

Working Environment and Position to Employee Performance Improvement

¹Surakhmat, ²Ansar, ³Kurniawaty

¹Student of Doctoral Program at Sekolah Tinggi Ilmu Ekonomi AMKOP, Makassar, Indonesia

^{2,3}Sekolah Tinggi Ilmu Ekonomi AMKOP, Makassar, Indonesia

Abstract

Work performance is the work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity, and time. A comfortable work environment, friendly and mutually supportive co-workers, and caring leaders will provide positive motivation at work. Employees will work for hand in hand with joy. Healthy competition in organizations or agencies. This study uses library research to examine the improvement of employee performance. The study results show that performance is what employees do, so it affects how much they contribute to the agency or organization, including the quality of services provided. Organizations in improving employee performance need the development of appropriate human resources with a supportive work environment. Factors used to enhance employee performance include individual abilities (knowledge, skills), the effort devoted, and organizational support. Employee performance is the result of the thought and energy of an employee on the work done, it can be tangible, seen, and counted in number, but in many cases, the results of thought and energy cannot be trusted and seen, such as ideas and innovations from employees to improve organizational progress.

Keywords: environment, position, employee, performance, Indonesia

1. Introduction

With the enactment of the Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus, the government regulates that the management of civil servants is carried out based on the Merit System, namely the policies and direction of civil servants based on qualifications, competencies, and performance fairly and reasonably without distinguishing political backgrounds, race, color, religion, origin, gender, marital status, generality, or disability.

One of the problems in staffing that needs to get more special attention is employee performance. Work performance is the work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity, and time (Zacharias et al., 2021). Thus every employee who wants to achieve achievement in their work must show the quality and quantity of work. Every employee who achieves work performance should receive compensation that is proportional to the work they get.

For an organization or agency employees, the absolute achievement is that they can provide full service to the community and find new ideas to improve their services. A more comfortable and clean work environment will improve employee performance. The work environment, such as the relationship between employees and superiors with employees goes very well, so coordination is excellent.

The work environment influences work performance. One factor that influences work performance is a comfortable work environment; friendly and mutually supportive co-workers and caring leaders will provide positive motivation at work (Gelderman et al., 2016; Yusriadi & Farida, 2019). Employees will work hand in hand with joy—healthy competition in organizations or agencies.

Regarding human resources management, civil servants need to be developed where employee development is an absolute requirement for achieving a highly competitive organization. Civil servant development can be done in various ways, one of which is through employee career development. One of the career development is in the form of placement and assignment. Promotion refers to an increase in the position of a civil servant from the previous position to a higher position (Klassen & Vereecke, 2012; Li et al., 2006; Lumpkin et al., 2010). Work performance is considered to affect promotions, where high work performance will increase the chances of a civil servant getting a promotion. A civil servant can be promoted as long as the employee performs well.

In addition to work environment factors that affect work performance, job performance factors also affect work performance. Promotions are not easy to get, as for the general terms or conditions for the promotion, namely making work performance and employee discipline a benchmark (Tamsah et al., 2020). The work performance of civil servants can be measured through the achievement of the employee's work targets or the level of work achievement (output) that is planned and agreed upon between the appraisal officer and the civil servant, which is assessed as a work performance contract. The objectivity of assessing the work performance of civil servants requires an assessment parameter as a measure and standard for assessing work results from the Employee Work Target's achievement level.

Professionalism is an expertise possessed by a person related to knowledge and skills (Gregory et al., 2019; Serrat, 2017). An individual who holds a specific position or position must have high professionalism to carry out his work effectively. An individual who knows his expertise and skills well will find it easier to carry out his duties and work better than others who are less able to recognize his expertise. Professionalism is the ability or expertise to carry out or do a job or task based on skills and knowledge. It is supported by the work attitude demanded by the job (Yusriadi & Cahaya, 2022).

2. Method

Research design

Researchers must identify sources and locations where these data sources may be found and explored as part of the data collection process. Compared to a field study, library research covers a far larger area of data collection and does not even recognize the presence of physical constraints. The research location acts as a baseline for the issue under investigation. Before considering the study's location, it is necessary first to emphasize the unique characteristics of library research. This allows one to distinguish the scope of library research from that of other sorts of research, such as field research.

Data collection technique

In this case, the author will identify discourse from books, papers or articles, magazines, journals, the web (internet), or other information related to the title of writing in order to look for things or variables in the form of notes, transcripts, books, newspapers, and magazines.

Data analysis technique

The data reduction process in this initial step comprises choosing, concentrating, simplifying, and abstracting raw data before translating it into written records. 1) The goal is to carry out the outcomes, which will act as the study's focus point. 2) Data display; in this stage of the research process, the data that has been reduced is shown to provide an understanding of the data and to determine the next steps that a researcher will need to take to complete the research process. 3) Finally, after the data has been minimized, conclusions are drawn from the study data. Based on these conclusions, findings from the research are presented. Displaying the data and then returning to it will generate conclusions, and so on, to acquire the most significant number of findings. These results, however, may be reexamined and reduced in another method.

3. Result and Discussion

Employee performance

The work environment influences professionalism. One of the work environment indicators is the relationship with co-workers; namely, the relationship with co-workers is harmonious and without mutual intrigue among co-workers (Kehinde et al., 2021). One of the factors that can influence employees to stay in one organization is the harmonious relationship between co-workers. The relationship with professionalism is one of the indicators of professionalism is the relationship with fellow professionals, namely the use of professional ties as a reference, including formal organizations and informal groups of colleagues as the primary source of ideas for this work (Yusriadi, 2019).

In addition to work environment factors that affect professionalism, position factors also affect professionalism. The implementation of the policy on the placement or appointment of Civil Servants in structural positions is contained in Law Number 43 of 1999 concerning the main points of employment. The Law states that in the case of the appointment or placement of Civil Servants in a position, it is carried out based on the principle of professionalism following the competence, work performance, and rank levels determined for the position as well as other objective requirements without distinction of gender, ethnicity, , religion, race, or class.

Performance is what employees do, so it affects how much they contribute to the agency or organization, including the quality of services provided. Factors used to improve employee performance include individual abilities (knowledge, skills, and abilities), the effort devoted, and organizational support. Employee performance is the result of the thought and energy of an employee on the work done, which can be tangible, seen, and counted in number, but in many cases, the results of thought and energy cannot be counted and seen, such as ideas and innovations from employees in order to improve organizational progress. Organizations in improving employee performance need the development of appropriate human resources with a supportive work environment.

The work environment aims to create a peaceful, comfortable and peaceful atmosphere in carrying out work to improve employee performance. Employee performance is how an employee carries out his work or performance. Individual performance can be assessed by what the individual does in his work. In other words, individual performance is how someone performs his work. So that employee performance can run well, it is necessary to have a work environment that can carry out its activities in an optimal, healthy, safe, and comfortable manner.

The work environment influences employee performance. The work environment is everything around the worker and can affect him in carrying out the assigned tasks (Yusriadi & Farida, 2019). The work environment consists of the physical and non-physical environment attached to employees so that they cannot be separated to get good employee performance. In addition, the physical work environment is all physical conditions around the workplace that can affect employee performance directly or indirectly (Capriotti & Kuklinski, 2012). One of the factors that can influence employees to stay in one organization is the existence of a work environment in the form of a harmonious relationship between co-workers (Zevenbergen, 2002). Harmonious and familial relationships are one of the factors that can affect employee performance.

The position is the responsibility of every employee to carry out his job duties. Promotion of positions in a work organization is carried out to promote its employees to improve the performance results. Promotions focus on education, skills, and work experience for achievement. If the elaboration is positive, then it is likely to have an impact on improving performance. However, on the contrary, if the elaboration results are negative, it will have an impact on setbacks which ultimately require career development. With the promotion of positions, it is hoped that it can run following the paradigm of rank in service and avoid the existence of kinship status that leads to work gaps and positions occupied not by employees who are promoted but by people who have individual interests.

Factors employee performance

The work environment is everything around the worker and can affect him in carrying out the assigned tasks (Yusriadi, 2018a). The work environment consists of the physical and non-physical environment attached to employees so that they cannot be separated to get good employee performance. In addition, the physical work environment is all physical conditions around the workplace that can affect employee performance directly or indirectly (Yusriadi, 2018b, 2018a). One of the factors that can influence employees to stay in one organization is the existence of a work environment in the form of a harmonious relationship between co-workers (Deininger & Feder, 2009). Harmonious and familial relationships are one of the factors that can affect employee performance.

The position is the responsibility of every employee to carry out his job duties. Promotion of positions in a work organization is carried out to promote its employees to improve the performance results. Promotions focus on education, skills, and work experience for achievement. If the elaboration is positive, then it is likely to have an impact on improving performance. However, on the contrary, if the elaboration results are negative, it will impact setbacks that ultimately require career development. With the promotion of positions, it is hoped that it can run following the paradigm of rank in service and avoid the existence of kinship status that leads to work gaps and positions occupied not by promoted employees but by people with individual interests.

Professionalism is the ability or expertise to carry out or perform a job or task based on skills and knowledge and supported by the work attitude required by the job (Alban Singirankabo & Willem Ertsen, 2020). The expertise possessed by a person is related to the knowledge and skills possessed (Ayano, 2018). An individual who holds a certain position or position must have high professionalism to carry out his work effectively.

Professionalism is a reflection of the skills and expertise of employees supported by the level of knowledge, educational background, and workload that is the responsibility of employees both from the aspect of ability and aspects of behavior that includes loyalty, innovation, productivity, performance, and creativity so that government officials in carrying out their duties must professionally in order to provide the best service to the community.

A safe, comfortable and peaceful work environment can make someone will continue to work in that place; not only that, but good co-workers and the facilities and infrastructure that exist in the agency will also affect employees in carrying out their duties. A conducive work environment will encourage employees to enjoy working and increase responsibility for doing a better job.

A conducive environment is a particular concern of the Office of the Regional Development Planning Agency of West Sulawesi Province because this dramatically affects whether the employee is satisfied at work; regarding the work environment, in this case, the Office of the Regional Development Planning Agency of West Sulawesi Province which has done many things for the sake of satisfaction. Employees, but of course, there are still many shortcomings and weaknesses because this work environment is relative to the employees, which depends on the employee's point of view and habits of judging it, both for the agency but not necessarily for the employee and vice versa.

The phenomenon that is developing at this time, especially in government agencies in Indonesia, is that sometimes the implementation of promotions is not based on the principles of professionalism and objective requirements that are set, where sometimes the positions given are not following the expertise and educational background of the civil servants concerned. Recognition, in this case, is relative and not absolute, meaning that someone can be promoted because they are considered to have higher average achievement than other employees, even though the leadership has not been satisfactory. In addition, the emergence of irregularities in the promotion of employee positions indicates collusion, nepotism, and closeness to the leadership.

This is a phenomenon that occurs in government agencies, especially at the Office of the Regional Development Planning Agency of West Sulawesi Province, where the implementation of promotions for civil servants is not optimal, which the following phenomena can show: 1) there is an implementation of promotions carried out at the Office of the Planning Agency. Regional Development of West Sulawesi Province is based on the closeness factor between the leadership and the employee concerned, not based on an analysis of the required position and tends to be impressed by political factors; 2) there is a change in position that is carried out less based on norms or standards and criteria as well as based on the education level of the employee concerned; 3) the existence of promotions that are less oriented to real needs following the natural formations needed in the field.

Employee Work Targets are work plans and targets to be achieved by a civil servant. Based on Government Regulation 46 of 2011 concerning the Assessment of Civil Servants' Work Performance, Work Performance is the work achieved by each employee in the organizational unit following the employee's work goals and behavior. At the same time, work behavior is any behavior, attitude, or action taken by a civil servant or not doing something that should be done following the provisions of the legislation.

Creating an organizational climate that can bring its members to improve performance to achieve organizational goals takes work. As an example of a phenomenon that often occurs in agencies or organizations, in this case, what happens at the Office of the Regional Development Planning Agency of West Sulawesi Province is the lack of preparation of employees in carrying out their work, especially in preparing their work according to their respective fields. This is because humans have different behavioral characteristics according to the level of their needs.

In reality, employees' service and professionalism are different from what is expected. In this case, professional employees are needed to improve their quality, knowledge, and skills because they are driven by the many responsibilities of government duties and their service to the community following the employees' abilities. Professional government employees or apparatus have a significant and positive effect on the progress and improvement of the service quality of government organizations. This is because government employees are the determinants, planners, implementers, and supervisors of government administration.

Increasing the professionalism of Civil Servants is one of the national agendas in utilizing the government apparatus. Professional Civil Servants are expected to be able to support the smooth implementation of government administration and development tasks. In line with the demands for the professionalism of the apparatus, the Office of the Regional Development Planning Agency (Bappeda) of West Sulawesi Province, as a supporting element of the Regional Government, is required to prepare professional apparatus. The implementation consists of various technical, functional, and leadership educational and training activities.

4. Conclusion

Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties following the responsibilities given to him. The performance of employees dramatically affects the success of an organization/institution. If the employee's performance is good, the performance of the organization/institution will increase. Conversely, if the employee's performance is poor, it can cause a decrease in the performance of the organization/institution. Another phenomenon found in the Office of the Regional Development Planning Agency of West Sulawesi Province is the emergence of seniority among employees so that new employees get more jobs. This condition makes new employees not appreciate the values of an organization. The natural result of this condition is the occurrence of obstacles and less than-optimal implementation of tasks.

References

- Alban Singirankabo, U., & Willem Ertsen, M. (2020). Relations between land tenure security and agricultural productivity: Exploring the effect of land registration. *Land*, 9(5), 138.
- Ayano, M. F. (2018). Rural land registration in Ethiopia: Myths and realities. *Law & Society Review*, 52(4), 1060–1097.
- Capriotti, P., & Kuklinski, H. P. (2012). Assessing dialogic communication through the Internet in Spanish museums. *Public Relations Review*, 38(4), 619–626.
- Deininger, K., & Feder, G. (2009). Land registration, governance, and development: Evidence and implications for policy. *The World Bank Research Observer*, 24(2), 233–266.
- Gelderman, C. J., Semeijn, J., & Mertschuweit, P. P. (2016). The impact of social capital and technological uncertainty on strategic performance: The supplier perspective. *Journal of Purchasing and Supply Management*, 22(3), 225–234.
- Gregory, G. D., Ngo, L. V., & Karavdic, M. (2019). Developing e-commerce marketing capabilities and efficiencies for enhanced performance in business-to-business export ventures. *Industrial Marketing Management*, 78, 146–157.
- Kehinde, A. D., Adeyemo, R., & Ogundeji, A. A. (2021). Does social capital improve farm productivity and food security? Evidence from cocoa-based farming households in Southwestern Nigeria. *Heliyon*, 7(3), e06592.
- Klassen, R. D., & Vereecke, A. (2012). Social issues in supply chains: Capabilities link responsibility, risk (opportunity), and performance. *International Journal of Production Economics*, 140(1), 103–115. <https://doi.org/https://doi.org/10.1016/j.ijpe.2012.01.021>
- Li, S., Ragu-Nathan, B., Ragu-Nathan, T. S., & Rao, S. S. (2006). The impact of supply chain management practices on competitive advantage and organizational performance. *Omega*, 34(2), 107–124.
- Lumpkin, G. T., Brigham, K. H., & Moss, T. W. (2010). Long-term orientation: Implications for the entrepreneurial orientation and performance of family businesses. *Entrepreneurship & Regional Development*, 22(3–4), 241–264. <https://doi.org/10.1080/08985621003726218>
- Serrat, O. (2017). *The Sustainable Livelihoods Approach BT - Knowledge Solutions: Tools, Methods, and Approaches to Drive Organizational Performance* (O. Serrat, Ed.; pp. 21–26). Springer Singapore. https://doi.org/10.1007/978-981-10-0983-9_5
- Tamsah, H., Yusriadi, Y., & Farida, U. (2020). Training, knowledge sharing, and quality of work-life on civil servants performance in Indonesia. *Journal of Ethnic and Cultural Studies*, 7(3), 163–176.
- Yusriadi, Y. (2018a). Reformasi Birokrasi Indonesia: Peluang dan Hambatan. *Jurnal Administrasi Publik: Public Administration Journal*, 8(2), 178–185.
- Yusriadi, Y. (2018b). Reformasi Birokrasi Indonesia: Peluang dan Hambatan. *Jurnal Administrasi Publik: Public Administration Journal*, 8(2), 178–185.
- Yusriadi, Y. (2019). Public Health Services: BPJS Case Study in Indonesia. *Jurnal Administrasi Publik: Public Administration Journal*, 9(2), 85–91.

- Yusriadi, Y., & Cahaya, A. (2022). Food security systems in rural communities: A qualitative study. *Frontiers in Sustainable Food Systems*, 6.
<https://www.frontiersin.org/articles/10.3389/fsufs.2022.987853>
- Yusriadi, Y., & Farida, U. (2019). Bureaucracy Performance in Public Services in Indonesia. *Jurnal Administrare: Jurnal Pemikiran Ilmiah Dan Pendidikan Administrasi Perkantoran*, 6(1), 17–24.
- Zacharias, T., Rahawarin, M. A., & Yusriadi, Y. (2021). Cultural reconstruction and organization environment for employee performance. *Journal of Ethnic and Cultural Studies*, 8(2), 296–315.
<https://doi.org/https://doi.org/10.29333/ejecs/801>
- Zevenbergen, J. (2002). Systems of land registration aspects and effects. *Publications on Geodesy*, 51.