

EFFECT OF WORK CLIMATE AND WORK FACILITIES ON EMPLOYEE PERFORMANCE AT CLASS I AGRICULTURAL QUARANTINE CENTER BANDAR LAMPUNG

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Abstract. *Employee performance (work performance) results from work in quality and quantity achieved by an employee in carrying out his duties according to the responsibilities assigned to him. Thus, performance is essential for the organization or organization and the employees themselves. Therefore, employee performance will run effectively if it is supported by motivation and work discipline. The research objective in this thesis is to examine the effect of work motivation and work discipline on employee performance at the Class I Agricultural Quarantine Center in Bandar Lampung. This study used a research sampling method with a total of 97 respondents. The analysis is used using quantitative analysis and data processing using the SPSS program.. The results showed that work motivation positively affects employee performance with an influence contribution of 39.3%. Furthermore, work discipline also positively affects employee performance with an impact contribution of 31.6%. The regression test shows that together there is a positive influence between Work Motivation and Work Discipline on employee performance. The magnitude of the influence of the two variables X1 and X2 on Y is 45.7%, other variables outside of this study influence the remaining 54.3%.*

Keywords : *Work Motivation And Dicipline and Performance.*

PENGARUH IKLIM KERJA DAN FASILITAS KERJA TERHADAP KINERJA PEGAWAI PADA BALAI KARANTINA PERTANIAN KELAS I BANDAR LAMPUNG

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Abstrak. Fasilitas kerja yang disediakan oleh kantor pemerintahan yang merupakan sarana dan prasarana untuk memudahkan pekerjaan. Fasilitas kerja yang memadai dengan kondisi yang layak pakai dan terpelihara dengan baik akan membantu kelancaran proses kerja Tujuan penelitian dalam tesis ini adalah untuk mengkaji pengaruh Iklim Kerja dan Fasilitas Kerja terhadap kinerja pegawai Pada Balai Karantina Pertanian Kelas I Bandar Lampung. Penelitian ini menggunakan metode penelitian sampling dengan jumlah responden sebanyak 97 pegawai. Analisis dipakai menggunakan analisis kuantitatif dan pengolahan data menggunakan program SPSS Hasil penelitian menunjukkan bahwa Iklim Kerja berpengaruh positif terhadap kinerja pegawai dengan kontribusi pengaruh sebesar 35,6%. Selanjutnya Fasilitas Kerja juga berpengaruh positif terhadap kinerja pegawai dengan kontribusi pengaruh sebesar 31%. Uji regresi menunjukkan secara bersama-sama terdapat pengaruh positif antara Iklim Kerja dan Fasilitas Kerja terhadap kinerja pegawai. Besarnya pengaruh kedua variabel X_1 dan X_2 terhadap Y sebesar 45,2%, sisanya 54,8% dipengaruhi oleh variabel-variabel lain di luar penelitian ini.

Kata Kunci, Iklim Kerja , Fasilitas Kerja dan Kinerja.

INTRODUCTION

Human resources are the essential factor in every organizational activity because however sophisticated the technology used without being supported by humans as the executor of its operational activities will not be able to produce output that is by the expected level of efficiency.

The role of human resources in organizations existed when the organization was recognized as a forum for joint efforts to achieve a goal. The success of an organization in achieving its vision, mission and goals cannot be separated from the role of implementers in the organization itself.

Organizational success in achieving its goals can be seen from performance measurement, both individual and organizational performance. To find out the success of an organization's work can be measured by individual arrangement in carrying out tasks, and that performance is the result of work achieved by someone in carrying out their duties (Mangkunegara 2015;88)

Various kinds of individuals exist in an organization, where there are differences in one's background such as education, experience, economy, status, needs, expectations, which require organizational leaders to be able to manage and utilize them so as not to hinder the organizational goals to be achieved (Mangkunegara 2015;79).

To achieve organizational goals, every employee must have high performance at work. Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him so that with the performance of employees will be able to complete the work optimally in accordance with the

goals that have been determined (Mangkunegara 2015;68)

Human behavior can be shaped by the environment of an organization designed by the leader by the will or goals of the organization. One of the goals of establishing human resources owned by the organization is to improve employee performance (Mohammad Faisal Amir, 2015: 57).

To shape human behavior in the organizational environment through the work climate. The work climate is a work guideline and behavior guide for every employee involved in an organization. If the organization wants to achieve its goals, then work guidelines and behavioral guidelines can be created by management to direct and empower its employees (Rivai, 2009:112). The work climate is contained in the work environment, which is felt directly or indirectly by the people in that environment.

Attention to the environment outside the organization and aspects of integration within the organization without ignoring the influence of norms and values that form the organizational culture itself. At the same time, these employees should be utilized in a conducive work climate and developed optimally and sustainably, which allows them to contribute their best potential to the organization (Priansa, D.J., 2018:267)

If it is directed at the primary goal, then the behavior is maintained persistently so that the goal is achieved; from the point of view of motivation, human behavior is purposeful and has a specific purpose. Therefore management must be able to direct its employees to the main goals of the organization so that the organization's vision and mission are achieved; one of the tangible forms of the organization's primary goal is to improve employee performance (Priansa, D.J., 2018:270)

Support Adequate work facilities are no less important in improving employee performance in carrying out work activities. Work facilities provided by government offices are facilities and infrastructure to facilitate work. Adequate work facilities with conditions suitable for use and well maintained will help smooth work processes in an organization (Hartanto, 2005: 501)

Providing complete facilities is also used as a driving force to work. Work facilities must be a concern of every organization because they can affect the overall performance of employees. An employee or worker cannot do the work assigned to him without being accompanied by work tools (Hartanto, 2005: 271)

These work tools are also divided into two types: management work tools and operational work tools. Management work tools are in the form of rules that stipulate authority and power in carrying out their obligations Moenir (2016:119) Therefore, with the tools of authority and power, management can carry out its function to lead, direct, regulate, and supervise work implementation by employees or workers.

Work facilities are supporting facilities in physical, organizational activities, including all work tools in the office such as writing machines, duplicating machines, calculating machines, computer machines that are used in the normal activities of the organization, and have a relatively permanent period of use and provide benefits for a long time, which will come. The performance of employees at the Class I Agricultural Quarantine Center in Bandar Lampung has not been optimally implemented. The achievement of performance is not yet optimal, one of which could be influenced by the work climate at the Class I Agricultural Quarantine Center in Bandar Lampung.

The working climate at the Class I Agricultural Quarantine Center Bandar Lampung is reflected by employee performance which can be seen from the average value of employee performance as shown in the following table.

THEORETICAL BASIS

Definition of Work Climate

According to Basir (2007), creating a work climate that is able to bring its members to create employee morale in order to achieve organizational goals is not an easy thing. This is because basically humans have different behavioral characteristics according to the level of their needs.

It is further explained that if there is a difference or gap between the perceptions of members and the leadership regarding the perceived and expected climate, it will allow the creation of decreased work morale, so that it can lead to abuse of rights and obligations which ultimately results in the organization's goals being unable to be fulfilled optimally.

Razali (2007) sees the work climate as a result of the behavior of organizational members. Work climate is a relative quality of the internal environment of the organization that is maintained and distinguishes the organization from other organizations, including:

- 1) The results of the behavior and policies of members of the organization with other organizations.
- 2) Something that is felt and accepted by other members of the organization.
- 3) Used as a basis in interpreting something.
- 4) Act as a source of pressure for actual activities

According to Hartanto (2005: 501) the characteristics of the supporting facilities in the process of organizational activities are:

- 1) Have a physical form

Used or used actively in the organization's normal activities, has a useful life or relatively permanent life of one accounting period or more than one year.

2) Provide benefits in the future.

From the above opinion, it can be seen that the supporting facilities in organizational activities are in physical form and are used in the organization's normal activities, have a relatively permanent period of use, and provide benefits for the future.

Work Facility Indicator

Work facilities are one of the tools used by employees to facilitate the completion of daily work. Work facilities in each organization will be different in form and type, depending on the type of business and the organization's size.

According to Sofyan (2004: 22) indicators of work facilities in the organization consist of:

- a. Machinery and equipment, namely the entire equipment used to support the existing production process are organized.
- b. Infrastructure, namely supporting facilities used to facilitate organizational activities, including places of worship, toilets, roads, fences, etc.
- c. Office equipment, namely facilities that support existing activities in the office, such as office furniture (tables, chairs, cabinets, etc.) Laboratory equipment and electronic equipment (computers, photocopiers, printers, and other calculating devices).
- d. Health room, which is a room needed for employees to rest when they are sick and in the event of a work accident.
- e. Buildings, namely facilities that support the central activities of the main organizational activities such as offices, factories, and warehousing.

- f. Means of transportation, namely all types of equipment used to implement organizational activities such as vehicles (trucks, tractors, cars, motorcycles, and others).

Understanding Performance

Performance is displayed by a person or a process related to the assigned work task. Performance is not the last end of a series of work processes but the overall appearance starting from input, process, output, and even outcome activities. The measure of performance is quality. Elements of quality values can include aspects of effectiveness, efficiency, accuracy (accuracy), durability (durable), compatibility (relevance), impressive (impressive), compliance with standards (Mohammad Faisal Amir, 2015: 3).

In an organization, performance is significant for the implementation of organizational goals. The term performance comes from the word Job Performance or Actual Performance (job performance or actual achievement achieved by someone). Performance is the result of work performed by employees in carrying out tasks and jobs that come from the organization.

Factors Affecting Employee Performance

According to Rivai and Mulyadi (2009:68), this performance is largely due to three factors, namely:

1. Individual variables: abilities and skills, mental and physical, background: family, social level, salary, demographics, age, origin, gender.
2. Organizational variables, consisting of: resources, leaders, rewards, structure, job design.
3. Psychological variables: perception, attitude, personality, student, motivation.

RESEARCH METHODS

The object of research is research (Indonesian Language Dictionary). According to Suprianto (2000: 21), the object of research is a set of elements that can be studied in the form of people, organizations, or goods. In addition, the object of research can be interpreted as the subject matter to be studied to obtain data in a more focused manner. The research objects in this paper include (1) work climate (2) work facilities (3) employee performance at the Class I Agricultural Quarantine Center Bandar Lampung.

Primary data is data collected and processed by researchers directly from respondents. In this study, primary data was obtained by giving questionnaires to respondents, namely employees at the Class I Agricultural Quarantine Center in Bandar Lampung.

Secondary Data, namely data obtained from other parties who have processed or published primary data such as those obtained from Service Annual Reports, Scientific Magazines, Bulletins and so on.

Data collection techniques are the methods used by researchers to obtain data. With the right data collection techniques, objective, valid and reliable data can be obtained.

The data collection techniques obtained are as follows:

1. Literature study (Library Research) can be collected through literature and scientific writings that have to do with the studied problems.
2. Field research (Field Research), carried out directly to the object of research, the types of data that will be revealed with each tool include:
 - a. Observation, namely making direct observations on the object of research
 - b. Questionnaire, which is a primary data collection technique by submitting several

written statements with alternative answers submitted to respondents

The quantitative analysis used in this study aims to determine the effect of work climate and work facilities on employee performance at the Class I Agricultural Quarantine Center Bandar Lampung. Regression analysis is used to predict how far the value of the dependent variable changes if the value of the independent variable is manipulated/changed or increased or decreased.

RESEARCH RESULTS AND DISCUSSION

Simultaneous calculation between the variables of Work Climate (X1) and Work Facilities (X2) together (simultaneously) on the Employee Performance variable (Y) at the Class I Agricultural Quarantine Center Bandar Lampung through the results of calculations through the SPSS Program as follows:

Model Summary									
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df 1	df 2	Sig. F Change
1	.673 ^a	.452	.441	5.32172	.452	38.843	2	94	.000

a. Predictors: (Constant), x2, x1

Coefficient of Determination (KD) = $R^2 = 0.452 = 45.2\%$. So it can be concluded that the variables of Work Climate and Work Facilities are able to explain changes in performance variables of 45.2% and the remaining 54.8% are explained by other variables that the authors did not examine in this study.

Calculation of Multiple Regression Between Work Climate and Work Facilities on Performance

Coefficients ^a						
Model	Unstandardized Coefficients		Standard ized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	11,065	2,969		3,727	,000
	X1	,379	,077	,429	4,948	,000
	X2	,324	,080	,353	4,072	,000

a. Dependent Variable: y

The multiple linear regression equation: $Y = 11.065 + 0.379X1 + 0.324X2$.

1. Every time there is an increase in the value of the Work Climate variable by one point, then the performance will increase by 0.379 points assuming other variables do not change
2. Every time there is an increase in the value of the Work Facilities variable by one point, then performance will increase by 0.324 points assuming other variables do not change

ANOVA ^a						
Model	Sum of Squares	df	Mean Square	F	Sig.	
1	Regression	2200,106	2	1100,053	38,843	,000 ^b
	Residual	2662,142	94	28,321		
	Total	4862,247	96			

a. Dependent Variable: y

b. Predictors: (Constant), x2, x1

From the ANOVA test or F test, the F count is 38,843 with a significant level of 0.000 because the probability is much smaller than 0.05. The F table value is 3.09, this means that F count > F table then the Work Climate (X1) and Work Facilities (X2) together (simultaneously) affect the Performance of Employees (Y) at the Class I Agricultural Quarantine

Center Bandar Lampung, thus the hypothesis which states: There is an influence between Work Climate (X1) and Work Facilities (X2) together on Performance (Y) at the Bandar Lampung Class I Agricultural Quarantine Center is proven or accepted.

The study results indicate that work facilities are one of the factors in improving performance. The coefficient of determination between work facilities (X2) and performance (Y) is 31%. Partial hypothesis testing through t test (test) obtained count value between Work Facilities and Performance of = 6.532 and $t_{count} 6.532 > t_{table} 1.66071$. The regression equation between Work Facilities and Performance at the Class I Agricultural Quarantine Center Bandar Lampung is $Y = 17.255 + 0.511X2$, which shows that every one point increase in the Work Facilities variable will be followed by an increase in the Performance variable at the Class I Agricultural Quarantine Center Bandar Lampung by 0.511. Based on the partial t test test in Table 14 Work Facilities $t_{count} > t_{table}$ then H_0 is rejected and H_1 is accepted (research hypothesis) meaning that Work Facilities have a real and significant effect on performance with a significance level of 0.000 with a beta coefficient of 0.353 where the Work Facilities variable has a less effect on performance.

The results showed that the work climate (X1) and work facilities (X2) of the Class I Agricultural Quarantine Center employees in Bandar Lampung affected the employee's performance by 45.2%. Simultaneous hypothesis testing through f test (test) obtained fcount value between Work Climate and Work Facilities together on the performance of = 38,843 and $f_{count} 38,843 > f_{table} 3,09$. This shows that the work climate and work facilities are important factors in improving performance; the higher the two

factors, the more performance will be. All indicators, both work climate and work facilities have meaning and influence in improving the performance of the Class I Agricultural Quarantine Center employees in Bandar Lampung. From the above analysis can be described as follows

ased on Figure 5. it can be explained that the influence of the work climate variable on performance is 35.6%. The magnitude of the influence of Work Facilities on performance is 31%. For the joint influence between the variables of Work Climate (X1) and Work Facilities (X2) on performance (Y), the magnitude of the influence is 45.2%, the remaining 54.8% is influenced by other factors not examined in this study. Thus it can be concluded that each variable X1 and X2 affects the Y variable.

From the results of research that has been carried out on the two independent variables (independent) X, it is found that the work climate is more dominant than the work facilities variable. It can be seen that a comfortable and conducive work climate is one of the factors to improve performance. This is by the research of Jacklyn Edmonda G in 2013 entitled The Effect of Work Climate and Work Facilities on Employee Performance (Case Study At PT. Lundin Industry Invest Banyuwangi) where the work climate has a greater influence on employee performance by 54.7% while work facilities only 29.1% affect performance, so it can be concluded that research conducted by researchers that the work climate tends to be dominant in determining employee performance so that the research conducted is by previous research.

CONCLUSION AND IMPLICATION

Conclusion

The conclusions from this research are:

1. From the results of quantitative analysis results in this study succeeded in supporting the first research hypothesis, namely that work climate has a significant effect on employee performance with a contribution of 35.6%.
2. The second test shows that work facilities have a significant effect on employee performance at the Class I Agricultural Quarantine Center Bandar Lampung with a contribution of 31%.
3. Testing on the third hypothesis can be concluded that the work climate and work facilities simultaneously significantly affect employee performance at the Class I Agricultural Quarantine Center Bandar Lampung with a simultaneous influence contribution of 45.2%, other factors outside the study influence the remaining 54.8%. this or in other words the third hypothesis can be accepted.

Implication

From the conclusions above, the following implications are stated:

1. Work climate variable based on the lowest respondent's answer is that I feel I have a strong feeling to work together. Cooperation in terms of work is essential to coordinate mutual consultations if there are problems in the office and if done together, of course, it will facilitate and speed up the completion of work. The leadership role is very influential on the work climate in an office. Every specific time, it is hoped that there will be regular meetings between employees to discuss issues and solutions provided, so that intimacy and solidity emerge between employees.
2. In the Work Facilities variable, based on the respondents' answers, the vehicles provided by the office are the lowest (motorcycles, minibusses and

pick-ups) and parking is in good condition so that they can complete work quickly.

1. The office should prepare work facilities such as minibusses and good parking conditions to support office work, and if you have to work outside the office, the vehicle can be used as a means to travel outside the office. Setting up a good and spacious parking lot is also very necessary for the smooth parking of employees and vehicle traffic in the office environment.
2. The employee performance variable that needs to be based on the lowest respondent's answer is I can avoid losses caused by my negligence. Office leaders should provide written notices to all employees regarding standard operating procedures in the office so that work must be completed by existing rules so that we do not neglect or violate the law so that it will harm ourselves and the office where we work.
3. Conduct periodic evaluations so that unfinished work can be completed entirely according to the work plan that has been made.
4. This research is not perfect, and of course, there needs to be other research that must be carried out with different variables and indicators. The hope is to see the extent to which the influence of other factors can affect performance either with quantitative, qualitative methods, or there are different approaches that can produce research or better and comprehensive scientific work

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