# EFFECT OF PHYSICAL WORK ENVIRONMENT, COMPETENCE AND WORK DISCIPLINE ON EMPLOYEE WOR K PRODUCTIVITY PT. INDONESIA SERVANT SERVICE, WEST JAKARTA CITY

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## Absract

**Background**: Employee work productivity is a very important factor for companies as a measuring tool for the company's success in maintaining and developing its business. Low employee work productivity is an obstacle for companies to achieve their goals. In an effort to increase employee work productivity, it is important for companies to know what causes or reduces employee work productivity.

**Purpose**: This research aims to determine the influence of the physical work environment, competence and work discipline on the work productivity of PT employees. Indonesia Servant Service both partially and simultaneously.

**Metodology**: The research uses descriptive and verification methods. The sample taken in this study was 50 people using non-probability sampling with a saturated sampling technique. Data collection techniques through questionnaires, observation, interviews and literature study. This research uses multiple linear regression data analysis.

**Result**: The results of multiple correlation analysis state that there is a very strong relationship between the physical work environment, competence and work discipline on employee work productivity, the results of the coefficient of determination can be explained as 53.0%. The physical work environment, competence and work discipline have a positive and significant effect on employee work productivity, both partially and simultaneously.

Keywords: Physical work environment. Competence, work discipline, employee work productivity

#### I. INTRODUCTION

In this era of globalization, every organization is required to be able to manage every change that occurs appropriately in order to respond to the dynamics of changes in the strategic environment. Such an organization is an organization that grows dynamically and is continuously in the process of change, either to meet development needs or to face the demands of environmental change. Human resources are an important asset and act as the main driving factor in the implementation of all company activities. This needs to be done so that the output produced is maximum to support the company in achieving its goals. HRM is the attraction, selection, development, maintenance and use of human resources to achieve both individual and organizational goals.

The company is an organization that brings together people who are usually called employees or employees to carry out the work of the company, PT. Indonesia Servant Service is a company that operates in facility services in the form of (cleaning, property, catering, support, security, facility management and integrated facility services). The company hopes to have skilled employees to increase its employees' work productivity. According to Sutrisno (2019: 100) work productivity is a measure of a person's work results or performance using input processes as input and output as output which is an indicator of employee performance in determining how to achieve high productivity in an organization or company.

To increase employee work productivity, a company must create conditions that allow employees to develop and improve their abilities and skills, namely by paying attention to the company's work environment. According to Sedarmayanti (2017:21) the physical work environment is all physical conditions found around the workplace which can affect employees either directly or indirectly.

Another factor that influences employee work productivity is competence according to Sedarmayanti (2017:206). Competence is a fundamental characteristic possessed by a person that directly influences or can predict excellent work productivity. And companies should pay attention to the competence of their employees because employee work competence greatly influences employee work productivity in carrying out work carried out by employees in accordance with the person's education, experience and skills.

Work discipline factors can influence employee work productivity. According to Dewi and Harjoyo, (2019:94) Work discipline is a tool or means for an organization or company to maintain its existence. Work discipline greatly influences employee work productivity. Work discipline is very important in a company, because with a disciplined attitude, employees can be motivated to discipline themselves in carrying out the tasks they are carrying out.

Based on the results of observations and interviews, the data obtained in table 1.1 of employee work productivity achievements experienced fluctuations and the income figures obtained did not reach the targets set by the company. In this case the company has not achieved income in accordance with employee work productivity. The employee work productivity factor is still unable to reach the targets set by the company. This indicates that there are still various employee problems which lie in the physical work environment, competence and work discipline.

Based on Table 1.2, it is known that the company's physical work environment still has facilities and infrastructure that need improvement and does not meet the operational needs of employees, so the company must receive special attention. And based on Table 1.3, it is known that in the company's competencies there are still several employees whose education level does not comply with company regulations. And based on Table 1.5, the company's employee absenteeism rate is categorized as high because it is more than 3%, namely 3.54%. This shows that there is an indication of a lack of attention to employee work discipline.

The purpose of this research is to determine and analyze the response to the influence of the physical work environment, competence and work discipline on work productivity, both simultaneously and partially, by PT employees. Indonesian Servant Service.

# **II. METODOLOGI**

#### Literature Review and Hypothesis Development

The main key in maintaining the company's work productivity position is human resources and the ability to survive in the long-term business. Human resource management is defined as planning, organizing, directing and supervising the procurement, development, compensation, integration, maintenance and termination of employment relations with the aim of achieving the company's organizational goals in an integrated manner (Sutrisno, 2017: 6). The functions of human resource management consist of job analysis, HR planning, recruitment, selection, training and development, performance evaluation, compensation, career path, health and safety, industrial relations and termination of employment. Every company certainly wants to have quality employees who can carry out company activities well, so that employee work productivity is high and can achieve company goals (Kasmir, 2019:30).

Productivity is a very important factor in maintaining and developing the success of an organization or company. Sutrisno (2019:100) stated that work productivity is a mental attitude that always looks for improvements to what already exists. A belief that someone can do a job better today than yesterday and tomorrow is better today. There are factors that influence work productivity, namely level of education, skills, discipline, work attitudes and etiquette, motivation, nutrition and health, income level, social security, work environment, work climate, technology, production facilities, work environment, management and achievement. The work productivity indicators include ability, increasing the results achieved, work enthusiasm, self-development, quality and efficiency (Sutrisno, 2019: 104).

The physical work environment is all the facilities or infrastructure located around the workplace that affect employees in physical form, either directly or indirectly, having an influence on their work productivity. The physical work environment is everything that is tangible or has a physical form that is around the workplace Sedarmayanti (2017:60). There are several factors that influence the physical work environment. Physical environmental factors that are believed to be able to measure their influence on increasing work productivity include lighting, cleanliness, noise and security in the company. The physical work environment indicators are work space, work equipment, air circulation, workplace noise, workplace safety (Sedarmayanti, 2017: 15).

Competency is the most useful thing to help organizations create a culture of high work productivity. Competency is very necessary for every human resource, employee selection, performance management, planning and so on. Sedarmayanti (2017:206) competence is a fundamental characteristic possessed by a person that directly influences or can predict excellent work productivity. There are factors that influence competence, namely beliefs and values, skills, experience, personality characteristics, motivation, emotional issues, intellectual abilities, and organizational culture. The competency indicators are knowledge, skills and behavior (Sedarmayanti, 2017: 211).

Work discipline is an important thing for a company to carry out by a company. Work discipline is also an attitude of respect, appreciation, obedience and obedience to applicable regulations both written and unwritten and being able to carry them out and not avoiding receiving sanctions if they violate their duties and authority. given. Work discipline is a tool or means for an organization to maintain its existence Dewi and Harjoyo, (2019:94). There are factors that influence work discipline, namely internal and external factors, personality and environmental factors, the influence of compensation, the example of company leaders, the existence of rules, firmness of leadership in making decisions, supervision from leadership, attention to employees, and factors that support the upholding of discipline. is a factor that influences the implementation of work discipline in the company. The indicators of work discipline are time discipline, regulatory discipline, responsibility discipline (Dewi and Harjoyo, 2019:97).

#### **Hypothesis Development**

Work productivity is closely related to the physical work environment, competence and work discipline. Every company is formed to achieve certain goals. If achieved, it can be called a success. To achieve success, a strong foundation is needed in the form of a physical work environment, work competence and work discipline which are able to strengthen and maximize employee work productivity at PT. Indonesian Servant Service. In several studies, it is stated that the physical work environment, competence and work discipline will have an impact on employee work productivity. There is several research that observes the influence of the physical work environment, competence and work discipline on

employee work productivity, namely by Indrie D Palandeng (2021) proving that simultaneously and partially the physical work environment, competence and work discipline have a positive and significant effect on employee work productivity. This shows that simultaneously and partially the physical work environment, competence and work discipline have a positive and significant influence on employee work productivity. Therefore, employee work productivity is influenced by the employee's physical work environment, competence and work discipline.

#### **Research Method**

The research objects chosen in this study are the work environment, competence, work discipline and work productivity of employees at PT. Indonesia Servant Service which is located at Jl. Kyai H. Syahdan No.9, Kemanggisan, sub-district. Palmerah, West Jakarta City. The reason this research object was chosen is because in Indonesia there is a great need for companies that provide services to serve consumers in accordance with the demands needed to manage employee work productivity at the company. The number of population members in this study was 50 employees. According to Arikunto (2016: 104), if the population is less than 100 people, then the total sample size is taken, but if the population is greater than 100 people, then 10-15% or 20-25% of the population can be taken. So the researchers took 100% of the population at PT. Indonesia Servant Service, namely 50 respondents. The sampling technique uses nonprobability sampling with saturated sampling, namely a sample collection technique when members of the population are used as sample members.

This research uses descriptive and verification methods and uses non-probability sampling methods, while the sampling technique used is saturated sampling, namely a sample collection technique when members of the population are used as sample members. And using primary data obtained through distributing questionnaires. The measurement scale in this research is a Likert scale, with data testing using validity, reliability, classical assumption tests, namely the normality test, multicollinearity test, and heteroscedasticity test. After testing the instrument, multiple linear regression analysis, multiple correlation and coefficient of determination were carried out. Then, hypothesis testing is carried out simultaneously (F test) and finally partial testing (t test).

The operationalization of research variables is a collection of definitions based on the observed characteristics of whatever is defined or replaces the concept of a sentence that can be described according to behavior, can be observed, can be tested, and its truth can be determined. The operational variables in this research are (attached).

#### **III. RESULTS AND DISCUSSION**

Based on the data obtained, the majority of business owners are men with a total of 44 people or 88 percent and women numbering 6 people or 12 percent with an average age of business managers of 26-35 years with a total of 9 people or 18 percent with education. Lastly, there are 23 people from junior high school or 46 percent, namely SMA, 9 people or 18 percent, namely D3 and 9 people or 18 percent, namely S1. With the majority having worked for 15 years, there are 16 people or 32 percent, with the majority of salaries amounting to 3-5 million with the figure reaching 35 people or 70 percent.

Validity testing is carried out with the aim of measuring statements or questions in the questionnaire. The validity of data is declared fulfilled if the statement or question can reveal something. Based on instrument testing on 50 employees at PT. Indonesia Servant Service shows that the validity test related to the independent variables, namely the physical work environment, competence and work discipline and the dependent variable, namely work productivity, is said to be valid, so it can be continued with reliability testing. Reliability testing is a questionnaire measuring tool for all variable indicators, the questionnaire is declared reliable, a person's answer to a question or questions can be consistent from time to time, Sugiyono (2015). Based on testing research instruments on 50 company employees, it shows that from the physical work environment, competence and work discipline as well as work productivity, results are said to be obtained if all items are reliable because they have a Cronbach Alpha > 0.6. The classic assumption test for the regression model that has been set using the SPSS version 25.0 program includes: normality test, multicollinearity test, and heteroscedasticity test. The results of the normality test using Kolmogrov-Smirnov produce Asymp.Sig values. (2 tailed) is 0.200 and the value is greater than the significant value of 0.05 (the residual variable is normally distributed or passes the test). Therefore, based on the first criterion, the data is normally distributed. The results of the multicollinearity test show that the VIF value < 10 and Tolerance > 0.1 means that no multicollinearity problems were found in this study. The results of the heteroscedasticity test show that the scatter diagram does not form a particular pattern, so the regression does not experience heteroscedasticity interference.

Multiple regression analysis was used to determine the influence of the independent variables (physical work environment, competence and work discipline) on the dependent variable (work productivity) which was carried out on 50 respondents who were employees at PT. Indonesian Servant Service. Based on the results of data processing using SPSS version 25.0 software, a multiple regression equation model can be formulated in the following table (attached).

Based on the summary of the results of calculations using multiple regression, it can be explained that 53.0 percent of the dependent variable while the remaining 47.0 percent is influenced by other variables that were not included in the research such as leadership, organizational culture, job satisfaction, motivation, loyalty and commitment. (Kasmir, 2016:189). Meanwhile, the R value is 0.732 which shows that the correlation figure of 0.732 is 0.600 - 0.799 in the strong category, so the relationship between the two variables is unidirectional and strong. This means that with a confidence level of 73% the independent variables physical work environment, competence and work discipline on work productivity have a positive and significant effect together (simultaneously) on excellence. Partially, the physical work environment, competence and significant influence on employee work productivity.

#### The Influence of the Physical Work Environment (X1) on Employee Work Productivity (Y)

Based on the test results obtained, it can be seen that the tcount value for the physical work environment variable (X1) is 5,037 and the ttable value is at the level  $\alpha$ =0.05 with a ttable of 1,679. This shows that tcount is greater than ttable (tcount>ttable) of (5,037 > 1,679), so H0 is rejected and Ha is accepted, meaning that partially the physical work environment (X1) has a positive and significant effect on employee work productivity (Y) at PT . Indonesian Servant Service. This is in accordance with the results of previous research by M. Panjaitan (2018) that there is a positive and significant influence of the physical work environment on employee work productivity.

#### Influence of Competency (X<sub>2</sub>) on Employee Work Productivity (Y)

Based on the test results obtained, it can be seen that the tcount value for the competency variable (X2) is equal to and the ttable value with a level of  $\alpha$ =0.05 with a ttable of 1,679. This shows that tcount is greater than ttable (tcount>ttable) of (1,700 > 1,679), so H0 is rejected and Ha is accepted, meaning that partially competency (X2) has a positive and significant effect on employee work productivity (Y) at PT. Indonesian Servant Service. This is in accordance with the results of previous research by Pratama and Permatasari (2021) that there is a positive and significant influence of competence on employee work productivity.

#### The Influence of Work Discipline (X<sub>3</sub>) on Employee Work Productivity (Y)

Based on the test results obtained, it can be seen that the tcount value for the competency variable (X3) is 1,870 and the ttable value is at the level  $\alpha$ =0.05 with a ttable of 1,679. This shows that tcount is greater than ttable (tcount>ttable) of (1,870 > 1,679), so H0 is rejected and Ha is accepted, meaning that partially work discipline (X3) has a positive and significant effect on employee work productivity (Y) at PT. Indonesian Servant Service. This is in accordance with the results of previous research by Ardiansyah (2020) that there is a positive and significant influence of work discipline on employee work productivity.

#### **IV. CONCLUSIONS AND NEWNESS**

Based on the results of research and hypothesis testing that has been carried out regarding the influence of the physical work environment, competence and work discipline on employee work productivity at PT. Indonesia Servant Service, the following conclusions are obtained:

- 1. Employee responses to the physical work environment (X<sub>1</sub>), competence (X<sub>2</sub>) and work discipline (X<sub>3</sub>) on employee work productivity (Y) are as follows:
  - a. Employee responses to physical work environment variables are included in good criteria. The highest value is found in the security indicator in the statement that the security unit maintains conducive work environment conditions, while the lowest value is found in the work equipment indicator in the statement that the availability of work equipment supports the smooth work of employees and can assist in completing the work.

- b. Employee responses to the competency variable are included in the high criteria. The highest value is found in the attitude indicator in the statement that I am able to coordinate with other departments in completing work, while the lowest value is in the knowledge indicator in the statement that the knowledge I have is in accordance with the type of work given.
- c. Employee responses to work discipline variables are included in the high criteria. The highest value is found in the indicator of obedience and responsibility in the statement, namely in my work I carry out it with a high sense of responsibility, while the lowest value is in the time discipline in the statement I always come and attend work on time.
- d. Employee responses to work productivity variables are included in the high criteria. The highest value is found in the work morale indicator in the statement I am enthusiastic in carrying out the tasks given by the company, while the lowest value is found in the indicator of increasing the results achieved in the statement that employee work achievements are in line with the company's expectations.
- 2. The physical work environment, competence, work discipline simultaneously have a positive and significant effect on employee work productivity at PT. Indonesian Servant Service
- 3. Partial test results of the influence of the physical work environment, competence, work discipline on employee work productivity, namely:
  - a. The physical work environment has a positive and significant effect on employee work productivity at PT. Indonesian Servant Service.
  - b. Competency has a positive and significant effect on employee work productivity at PT. Indonesian Servant Service.
  - c. Work discipline has a positive and significant effect on employee work productivity at PT. Indonesian Servant Service.

Newness given include:

- 1. Physical work environment at PT. Indonesia Servant Service needs to be improved again, especially for the indicator that has the lowest value, namely work equipment with a statement that the supporting tools provided by the company can help in completing the work. Therefore, companies should repair damaged equipment so that it can help employees carry out their work activities well so that they can increase employee work productivity.
- 2. Competence of employees PT. Indonesia Servant Service needs to be improved again, especially for the indicator that has the lowest value, namely knowledge with a statement of the knowledge that I have according to the type of work given. Companies should take firm action in placing employees according to their educational qualifications so that employees can work and complete work according to their knowledge in their field and provide regular training to employees to increase employee knowledge in order to achieve the company's expected goals.
- 3. Work discipline among employees at PT. Indonesia Servant Service needs to be improved properly, especially for the indicator that has the lowest value, namely time discipline in the statement i always come and attend work on time. Companies should take firm action in placing employees in accordance with the qualifications of company regulations so that employees can work and complete work in accordance with their knowledge in the field they have and give awards to employees who are able to discipline their time well and regularly attend employees in order to achieve the goals expected by the company.
- 4. Work productivity among PT. Indonesia Servant Service needs to be improved again and needs to be maintained well, especially in the indicator that has the lowest value, namely increasing the results achieved by stating the results of employee work achievements in accordance with company expectations. Companies should adapt and pay attention to the quality of results produced by employees according to their work position and always encourage employees to continue to innovate in carrying out work so that employees remain enthusiastic in carrying out their duties and responsibilities in order to increase employee work productivity.
- 5. For further research, this research will serve as a benchmark and reference. Future researchers are advised to look for other variables that influence employee work productivity such as work motivation, organizational culture, work climate, income level, leadership, leadership style, job satisfaction, work environment, loyalty, management and production facilities..

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# **TABLES AND FIGURES**

The attached tables and figures are as follows:

No Bulan		Income Target (Rp)	Income Realization	Achievement (%)	Information	
			( <b>R</b> p)			
1	January	300.000.000	201.000.000	67	Not achieved	
2	February	300.000.000	201.000.000	67	Not achieved	
3	March	300.000.000	207.000.000	69	Not achieved	
4	April	300.000.000	300.000.000	100	Achieved	
5	May	300.000.000	300.000.000	100	Achieved	
6	June	300.000.000	216.000.000	72	Not achieved	
7	July	300.000.000	201.000.000	67	Not achieved	
8	August	300.000.000	300.000.000	100	Achieved	
9	September	300.000.000	192.000.000	64	Not achieved	
10	October	300.000.000	201.000.000	67	Not achieved	
11	November	300.000.000	216.000.000	72	Not achieved	
12	December	300.000.000	300.000.000	100	Achieved	
	Total	3.600.000.000	2.835.000.000	945		
	Average	300.000.000	236.250.000	78.75	Not achieved	

# Table 1. 1 Data on Revenue Targets and Realization of PT. Indonesia Servant Service in2022

Source: PT. Indonesia Servant Service, 2021

	Information	Need	Availabl e	Condition		- No-	Information	
No				Go od	Repair	availability		
1	Room	5	2	-	-	3	Not achieved	
2	Table	30	20	12	8	10	Not achieved	
3	Chair	45	45	30	15	-	Achieved	
4	Cupboard	8	5	4	1	3	Not achieved	
5	Warehouse	3	1	1	-	2	Not achieved	
6	Computer	25	20	15	5	5	Not achieved	
7	Printer	7	5	4	1	2	Not achieved	
8	AC	15	10	7	3	5	Not achieved	
9	Light	50	35	30	5	15	Not achieved	
10	Safe	5	5	5	-	-	Achieved	
11	Wifi	2	2	2	-	-	Achieved	
12	Parkiran	2	2	2	-	-	Achieved	
13	Mushola	1	1	1	-	-	Achieved	
14	Kitchen	4	3	3	-	1	Not achieved	
15	Toilet	10	8	8	-	2	Not achieved	
16	Vehicle	15	10	7	3	5	Not achieved	

Source : PT. Indonesia Servant Service, 2022

No	Month	Number of	Total	Total Attendance	Worker's	Persentase (%)		
		employees (a)	Working days(b)	Should $(c = a x b)$	• attendance (d)	Employee Absence(e = d : c)	Employee attendance (100% - e)	
1	January	50	21	1050	30	2,86	97,14	
2	February	50	20	1000	33	3,30	96,70	
3	March	50	23	1150	32	2,78	97,22	
.4	April	50	22	1100	31	2,82	97,18	
5	May	50	15	750	35	4,67	95,33	
6	June	50	22	1100	38	3,45	96,55	
7	July	50	22	1100	38	3,45	96,55	
8	August	50	22	1100	40	3,64	96,36	
9	September	50	22	1100	40	3,64	96,36	
10	October	50	21	1050	42	4,00	96,00	
11	November	50	22	1100	44	4,00	96,00	
12	December	50	23	1150	44	3,83	96,17	
	Total	600	255	12750	12750	42,43	1157,57	
Average		50	21,25	1062,5	1062,5	3,54	96,46	

Table 1. 3 Levels of Employee V	Work Attendance for the 2022 Period
Source : PT. Indonesia Servant Service, 2022	

Table 1.4 Summary of Calculation Results of the Physical Work Environment, Competency and Work Discipline on Employee Work Productivity at PT. Indonesian Servant Service, West Jakarta City

	Model	Unstandardize	d Coefficients	Standardized Coefficients	Т	Sig.
		В	Std. Error	Beta		
1	(Constant)	21,815	10,617		2,055	,129
	Physical Work Environment	,767	,152	,650	5,037	,000
	Competence	.704	.520	.161	1,700	,050
	Work Discipline	,484	,259	,233	1,870	,047
	t-tabel	1.679				
	F- count	17,672				
	Sig	.000				
	F Tabel	3,200				
	R	.732				
	$\mathbb{R}^2$	.535				
	Adjusted R <sup>2</sup>	.505				
	Alpha (α)	5%				