used in this study. Meanwhile, secondary data from this study shows more sources that validate the findings. Saturated sampling was used in this study to select a sample of 100 respondents based on approval from the ministry of religion of the research location. Multiple regression analysis model was used in the analysis test. Software called SPSS was used to analyze the data, and descriptive analysis was used to present the findings.

Results

The normalcy test is the first test that is performed in the standard assumption test series. Asymp. Sig. (2-tailed) of 0.2, the findings of the Kolmogorov-Smirnov test normalcy test. The result is larger than 0.05, as indicated by this value, suggesting that the data is regularly distributed. The tolerance value of all independent variables more than 0.1 and the VIF value of all independent variables 10 are known properties based on multicollinearity. Thus, it can be inferred from the preceding computations' findings that the regression equation model is suitable for application in this investigation and does not have a multicollinearity issue. The heteroscedasticity test then reveals that no discernible pattern forms and that the dots are dispersed above and below the 0 on the Y axis, leading to the conclusion that heteroscedasticity is not present.

The value of employee performance (Y) is shown in this instance by the constant value (a). Accordingly, the value of employee performance is 0.6 if the variables of the physical work environment (X1), workload (X2), and work productivity (X3) are held constant. The physical work environment has an impact on employee performance (Y), as indicated by the regression coefficient of 1.2 for the physical work environment variable. Employee performance increases with a more comfortable physical work environment. The relationship between

workload and employee performance is demonstrated by the regression coefficient of 0.5 for the workload variable. Employee performance increases with increasing workload. The relationship between work productivity and employee performance is indicated by the regression coefficient of 3.7 for the work productivity variable. The performance of employees increases with work productivity.

A significant value of 0.000 is shown by the partial t test calculation results for the physical work environment variable. The computed t value is $4.8 > t_{\text{table}} 1.67$, indicating that this value is less than 0.05 ($0.000 < 0.05$). Thus, it may be said that H_0 is rejected while H_a is accepted. This indicates that the theory positing a relationship between employee performance and the physical work environment may be accepted. Next, the workload variable displays a 0.02 significance value. This result is less than the 0.05 significant level ($0.02 < 0.05$), and the t value of 2.45, which was computed, is higher than the t table value of 1.67. H_a can therefore be approved whereas H_0 cannot. Therefore, it may be said that employee performance is influenced by workload. The variable representing work productivity displays a significance value of 0.000. This number is less than 0.05, which is the significance level ($0.000 < 0.05$). Furthermore, the derived t value of 10.5 is greater than the t table value of 1.67. Therefore, it may be said that H_a is accepted while H_0 is rejected. That example, it is acceptable to accept the notion that job productivity affects employee performance.

A significance value of 0.000 was found based on the simultaneous test (F test) findings. The significance value of 0.000 is obviously less than 0.05 when a significance threshold of 0.05 is used. Moreover, the F table value of 2.8 is less than the computed F value, which is created at 108.8. Thus, it may be said that H_0 is rejected while H_a is accepted. This suggests that Work Productivity, Workload, and Physical Work Environment all have an impact on Employee Performance at the same time. The Adjusted R Square coefficient of determination in the coefficient of determination test is 0.9. This conclusion suggests that the physical work environment, workload, and productivity together account for approximately 90% of the variation in employee performance. The remaining 10%, however, may be ascribed to additional variables not included in this analysis.

Discussion

Employee performance is greatly impacted by the physical work environment since it is crucial in fostering an environment that encourages, facilitates, and maximizes individual productivity. The physical aspects of the workplace, including lighting and workspace design, have a direct impact on worker performance and well-being. An office space's interior design is crucial to fostering an environment that encourages peak performance. Stress levels can be lowered and a nice ambiance can be created in a workstation that is neat, orderly, and visually appealing. Workers who operate in a tidy and well-organized workplace are typically more productive and focused. Employee performance is also affected by good lighting. Adequate and suitable lighting has the potential to enhance workers' mood, focus, and attentiveness. On the other hand, inadequate or extremely bright lighting can reduce productivity and create eyestrain. To obtain ideal illumination levels, light sources should be placed strategically and job activities adjusted accordingly. The air quality and temperature in the workplace also have a significant impact. Working environments that promote comfort and attention may be created by having clean air and comfortable temperatures. Clean workspaces and temperatures that accommodate individual preferences provide for physically and mentally healthy workers, which improves productivity. Moreover, well-designed common areas may foster greater employee engagement and cooperation, which promotes creativity and the flow of ideas. Collaborative workspaces, such as conference rooms or open areas, may improve team chemistry, spark innovation, and raise output levels all around. All things considered, a well-planned physical work environment lays the groundwork for worker productivity and well-being.

Because an employee's productivity and well-being may be impacted by the volume and type of work they do, workload has a big impact on how well they perform. An excessive workload can cause tension, exhaustion, and even a mental health decrease, all of which have a negative impact on worker performance. High time pressure can be caused by an excessive quantitative workload, such as an unreasonable amount of tasks or duties. It might be challenging for workers with strict timetables to do assignments well. Workers who are under pressure and don't have enough time for self-reflection or growth may do less work and make more mistakes. Workload quality is also important, particularly when duties or activities call for a high degree of intricacy or specialized knowledge. Workers who lack the abilities or knowledge necessary to complete such tasks may feel overburdened, which may lower their confidence and motivation. A barrier to attaining the best possible job results may be a lack of skills appropriate for the qualitative task. Workload may also have an impact on an employee's personal life and work-life balance.

An excessive workload might cut into one's time for socializing, relaxation, and enjoyment. Employees may experience detrimental effects on their physical and mental health as a result, which may lower their productivity at work. Employers who understand and effectively manage workload may foster a healthy work environment and increase productivity among their staff. It is possible to mitigate the negative effects of an excessive workload by offering the necessary resources, training, and support, as well as by making sure that job duties and expectations are clear.

Because an employee's productivity and well-being may be impacted by the volume and type of work they do, workload has a big impact on how well they perform. An excessive workload can cause tension, exhaustion, and even a mental health decrease, all of which have a negative impact on worker performance. First of all, a high level of time pressure can be caused by excessive quantitative workloads, which include an unreasonable amount of tasks or duties. It might be challenging for workers with strict timetables to do assignments well. Workers who are under pressure and don't have enough time for self-reflection or growth may do less work and make more mistakes. Workload quality is also important, particularly when duties or activities call for a high degree of intricacy or specialized knowledge. Workers who lack the abilities or expertise necessary to do such duties may feel overburdened, which may lower their confidence and drive. A barrier to attaining the best possible job results may be a lack of skills appropriate for the qualitative task. Workload may also have an impact on an employee's personal life and work-life balance. An excessive workload might cut into one's time for socializing, relaxation, and enjoyment. Employees may experience detrimental effects on their physical and mental health as a result, which may lower their productivity at work. Employers who understand and effectively manage workload may foster a healthy work environment and increase productivity among their staff. It is possible to mitigate the negative effects of an excessive workload by offering the necessary resources, training, and support, as well as by making sure that job duties and expectations are clear.

Conclusion

The purpose of this study is to ascertain how employee performance is impacted by the physical work environment, workload, and productivity. Employee performance is significantly impacted by the physical work environment to a partially significant extent, according to the findings of testing and analysis. Employee performance is significantly impacted by workload to a partly extent. Employee performance is significantly impacted by productivity to a partially extent. Workload, productivity, and the physical workspace all have a big impact on how well employees perform. The factors of workload, productivity, and physical work environment account for 90% of the variation in employee performance. Approximately 10% of the remaining amount can be ascribed to additional factors that were not investigated in this research.

References

- Fatkhuri, F., Jufri, A., & Prasetyo, T. B. (2020). Human Resource Performance Improvement Based Upon Job Autonomy, Intrinsic Motivation and Job Demands. *Al-Amwal: Jurnal Ekonomi dan Perbankan Syariah*, 12(1), 47-59.
- Fauzan, H., Nofrianto, I. F. (2021). Analysis of the Effect of Employee Engagement and Self Efficacy on Employee Performance at Pt. Global Heaterindo Teknik. *Maqdis: Journal of Islamic Economic Studies*, 6(1), 2-11.
- Jayanto, I., Fatkhuri, F., Saputra, E. K., Anantadjaya, S. P., & Nawangwulan, I. M. (2023). The Effect Of Job Satisfaction And Compensation On Performance Of Employees In Multinational Automotive Company. *Journal of Economic, Bussines and Accounting (COSTING)*, 6(2), 2206-2214.
- Turyadi, I., Zulkifli, Z., Tawil, M. R., Ali, H., & Sadikin, A. (2023). The Role Of Digital Leadership In Organizations To Improve Employee Performance And Business Success. *Jurnal Ekonomi*, 12(02), 1671-1677.
- Irawati, R. (2018). The Effect of Employee Productivity, Employee Satisfaction and Turn Over on Company Competitive Advantage Through Employee Performance. *Adbis: Journal of Administration and Business*, 12(1), 1.
- Ramli, A. (2023). The Influence of Workload, Demographic Factors and Hardiness on Teachers' Work Stress.

- Mahfudz, M. (2017). The Effect of Job Satisfaction and Workload on Employee Performance and Job Stress as a Mediating Variable in Employees of the Concumer Sales Division of Pt Bank Negara Indonesia (Persero) Tbk. *Executive Journal* Volume 14 No. 1 June 2017 Indonesia, 14(1), 51-75.
- Sudana, I. K., & Yesy, N. L. P. (2021). The Effect of Service Quality and Price on Purchasing Decisions at Kober Mie Setan (Case Study of Kober Mie Setan Peguyangan). *Widyadari Journal of Education*, 22(2), 555-561.