



RELATIONSHIP BETWEEN PERCEPTION OF PHYSICAL WORK ENVIRONMENT CONDITIONS AND EMPLOYEE PERFORMANCE AT BANK SYARIAH MANDIRI, INDONESIA

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Abstract:

In this study, the population consisted of employees of Bank Syariah Mandiri Jakarta, as many as 40 people for the research used the census data collection method. The instrument of this study used two scales, namely: The Employee Performance Scale consisting of 40 items (there are 34 valid items, a reliability coefficient of 0.869 was obtained) and The Scale of the Perception of Physical Work Environment Conditions which consists of 24 items (there are 20 valid items, and a reliability coefficient of 0.737 was obtained). Based on the results of data analysis with bivariate correlation, using SPSS 20.00 for Windows was obtained a correlation coefficient (r) = 0.434 ($p < 0.05$). So, (H_a) which states "There is a relationship between perceptions of physical work conditions and employee performance at Bank Syariah Mandiri Jakarta", is accepted with a positive direction; it means that the perception of physical work environment conditions must be improved, if the perception of physical work environment conditions has been improved, the higher the employee's performance will be.

Keywords: perception of physical work environment conditions and employee performance

1. Introduction

Human resource issues are still in the spotlight and on the basis of which companies can survive in the era of globalization. Human resources have a major role in every company activity. Although supported by facilities and infrastructure, as well as excessive funding sources, without the support of reliable human resources the company's activities will

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not be completed properly. This shows that human resources are the main keys that must be considered with all their needs.

As the main key, human resources will determine the successful implementation of company activities. The demands of companies to acquire, develop and maintain quality human resources are increasingly urgent in accordance with the dynamics of the ever-changing environment. The leader must be able to mobilize a team, the work process must be developed, and the human resource process must be the main focus.

Increasing individual employee performance will boost the overall performance of human resources, which is reflected in increased productivity. Based on the description above, it is shown that performance appraisal is something that cannot be separated from the company. Support from each management in the form of direction, support from resources such as providing adequate equipment as a means to facilitate the achievement of goals to be achieved in mentoring, guidance, training and development will make it easier to evaluate objective performance.

According to Budi and Waridin (2006, in Ratnaningsih, 2015: 137), employee performance is the result or performance of employees assessed in terms of quality and quantity based on work standards determined by the organization. Meanwhile, subjective factors tend to be in the form of opinions such as attitudes, personality, adjustment and so on. With the consideration of the factors mentioned above, the performance appraisal must be truly objective, namely by measuring the actual performance of employees or evaluating behavior that reflects the success of the implementation of the work. An objective performance appraisal will provide appropriate feedback on changes in behavior towards the expected productivity increase. Performance is a real behavior that is displayed by everyone as a work achievement that is produced by employees in accordance with their role in the agency. Employee performance is very important in an agency's efforts to achieve its goals. The main objective of employee performance appraisal is to motivate employees to achieve operational goals and to meet predetermined standards of behavior. The following are some definitions of performance according to experts.

According to Bambang Kusriyanto (1991 in Anwar Prabu Mangkunegara, 2014: 9) declares that performance is a comparison of the results achieved with the participation of a united labor force of time (usually per hour). Meanwhile, according to Faustino Cardosa Gomes (1995 in Anwar Prabu Mangkunegara, 2014: 9) the performance is an expression such as output, efficiency and effectiveness often associated with productivity.

Based on the description above, performance is the work of individuals or groups both in terms of quality and quantity in achieving goals based on work standards that have been determined by the organization.

How far the impact will be caused by working conditions depends on how the individual perceives it. Every individual has a different perception of something even though they are in the same situation. If employees have a positive perception of the work environment, employees will accept this as fun. Conversely, if the employee has a

negative perception of the work environment, the employee will accept this as something unpleasant.

Perception is a complex cognitive process that can provide a unique picture of the world that is different from its reality. According to Walgito (1993), a person's perception is an active process that plays a role, not only the stimulus that hits him but also the individual as an integral part of his experiences, motivations and attitudes that are relevant in responding to stimuli. Another definition put forward by Robbins (2003) describes perception in relation to the environment, namely as a process by which individuals organize and interpret their sensory impressions in order to give meaning to their environment.

Referring to the result of observation and interview found that employees is very uncomfortable because the number of employees is enormous but work space has provided is quite small and placement of documents is out of place, moreover the air conditioner not working optimally. Furthermore, the location of the office is in around congested highway that make noise that disturbs employee's hearing. With this situation, many employees can't work optimally and feel exhausted after arrived in the office that affect employee performance.

Based on the description above, a person's perception that has been formed from the beginning will affect his behavior in the future, including his perception of organizational activity.

2. Employee Performance

2.1 Definition of Performance

The company that can grow is the desire of every individual who is in the company, so that with it, the company is expected will be able to compete and keep up with the times. According to Suyadi Prawirosentono (2008, in Sarita Permata. D., 2012: 3) performance is the result of work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to legally achieve the goals of the organization concerned breaking the law and in accordance with morals and ethics. Meanwhile, according to Anwar Prabu Mangkunegara (2000, in Nela P. R., et al., 2014: 4) "*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*".

Performance is a tangible behavior that is displayed by each individual as a work achievement generated by employees in accordance with their role in the company. Employee performance is very important in the company's efforts to achieve goals.

According to Mahmud (2006, in Paulinus Patricius A. S. K., 2014: 984), performance is a description of the level of achievement of the implementation of an activity / program / policy in realizing the goals, objectives, mission and vision of the organization contained in the strategic planning of an organization. Meanwhile, according to Richard M. Steers (1985, in Ichwanul Jaya, 2014: 59), performance is defined as the effectiveness of the need to obtain and utilize resources in an effort to pursue

organizational goals and the criteria include adaptability, productivity, job satisfaction and resource achievement which supports the realization of organizational goals.

Based on the description above, it can be explained that employee performance is the work that can be achieved by both individuals and groups in an organization in accordance with their respective responsibilities in order to achieve the goals of the organization concerned.

2.2 Performance Appraisal

Human capital management can be done through employee performance appraisals or performance appraisals. Employee performance appraisal is the process of planning, organizing, supervising, controlling and assessing performance. Performance appraisal is the final estuary of human capital management according to Wirawan (2009, in Qurrotu Ayun, 2011: 75).

In conducting performance appraisals, what is assessed is the employee's contribution to the organization during a certain period of time. Feedback lets employees know how well they are doing when compared to organizational standards. As stated by (A. P. Mangkunegara, 2000: 69), performance appraisal is a process used by leaders to determine whether an employee is doing his job in accordance with his duties and responsibilities.

According to Mathis and Jackson (2006: 382), performance appraisal is the process of evaluating how well employees do their job when compared to a set of standards and then communicating that information to employees. Meanwhile, according to Achmad S. Ruky (2002: 7), performance appraisal is a process related to business and activities initiated and implemented by the leadership of the institution / company to plan, direct and control employee performance.

Performance appraisal is an activity carried out by appraisal management or supervisor to assess workforce performance by comparing performance on performance with job descriptions or descriptions in a certain period, usually at the end of each year. The results of the performance assessment are submitted to the workforce management to obtain a study for further needs, both those related to the individual workforce concerned and those related to company development (B. Siswanto Sastrohadiwiryo, 2005: 231).

Based on the description above, performance appraisal is to assess, measure and evaluate the results of employee work, as well as to develop and motivate employees to achieve organizational goals and in meeting predetermined standards of behavior use to suppress undesirable behavior, through feedback on performance results in time and giving awards, both intrinsic and extrinsic.

3. Benefits of Performance Appraisal

According to Riva'i and Basri (2005, in Qurrotu Ayun, 2011: 75), the usefulness or benefits of performance appraisal results are:

- a. Performance Improvement: performance Improvement talks about feedback on performance that is beneficial to employees, managers, supervisors and specialists, HR in the form of appropriate activities to improve performance in the future.
- b. Compensation Adjustment: performance appraisal helps in making decisions about who should receive an increase in payment in the form of wages, bonuses or other forms based on a certain system.
- c. Placement Decision: job promotion activities can be based on past performance and are anticipatory, such as in the form of rewards for employees who have performed well on previous assignments.
- d. Career Planning and Development: performance feedback is very helpful in the decision-making process, especially about the specific career of the employee, as a stage for the employee's self-development.
- e. Staffing Process Deficiencies: good or bad performance has implications in terms of strengths and weaknesses in the placement procedure in the HR department.
- f. Informational Inaccuracies: poor performance can indicate errors in job analysis information, HR planning, or other aspects of the HR management system. This will lead to inaccuracies in hiring decisions, training and counseling decisions.
- g. Job Design Error: poor performance may be a symptom of a wrong or incorrect job design. Through performance appraisal, these errors can be diagnosed.
- h. Feedback to Human Resources: good and bad performance throughout the company indicates how well the HR department is functioning.

Based on the description above, the benefits of performance appraisal are performance improvement, compensation adjustment, training and development needs, decision making in terms of promotion placement, transfer, dismissal, dismissal and workforce planning, career planning and development, deficiency of staff placement process, equal employment opportunities, external challenges, feedback on human resources, for the benefit of employee research and assisting in the diagnosis of employee design errors.

3.1 Employee Performance Factors

The performance factor for each person varies according to the type of job, organization or profession. Performance factors refer to organizational goals which are translated into functional tasks.

According to Hadari Nawawi (2006: 65), performance is a combination of three factors consisting of:

- a. Knowledge, especially related to work for which you are responsible for work. This factor includes the type and level of education and training that has been attended in the field.
- b. Experience, which does not just mean the amount of time or length of work, but also with regard to the substance being done which, if carried out for a long enough time, will increase the ability to do a certain field.
- c. Personality, in the form of conditions within a person in dealing with his / her field of work, such as: interest, talent, ability to cooperate or openness, persistence, honesty, work motivation and attitude towards work.

Meanwhile, according to Dale Timpe (1992, in Eka Idham I. K. L., 2005: 130), there are two factors that affect employee performance, namely:

- a. Internal factors, namely factors related to a person's characteristics, including attitudes, personality traits, physical characteristics, desire or motivation, age, gender, education, work experience, cultural background and other personal variables.
- b. External factors, namely factors that affect employee performance that come from the environment, including organizational policies, leadership, actions of colleagues in the type of training and supervision, the wage system and the social environment.

Based on the description above, the employee performance factors are divided into two, namely: internal factors and external factors that can affect employee performance to increase or decrease in an organization that he lives in.

Based on the description above, the aspects of employee performance include the dimensions of work results, work behavior, personal characteristics that are related to work.

4. Perception of Physical Work Environment Conditions

4.1 Definition of Perception of Physical Work Environment

Perception is essentially a cognitive process experienced by everyone in understanding information about their environment, either through sight, hearing, feeling, and smell. The key to understanding perception lies in recognizing that it is a unique interpretation of the situation and not a correct recording of the situation.

Mulyana (2001: 167) perception is a psychological cognitive process in an individual that reflects the attitudes, beliefs, values and expectations that individuals use to understand the object being perceived. Meanwhile, according to Irwanto (2002: 71) perception is a process of receiving stimuli (objects, qualities, relationships between symptoms and events) until the stimuli are realized or understood. Atkinson (2003: 201) says that perception is a process by which we organize and interpret stimulus patterns in the environment.

Based on the opinion of the figures above, perception is the process by which individuals receive, select, organize and interpret information and its environment, which depends on the subject, the object of experience and the existing situation.

Work environment, as a place where work activities take place consists of factors: physical factors, chemical factors, biological factors and psychological factors. All of these factors can cause disruption to the work atmosphere and affect the health and safety of performance personnel. Wursanto (2009, in Edduard Hendri 2012: 5) working environment conditions related to the psychological aspects of the work environment, which includes: (a) There is a feeling of security from employees in carrying out their duties, which includes: a sense of security from employees in carrying out their duties, feeling safe from all kinds of accusations as a result of mutual suspicion among employees. (b) The existence of two-dimensional loyalty, namely vertical and horizontal. Loyalty that is vertical in nature, namely loyalty between leaders and subordinates and loyalty between subordinates and leaders and subordinates and loyalty between subordinates and leaders. Loyalty that is horizontal in nature is loyalty between leaders and leaders who are at the same level, between subordinates and subordinates, or between employees of the same level. There is a feeling of satisfaction among employees. This feeling of satisfaction will be realized when employees feel that their needs can be met, both physical and social needs, especially psychological needs.

For example, someone will feel comfortable at work because the work environment is neat and clean, the colors of wall paint or office equipment match and the office lighting is adequate. Work will be calmer if the work environment is not noisy, there are no sounds that interfere with work concentration or maybe work will be more comfortable if you listen to music that encourages or inspires.

Based on the description above, it can be stated that the perception of a physical work environment is something an employee's interpretation of a series of conditions or physical conditions of the work environment of the company where the employee works.

4.2 Physical Work Environment Factors

According to A. S. Munandar (2001: 135), there are specific environmental factors including:

a. Alumination (lighting)

Good information will make it easier for employees to complete their duties. Working in a bright room will be different from working in a less lit room. There are several things that need to be considered in illumination, namely the level of light, light distribution and glare.

b. Color

The use of color in the room and work equipment is also closely related to lighting. Color can be used as a coding tool or a creator of color contrast, an attempt to avoid eye strain and a tool to create the illusion of the size and temperature of the work space.

c. Noise

Noise is usually seen as an unwanted, annoying, irritating sound or sound. However, this kind of limitation is not satisfactory, because there is no clear awareness to state when something sounds undesirable. The result of high noise levels is the emergence of physiological changes and psychological effects. Mc Cormick (in A.S. Munandar, 2004: 141) explains that unwanted sounds are sounds that have no information relationship with the task or activity being carried out.

d. Music at Work

Music seems to have a good effect on simple, routine and monotonous jobs, whereas in jobs that are more complex and require high concentration on work, the effect can be very negative. But in general, employees who work to music are happier, work harder, have less absences and feel less tired at the end of work hours.

4.3 Impact of Physical Work Environment Conditions

In a company, comfort at work is a major factor that must be considered. Comfort in work can be created if the work environment is felt to be sufficiently supportive of the work for the individuals in that space. So that we need a work environment that is able to have a positive impact on its employees. According to Sarlito Sarwono (in Hayyumi A. H., 2010: 34), namely:

- a. Impact on disease and social pathology, namely increasing blood pressure, psychosomatic and increasing crime and causing the emergence of mental illness.
- b. The impact on social behavior, namely aggression, withdrawing from the social environment and being anti-social.
- c. The impact on business results and mood, namely decreased work performance and mood conditions tended to be gloomier.

Based on the explanation above regarding the impact of physical work environment conditions, it can be explained that individuals are able to carry out their activities properly if a sense of comfort is created, so they are able to work optimally supported by appropriate environmental conditions.

If the need for work environment conditions as stated above can be met, employees can be expected to behave in accordance with the behavior expected by the organization. The task of the organizational leadership is to create a harmonious work atmosphere by carrying out social interactions as well as possible.

5. Conclusion and Suggestions

This chapter will describe the conclusions and suggestions based on the conducted research.

5.1 Conclusion

Based on the results of the research that has been done, it can be concluded that there is a significant relationship between perceptions of physical work environment conditions

with employee performance in employees of the Consumer Financing Business Center division at PT. Bank Syariah Mandiri BLOK M Jakarta. With a positive direction, which means that the higher the perception of physical work environment conditions, the higher the employee's performance.

5.2 Suggestion

After conducting research and analyzing research data and collecting the research results obtained, the suggestions that can be given are:

5.2.1 Theoretical Suggestions

The author suggests further research on the topic of perceptions of physical work environment conditions with employee performance to obtain more accurate information. For further research, it is suggested to link other variables such as the relationship between psychological work conditions, so that research can be useful for the development of psychology and can be utilized in a wider scope, so that it can enrich the repertoire of psychology, particularly industrial and organizational psychology.

5.2.2 Practical Suggestions

It is recommended that employees have a positive perception of the conditions of the physical work environment so that they can improve the performance of the relationship between employees and the relationship between employees and the company. The company is expected to be able to create a comfortable and safe physical work environment for all employees.

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