

The Effect of Work Environment, Work Ability, and Work Discipline on Work Performance in Companies of BPJS Kesehatan

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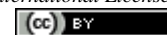
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Abstract

The aim of this research is to investigate the effect of the work environment, employee ability, and work discipline on Work Performance. This study employed a quantitative approach using non-probability sampling and a method of purposive sampling. This study's samples consisted of one hundred respondents who were disseminated by Google from the BPJS offices in Surakarta and Sukoharjo. Using the smartPLS application, outer model and inner model analysis are used to handle these study data. The results of this research show that the work environment, work ability, and work discipline have a positive and statistically significant effect on Work Performance.

Keywords: The Effect, Work Environment, Work Ability, Work Discipline, Work Performance, BPJS Kesehatan.

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1. Introduction

Together with the expansion of the period of global competition in the world of work, there is an urgent need for employees who are able to think in a more sophisticated, clever, and inventive manner and are able to work with a great deal of zeal in order to confront the present global advancement [1]. Diverse organizations or businesses are attempting to enhance the performance of all parts of a corporation in an effort to ensure its longevity. Humans are the only resource capable of driving other resources, making human resources one of an organization's most significant assets [2].

Human resources are essential to the success of a company. Every company will continually enhance the caliber of its resources so that its output is adequate. This quality enhancement is also part of an initiative to increase employee motivation and provide them with a clear path for achieving their goals. The company needs to look into the issue of work performance because it will eventually have an impact on the quality and quantity of the organization's goods and services. Consequently, it is necessary to have excellent human resources (employees) so that organizational objectives may be met and work performance can be enhanced. Yet, good performance cannot be achieved without a supportive company culture and organizational commitment [3].

BPJS Ketenagakerjaan and Health is the implementing agency for employment and health social security programs. It strives continuously to improve the performance of its employees in achieving its company goals, which are to become a world-class social security administering agency (BPJS) that is trusted, friendly, and superior in operations and services [4]. In order to accomplish these objectives, BPJS

Employment and Health must continue to structure its administration without sacrificing its status as a state-owned organization. Studying the performance of BPJS Surakarta and Sukoharjo employees is essential because organizations need to know how their people are performing, and when work performance is high, it may increase the quality of corporate services and the branding of the company [5].

A corporation is made because it has a vision that it wants to bring to life. However, to reach its goals, it needs people who are responsible and have good performance skills [6]. In addition to managing their human resources, businesses must also pay attention to factors that might boost work performance in order to reach their objectives. Performance is the result of a procedure that is based on specific criteria and is measured over a set period of time [7].

Performance is the consequence of a person's labor in completing assigned duties based on talent, experience, and quality, in addition to time. The work environment is the condition in which employees work in a company, which can affect the social, psychological, and physical conditions of employees both directly and indirectly [8]. The work environment is deemed positive if employees are able to work optimally, are calm, and have high productivity and performance. If the work environment can set a good mood and be quiet, it will create a good working climate, which will lead to better work results because people won't be interrupted. In contrast, if the atmosphere or conditions of the workplace do not provide comfort or calm, it will lead to a disrupted work environment, which will eventually damage their performance at work. Consequently, it may be stated that a person's performance is affected by their work environment [9].

Because of the nature of the skills that every company or organization needs to learn, initiative must continue

to be encouraged [10]. Abilities as stable individual features, such as intelligence and manual skills, that represent a person's capacity for action [11]. Consequently, the ability indicates the capacity of individuals to do activities or professions. Aptitude is strongly tied to a person's physical and mental capacities for doing tasks. Nowadays, some credentials are necessary for employment because not everyone possesses the necessary abilities. So, the low performance of employees is attributable to their lack of skill [12].

The work ability of employees must be taken into account since, if people work to their abilities, they will love their work and accomplish it more quickly [13]. The quality of this company's human resources is important because the people who work there can help the company reach its goals, such as expanding its area. Work discipline is an employee's effort to carry out his duties in a responsible manner. In this instance, work discipline might take the form of punctuality, such as always arriving to work on time [14]. Next, discipline in performing what he was commanded according to the commands that must be followed Disciplined employees will have an effect on productivity [15].

The Influence of Discipline, Ability To Work Performance At The Clutureal Office of The Riau Island Province. The results of the study on work ability have a negative and substantial effect on work performance [16]. Dependable and competent human resources play a significant part in the process of enhancing performance, with work productivity serving as an example. Performance is impacted by a variety of elements, including those associated with the workforce as well as education, skills, discipline, work environment and atmosphere, job prospects, and chances for accomplishment [17]. In an effort to demonstrate that the impact of discipline on work performance is beneficial and considerable, the Riau Islands Provincial Cultural Office analyzed the performance of its employees. Effect of Work Discipline and Work Environment To Performance of Employees [18]. According to the results, work discipline and the working environment have a positive and significant effect on work performance [19]. This study includes the element of work ability as an independent variable, although none of the other studies utilized this variable. In this case, it is evident that the difference is the variable work ability [20].

2. Research Method

The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. The participants in this study were BPJS Kesehatan employees from Surakarta and Sukoharjo. The sample reflects the size and features of the population as a whole. Because in this study the exact number of respondents was not known, the sampling technique in this study used a purposive sampling technique. So, the sample is not

taken randomly but is determined by the researcher based on certain considerations.

This study uses primary data in its preparation. Data obtained through the answers of respondents using a closed questionnaire type. The data collection method used in this study was by distributing questionnaires. The questionnaire was made using a Likert scale format with the scale that is often used in preparing questionnaires is the interval scale. PLS-SEM analysis is used as a tool for predicting and exploring complex models with less stringent requirements on data Gio, et al (2019). The data analysis technique in this study uses Partial Least Square (PLS) with the help of SMARTPLS Software.

Performance is derived from the words work performance or performance, which denotes work performance or real accomplishments. Performance is the achievement that people may accomplish in carrying out their duties, where the measure of success gained by individuals cannot be compared to that of other persons. Each success is proportional to the suitable size and adapted to the nature of the assignment. Every company wants its employees to perform as efficiently as possible; for employees to be able to do so, the company must provide them with adequate facilities. The work environment is one of the infrastructures requiring maintenance. For employees, the work environment is a setting for executing all allocated duties every day. Work is a place for employees to carry out work activities every day. The environment desired by employees is to be able to provide a sense of security and comfort so that employees can work optimally. The conditions of the work environment certainly play an important role in the quality of the results of employee job satisfaction.

Ability is the capacity to do numerous job-related duties. In addition, it is noted that an individual's capacity derives from his educational background and experience, and that he acknowledges his responsibilities. Work aptitude is an individual's capacity to do a variety of work duties. Work ability is a crucial characteristic that determines the success of employees in doing their duties. A person's awareness and desire to adhere to all applicable company regulations and societal conventions constitute discipline. While, discipline as a force that develops inside the body of employees and induces people to willingly comply with choices, regulations, and high standards of work and conduct. Motivating employees to be self-disciplined in their individual and group work performance is one of the strategies for overcoming the causes of disciplinary measures targeted at fostering organizational growth. The existence of work discipline is extremely helpful in training employees to comply with the company's rules and regulations in order to create optimal results.

The work environment is a group of conditions, situations, and circumstances that can help keep morale high and help people do their best work. Work performance created by employees according to their

function in the organization, where work performance is crucial to the company's efforts to fulfill its aims. Unquestionably, the working circumstances have a significant part in determining the quality of employee work performance. If the work atmosphere is very conducive to comfort and communication, then the resultant output will be maximized. In contrast, if the work atmosphere is unpleasant, chaotic, and packed with unhealthy rivalry, it will lead to employee boredom, which will ultimately result in a decline in work performance. This hypothesis is formed on the basis of research results which stated that work environment has a positive and significant effect on work performance. H1: Work environment has a significant positive effect on work performance at BPJS Kesehatan companies in Surakarta and Sukoharjo. Ability is the potential that exists inside a person to accomplish such that he or she can either carry out the assignment or cannot accomplish the duties. Work performance is the result of certain work processes planned at the time and place of the employee and the organization concerned.

Work ability greatly determines the performance of employees in a company or organization. The success and skill of carrying out work in an organization is highly dependent on the performance of its employees. So that the ability to work is important for an employee to be able to complete the job well. In organizations or companies, we can see that in the placement of employees or employees in general, the higher a person's position in the organization, the more required is high intellectual ability and not physical ability. Regarding a person's ability, it really depends on his physical and psychological condition, which will ultimately affect the level of ability to carry out his work. This hypothesis is formed on the basis of research results which stated that work ability has a positive and significant effect on work performance. H2: Work ability has a significant positive effect on work performance at BPJS Kesehatan companies in Surakarta and Sukoharjo.

Discipline as a force that develops inside the workforce and induces people to willingly comply with choices, regulations, and high standards of work and conduct. Performance is the outcome of a person's performance of responsibilities based on ability, experience, sincerity, and time, in accordance with set criteria and standards. One of the efforts to overcome the causes of disciplinary actions aimed at organizational growth is motivating employees to be able to discipline themselves in carrying out work both individually and in groups. The existence of work discipline is very useful in educating employees to comply with the rules and policies that apply to the company so that it will produce optimal performance. This hypothesis is formed on the basis of research results stated that Work ability has a positive and significant effect on work performance. H3: Work discipline has a significant positive effect on work performance at BPJS Kesehatan companies in Surakarta and Sukoharjo.

Furthermore, the Research Framework is shown in Figure 1.

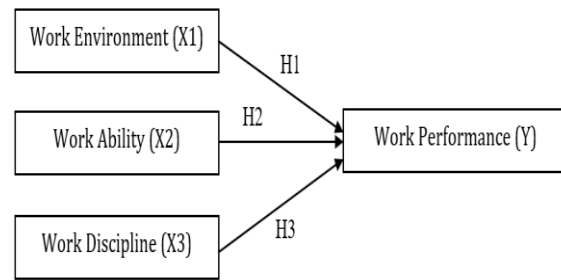


Figure 1. Theoretical Framework

Figure 1 this model aims to examine the influence relationship between the work environment on work performance H1. Effect of work ability on work performance H2. Effect of work discipline on work performance H3.

3. Result and Discussion

This study aims to explain the influence of the work environment, work ability, work discipline on Work performance. To conduct this research, researchers took 100 respondents who were spread out at the Surakarta and Sukoharjo BPJS offices. The analysis process is carried out using the Smart PLS 3.2 application. Data analysis in this study uses Partial Least Square (PLS) where there are two stages of evaluation, namely the measurement model (outer model) and structural capital (inner model). The data processing is done with smartPLS 3.2 software. Evaluation of the Outer Model is Convergent Validity in Table 1.

Table 1. Outer Loading Value Validity Test Results

| Variable | Outer Loading | Interpretation |
|----------|---------------|----------------|
| X1.1 | 0,894 | Valid |
| X1.2 | 0,862 | Valid |
| X1.3 | 0,864 | Valid |
| X1.4 | 0,829 | Valid |
| X1.5 | 0,736 | Valid |
| X1.6 | 0,814 | Valid |
| X2.1 | 0,687 | Valid |
| X2.2 | 0,650 | Valid |
| X2.3 | 0,850 | Valid |
| X2.4 | 0,835 | Valid |
| X2.5 | 0,691 | Valid |
| X2.6 | 0,706 | Valid |
| X3.1 | 0,746 | Valid |
| X3.2 | 0,870 | Valid |
| X3.3 | 0,904 | Valid |
| X3.4 | 0,858 | Valid |
| X3.5 | 0,811 | Valid |
| X3.6 | 0,842 | Valid |
| Y.1 | 0,840 | Valid |
| Y.2 | 0,808 | Valid |
| Y.3 | 0,828 | Valid |
| Y.4 | 0,824 | Valid |
| Y.5 | 0,611 | Valid |
| Y.6 | 0,692 | Valid |

Based on the results of data processing using Smart PLS, it is known that many of the research variable indicators each have an outer loading value of > 0.7 . The data above shows that there are no variable indicators whose outer loading value is below 0.5, so

that all indicators are declared feasible or valid for research use and can be used for further analysis. Discriminant Validity. Apart from looking at the outer loading value, convergent validity can also be assessed by looking at the AVE (Average Variance Extracted) value >0.5 so that it can be said that convergent validity is valid. The following is the AVE value of each of the research variables. Furthermore, Average Variance Extracted Value is presented in the Table 2.

Table 2. Average Variance Extracted Value

| Variable | AVE (Average Variance Extracted) | Description |
|-----------------------|----------------------------------|-------------|
| Work Environment (X1) | 0.697 | Valid |
| Work Ability (X2) | 0.545 | Valid |
| Work Discipline (X3) | 0.706 | Valid |
| Work Performance (Y) | 0.595 | Valid |

Based on Table 2, each variable in this study shows an AVE (Average Variance Extracted) value of > 0.5 . Each variable in this study has a respective value for the Work Environment of 0.697, Work Ability of 0.545, Work Discipline of 0.706 and Work performance of 0.595. This shows that each variable in this study can be said to be valid with discriminant validity. Furthermore, Composite Reliability and Cronbach Alpha is presented in the Table 3.

Table 3. Composite Reliability and Cronbach Alpha

| Variable | Composite Reliability | Cronbach Alpha |
|-----------------------|-----------------------|----------------|
| Work Environment (X1) | 0.932 | 0.912 |
| Work Ability (X2) | 0.877 | 0.832 |
| Work Discipline (X3) | 0.935 | 0.916 |
| Work Performance (Y) | 0.897 | 0.861 |

From Table 3, it can be shown that the composite reliability value of all research variables is > 0.7 . The work environment value is 0.932, work ability is 0.877, work discipline is 0.935, and Work performance is 0.897. This shows that each variable meets composite reliability so that it can be concluded that all variables have a high level of reliability.

Based on Table 3, it shows that the Cronbach alpha value of all variables in this study is above > 0.6 , which means that the Cronbach alpha value meets the requirements so that all constructs can be said to be reliable. Inner Model Evaluation. Test the Goodness of the Model (Goodness of fit). Structural model evaluation is carried out to show the relationship between the manifest and latent variables of the main predictor variables, mediators and outcomes in a complex model. The goodness-of-fit test of this model consists of the R Square (R^2) test. The value of R^2 or R-Square indicates the determination of the exogenous variables on the endogenous variables. The greater the value of R^2 , the better the level of determination. R^2 values of 0.75, 0.50, and 0.25 can be concluded that the model is strong, moderate, and weak (Ghozali, 2015). The following is the value of the coefficient of determination in this study. Furthermore, R-Square Value is presented in the Table 4.

Table 4. R-Square Value

| | R-Square |
|------------------|----------|
| Work performance | 0.924 |

Based on the Table 4, R-Square is used to see the magnitude of the influence of work environment variables, work ability, work discipline on Work performance, namely with a value of 0.924 or 92.4%, it can be said that this relationship is a strong relationship. From these calculations, this research model can be stated to have good goodness of fit. Hypothesis Test is The first hypothesis tests whether the work environment has a positive and significant effect on Work performance. Table 5 shows a t-statistic value of 11,391 with an influence of 0.553 and a p-value of 0.000. With a t-statistic value > 1.96 and a p value <0.05 , it can be concluded that hypothesis one is accepted where there is a positive and significant influence between the work environment on Work performance. The second hypothesis tests whether work ability has a positive and significant effect on Work performance. Table 5 shows a t-statistic value of 4,178 with an influence of 0,308 and a p-value of 0,000. With a t-statistic value > 1.96 and a p value <0.05 , it can be concluded that the second hypothesis is accepted where there is a positive and significant influence between work ability on Work performance.

The third hypothesis tests whether work discipline has a positive and significant effect on Work performance. Table 5 shows a t-statistic value of 2,484 with an influence of 0.174 and a p-value of 0.013. With a t-statistic > 1.96 and a p value <0.05 , it can be concluded that the third hypothesis is accepted where there is a positive and significant influence between work discipline on Work performance.

4. Conclusion

This study's results show that the work environment has a positive and significant effect on work performance. Where the conditions of the work environment have a significant effect in determining the quality of the employee's work performance. If the work atmosphere is conducive to comfort and communication, then the resultant output will be maximized. In contrast, if the work atmosphere is unpleasant, chaotic, and packed with unhealthy rivalry, it will lead to employee boredom, which will ultimately result in a decline in job performance. Work ability has a positive and substantial impact on Work performance because work ability is a major determinant of employee success inside a company. The success and proficiency of an organization's operations are greatly dependent on the performance of its employees. So, the capacity to work is essential for an individual to succeed on the job. Workplace discipline has a big and favorable impact on Work performance. Work discipline is extremely helpful in training employees to

comply with the company's rules and regulations in order to achieve optimal performance.

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