

## The Effect of Work Environment and Work Ability on Employee Performance at CV Bias Azizah

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**Abstract:** Performance is very important in companies and management, there are many factors that affect employee performance. This study entitled "the influence of the work environment and work ability on performance". The purpose of this study was to determine the effect of the work environment and work ability on employee performance. The research method uses descriptive and associative methods with a quantitative method approach, the research population is CV employees. Azizah's bias, totaling 35 people, was sampled using the non-probability sampling technique of saturated samples. Data analysis techniques used validity test, reliability test, Pearson product moment correlation test and coefficient of determination test. The data obtained was processed using the SPSS software program version 23. The results of partial simple correlation testing work environment and work ability affect employee performance with correlation coefficient values of 0.377 and 0.594 respectively. Simultaneous multiple correlation testing of work environment and work ability variables has a positive effect on employee performance. This can be seen from the multiple correlation coefficient of 0.595 "medium" in the interval 0.40-0.599. This confirms that the work environment and work ability simultaneously can be used as an effort to improve employee performance.

**Keywords:** Environment, Ability, Performance

### INTRODUCTION

A country continuously carries out development in all fields, especially economic development. This is carried out not only by the government alone but requires the participation of all its people, both individually and in groups, in this case private companies. There are so many private companies, both existing and new companies with various types of businesses, for example the financial sector, manufacturing, and the service sector and others.

The more existence of these companies, the more open employment and job opportunities for both companies and job seekers, companies really need workers who have certain skills and have high work motivation in each field of the company they manage. In addition to the requirements and demands from the company, from the side of workers or human resources, it is a challenge and must be owned by human resources who are committed to becoming workers in the various fields or types of companies they occupy.

Human resources (HR) is one of the factors that cannot be separated from an organization, both institutions and companies. HR can also determine the level of development of the company. Because humans are employed in a company as movers, thinkers and planners to achieve the company's goals. Quality human resources will greatly influence the success of a company or organization in achieving its goals.

According to the Labor Law No. 13 of 2003 concerning employment, company regulations are regulations made in writing by companies which contain terms of employment, company rules, employers are required to notify and explain the contents and provide the text of company regulations or their amendments to workers, obtain, improve and develop work competence, productivity, discipline, motivation, attitude, work ethic on certain skills and expertise in accordance with the level and qualifications or work.

Understanding the importance of the existence of human resources in the current global era, one of the efforts that must be achieved by companies is to improve the quality of human resources, it is hoped that employees can improve their performance so that they can help the company achieve its goals. Reliable human resources are those who are able to provide maximum performance for the company. So that the achievement of quantity and quality of performance is determined by the quality of the individual workers who have skills, experience, a supportive work environment and motivation both individually and in groups. The first factor that can affect employee performance is the work

environment. A conducive work environment will make employees feel at home work, of course, so that there will be enthusiasm for work and employee morale in carrying out their duties, which affects employee performance which increases According to Rumman (2013: 113) basically the work environment is framework that represents what surrounds the individual in his field, and his own behavior.

The second factor that can affect the performance of employees is the ability, ability or skill of workers will determine the success of the company both in quality and quantity as well as completing a job faster so that it is more efficient According to Kasmir stated (2016: 189-193) Knowledge/skill and Individual Abilities, namely those owned by a person directly related to the employee, whether the employee has the ability to do the work that is correct and according to what is assigned to him which in turn can affect the employee's performance. At CV Bias Azizah, both employees and company management complained that their performance had experienced a downward trend over the past several years, as well as complaints submitted by employees, including their lack of enthusiasm in carrying out their duties. With this phenomenon, with the presence of decreased performance and decreased employee performance, the employee performance report data is as follows:

**Table 1**  
**Recapitulation of Employee Performance Assessment**  
**CV. Azizah Bias 2016-2020**

Performance Value	Period					
	2018		2019		2020	
	Number of employees	%	Number of employees	%	Number of employees	%
Well	3	8,57	4	11,42	4	11,42
Once						
Good	21	60,00	7	20,00	8	22,86
Enough	8	22,86	17	48,58	13	37,15
Less	3	8,57	7	20,00	0	28,57
Bad	-	-	-	-	-	-
Very bad	-	-	-	-	-	-
Amount	<b>35</b>	<b>100</b>	<b>35</b>	<b>100</b>	<b>35</b>	<b>100</b>

Source: CV BIAS AZIZAH

Based on table 1 above, we can see that the employee's performance at CV. Azizah's bias experienced a significant decrease. This happened in 2019 and 2020, where employee performance appraisals with sufficient and not good ratings experienced an increase in a number of employees with a fairly high percentage, namely sufficient criteria 48.58% and 37.15%, unfavorable criteria 20% and 28.57% compared to the previous three periods with sufficient and poor assessment criteria, respectively below 23% and 9%.

From the data above it can be concluded that the performance of employees at CV. Azizah's bias is not optimal. This is caused by several aspects including the quantity and quality of work, implementation of duties and responsibilities. Another aspect that affects performance is the work environment, namely the physical and non-physical environment including workplace buildings, adequate work equipment, facilities, employee relations, relations with superiors and cooperation between employees (Sigian. 2014: 57). Employee performance is also influenced by aspects of ability, namely knowledge, training, experience, skills and ability to work (Robbin, 2016: 88).

Improving employee performance will bring progress for the company to be able to survive in a competitive business environment. Therefore efforts to improve employee performance are a management challenge in which the results of employee work must have superior quantity and work quality and can be accounted for. As stated by Mangkunegara (2015: 67) Performance is the result of

work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. to improve the performance of a person or employee must pay attention to the factors that affect the performance of which are the work environment and the work ability of employees.

One of the efforts to produce good employee performance and improve employee performance can be done by creating a comfortable, safe, conducive, and enjoyable work environment. In addition to a work environment that can affect employee performance, the ability of an employee can also affect employee performance According to Robbins (2013: 50) ability or ability shows individual capacity to realize various tasks in work. This proves that the ability of an employee will affect the performance of the employee itself. Based on the results of an interview with CV Bias Azizah company on Wednesday, June 2, 2021, that in an effort to improve employee performance, it is necessary to improve the work environment implemented in the company, both the environment that is directly related with employees and being near employees, and the general environment or work environment that affects the human condition in addition to holding skills and knowledge training related to their expertise to increase the knowledge and abilities of employees who can improve performance through the abilities of each employee.

## **LITERATURE REVIEW**

### **Work environment**

According to Sunyoto (2015: 38) "The environment is a very important component when employees carry out work activities with due regard to a good work environment or creating working conditions that are able to provide motivation to work which will have an impact on employee performance at work". Meanwhile, according to Sedarmayanti (2017: 26) "The work environment is all the tools and materials encountered, the environment in which a person works, his work methods and work arrangements both as individuals and as a group".

Working environment indicators according to Sedarmayanti (2017:26) dimensions and work environment in outline are as follows:

1. The physical work environment is everything around the workplace that can affect employees either directly or indirectly. The physical work environment can be divided into two categories, namely:
  - a. The environment that is directly related to employees such as equipment an office.
  - b. Intermediary environment or general environment can also be called the work environment that affects the human condition, for example layout, temperature, humidity, air circulation, lighting, noise, mechanical vibration, odor, color and others.
2. Non-physical work environment is all conditions that occur related to work relations both with superiors and with fellow co-workers or relations with subordinates. Physical work environment indicators, namely:
  - a. Opportunity to advance
  - b. Harmonious relationship
  - c. Safety at work

### **Ability**

In addition to environmental factors, there are other factors that can be provided by companies in an effort to improve employee performance, one of which is work ability. Employees will be able to carry out their duties properly, so that optimal results can be obtained, of course, if supported by good work abilities. According to Logor, (2015: 3) ability (Ability) is the skill or potential of an individual to master expertise in performing or doing various tasks in a job or an assessment of one's actions. Meanwhile, according to Blanchard and Hersey in Kristiani et al (2013: 5) ability is a condition that exists in workers who are truly efficient and effective in working according to their field of work.

Ability to work (ability) is the power to perform an action, where ability includes knowledge and mastery of employees over the technical implementation of the tasks assigned. Dimensions and indicators of work ability according to Robbins (2012: 52), namely:

1. **Intellectual Ability**  
Intellectual ability is the ability needed to perform various mental activities, think, reason and solve problems. The seven most frequently mentioned dimensions constituting intellectual abilities are numerical intelligence, verbal comprehension, perceptual speed, inductive reasoning, spatial visualization deductive reasoning, and memory ability to perform mental activities.
2. **physical ability**  
The ability to carry out activities based on stamina, strength and physical characteristics. Therefore, physical abilities require stamina, dexterity, strength and other physical skills.

### **Performance**

According to Mangkunegara (2015: 67) the notion of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Wirawan in Abdullah (2014: 3) performance is an abbreviation of the kinetics of work energy whose equivalent in English is performance, performance is the output produced by the functions or indicators of a job or a profession within a certain time.

According to Mangkunegara (2011: 75) mentions indicators of employee performance are as follows:

1. **Quality of work**  
How well an employee teaches what he actually does
2. **Working Quantity**  
How long does an employee work in one day? The quantity of work can be seen from the work speed of each employee.
3. **Implementation of Duties**  
How far the employee is able to do his job accurately or without errors
4. **Responsibility**  
Awareness of the obligation to do work accurately or without errors.

### **METHODOLOGY**

In this study, the population in this study was employees of CV. Bias Azizah, totaling 35 people. Arikunto (2012: 34) argues that if the total population is less than one hundred then the determination of the sample can use a saturated sample technique. With the theoretical basis above, the writing in this study uses the NonProbability Sampling technique or the sampling withdrawal technique, namely using saturated sampling. Saturated sampling according to Sugiono (2018: 133) "a sampling technique when all members of the population are used as samples". So the authors decided that the samples taken in this study were all employees of CV. Bias Azizah, totaling 35 people.

In carrying out this research the authors used data collection techniques in the following way:

- 1) Questionnaire or questionnaire.
- 2) Observation
- 3) Interview or interview
- 4) Literature study

The data obtained from the results of the research were then processed and analyzed using the Quantitative Analysis method: namely a data analysis using statistical formulas in the form of validity and reliability tests, analysis of simple and multiple correlation coefficients, and coefficient of determination.

## **RESEARCH RESULTS AND DISCUSSION**

### **Work Environment CV. Azizah's bias**

The work environment is everything that is around the employee at work, both physical and non-physical, which can affect him in carrying out his daily tasks and work. Apart from that, having a comfortable work environment also makes a person happy and loves his job and encourages employees to be more passionate at work.

The work environment in a company is very important for management to pay attention to, even though the work environment does not carry out the production process, the work environment is an atmosphere where employees carry out activities every day. According to Sedarmayanti (2013: 23) suggests that a place where there is a group where there are several supporting facilities to achieve company goals in accordance with the company's vision and mission.

Based on the results of the Work Environment research at CV. Azizah's bias is good, this is shown based on the results of distributing questionnaires containing statements about the Work Environment on the CV. Azizah's bias, the majority of respondents answered agree to the statement submitted to the respondent with the highest score, especially the statement that they always cooperate well with consumers (X14) and the availability of employee transportation facilities to and from work locations (X18). This is based on the results of rating scale calculations, the result of which is a score of 1,320 which is in the area above agree or in the good category which lies between points 1,120 and 1,400. This shows that the work environment at CV. Bias Azizah is in a good category, especially in terms of establishing good relationships with other employees and superiors. This is in line with expert opinion as follows: Siagian (2014: 56) argues that "the work environment is an environment where employees carry out their daily work.

### **Work Capability CV. Azizah's bias**

Ability is an individual capacity to carry out various tasks in a job, one of the factors that is very important and influences the success of employees in carrying out a job is work ability. Ability is the potential that exists within a person to do so that it allows someone to be able to do the job or not be able to do the job. In the operational function of work capability management is a development function, because in this function.

Work ability is basically very influential on the quality or weight of work results achieved by an employee, this is understandable because in work ability there are various potential skills, skills, and other supporting potentials which are reflected in physical and psychological conditions. Thus the concept of work ability implies the power that exists within a person to do work.

Based on the results of work ability research at CV. Azizah's bias is good, this is shown based on the results of the distribution of questionnaires containing statements regarding Work Capabilities on the CV. Azizah's bias, the majority of respondents answered that they agreed with the statements submitted to respondents, especially the instrument that had the highest score, namely the statement that they understood instructions and national and regional verbal language (X22) and had great power (X210) with a score of 0.889 for each.

Therefore, employees are able and understand in carrying out their work in accordance with the duties given by the company, this is based on the results of rating scale calculations, a score of 2,363 is obtained which is in the agree area or good category which lies between points 2,240 and 2,800. This shows that the ability to work on the CV. Azizah's bias has been categorized as good, this is in line with what was stated by Raharjo and Robin (2016: 88) Ability is what a person has and is innate or is the result of training or practice.

### **Employee Performance CV. Azizah's bias**

Employee performance is work performance or work (output) both in quality and quantity achieved by employees in carrying out their work duties in accordance with the responsibilities given. According to Robbins P. Stephen (2015: 167) Performance is the answer to the question about the results achieved by someone after doing something. According to Hadari Nawawi (2017: 62)

performance is the quality and quantity of achieving tasks carried out by individuals, groups, and organizations.

### **The Effect of Work Environment and Work Ability on Employee Performance at CV. Azizah's bias**

The results of calculating the Pearson Product Moment correlation coefficient analysis together (simultaneously) using SPSS Software version 23 obtained a value of 0.595, which is based on guidelines for interpreting the correlation coefficient according to Sugiyono (2016: 214) in the coefficient interval of 0.40-0.599 so it is interpreted, that the closeness of the relationship between the variables X1 (Work Environment) and X2 (Work ability) to the Y variable (Performance) at CV Bias Azizah has moderate severity while the coefficient of determination test determines the magnitude of the contribution to the influence of the work environment (Variable X1) and Work ability (Variable X2) to Performance (Variable Y) of 35.4% and the rest is influenced by other factors not examined in this study.

This can be seen from the work environment and work ability on the CV. Azizah's bias which has carried out various indicators contained in both variable X1 (work environment and variable X2 (work ability) so that it can achieve or influence the dependent variable, namely Y (Performance). Based on the results of research and statistical calculations that have been carried out, it shows that these two factors affect performance both partially and simultaneously, only each factor has or influences with different results. According to the calculation of the correlation test that X1 (work environment) has an effect on performance of 0.377 the coefficient is between the coefficient intervals of 0.20 - 0.399, which means it influences while the coefficient of determination test determines the contribution of work environment (Variable X1) to performance (Variable Y) of 11.6% and the rest is influenced by other factors not examined in this study.

According to the calculation of the correlation test that X2 (work ability) has an effect on performance of 0.594, the coefficient is between the coefficient intervals of 0.40-0.599, which means that it has a moderate effect while the coefficient test determines the magnitude of the contribution to the influence of the work environment (Variable X1) on Performance (Variable Y) of 35.3% and the rest is influenced by other factors not examined in this study

The influence of the work environment and work ability on performance at CV. Azizah's bias respectively has a low and moderate effect, while simultaneously or simultaneously it has a moderate effect. Means that changes or improvements to the work environment and or work ability on the CV. Azizah's bias will affect the performance of the CV. Azizah's bias, even though the changes made by a small company, will have an impact and contribute to improvements in the company CV. Azizah's bias.

### **CONCLUSIONS, PROPOSALS, RECOMMENDATIONS:**

Based on the results of processing and calculations on work environment variables, work ability and performance on CV. Azizah's bias can be summed up as follows:

1. The work environment contained in the CV. Azizah's bias as a whole is included in the good category. Based on the calculation of the rating scale, the response index value of the work environment variable (X1) is obtained which is between 1,220 and 1,400 with a work environment index value of 1,320. This can be seen from the indicators measured in the work environment that have been going well, such as Always having good relations with work of the same level, having a working relationship with consumers, the availability of the necessary work facilities and the availability of transportation facilities for employees from and to the location or place of work.
2. The ability to work contained in the CV. Azizah's bias as a whole is included in the best category. Based on the calculation of the rating scale, the response index value of the workability variable (X2) is obtained which is between 2,240 and 2,800 with a workability index value of 2,363. This can be seen from the indicators measured on work ability that have

- gone very well such as understanding verbal language both nationally and regionally, must have body strength and muscle strength, have static strength (ability to use maximum force and must have body strength and muscle strength
3. Employee performance contained in the CV. Azizah's bias as a whole is included in the very good category. Based on calculations on the rating scale, it was found that the response index value of the Performance variable (Y) was between 1,120 and 1,400 with an employee performance index value of 1,325. This can be seen from the indicators that are measured on the performance of employees who have been going very well, such as work results are always considered very good, always able to complete the job. pay attention to and use working hours or work time effectively on time, and there are rewards and sanctions for employees who excel or who commit work violations
  4. The influence of the work environment on the work performance of employees at CV. Azizah bias has a positive and significant influence between the work environment on employee performance at CV. Azizah's bias. Based on the calculation of the correlation test carried out where the correlation coefficient value was obtained at 0.377 which indicates that there is less influence between the work environment on employee performance, the coefficient is between the coefficient intervals of 0.20 - 0.399. Calculation of the coefficient of determination test for the influence of the work environment on employee performance at CV. Azizah's bias is 11.6% and the rest is influenced by other factors not examined in this study.
  5. Effect of work ability on employee performance at CV. Azizah bias has a positive and significant influence between work ability on employee performance at CV. Azizah's bias. Based on the calculation of the correlation test carried out, the correlation coefficient value obtained was 0.594 which indicates that there is a moderate effect between work ability on employee performance, the coefficient is between the coefficient intervals of 0.40-0.599. Calculation of the coefficient of determination test for the influence of the work environment on employee performance at CV. Azizah's bias is 35.3% and the rest is influenced by other factors not examined in this study.
  6. Effect of work environment and ability on employee performance at CV. Azizah's bias simultaneously has a positive and significant influence between work environment (X1) and work ability (X2) on performance at CV. Azizah's bias. Based on the calculation of the correlation test performed, the correlation coefficient value obtained is 0.595 which indicates that there is a moderate influence between the work environment (X1) and work ability (X2) on employee performance (Y), the coefficient is between the coefficient intervals of 0.60-0.799 . Calculation of the coefficient of determination test for the effect of the work environment and ability on employee performance at CV. Azizah's bias is 35.4% and the rest is influenced by other factors not examined in this study.

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