Organizational Culture And Work Environment On Employee Performance At The Kunir Community Health Center

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ARTICLE INFO	ABSTRACT
	Human resource management is a way of managing human resources in an organization in order to achieve the goals of the organization optimally through developing human resources themselves. This research aims to analyze and determine the influence of the work environment and organizational culture on employee performance at the Kunir Health Center, Lumajang Regency. The type of research used in this research is quantitative research. The population used in this research were employees of the Kunir Health Center, Lumajang Regency. The sampling technique used in this research was the saturated sampling method, which is a sampling technique that takes all members of the population in the object as samples. Data collection was carried out by distributing questionnaires with a sample size of 45 respondents. The analytical method used in this research is multiple linear regression analysis. The research results show that the work environment and organizational culture have a positive and significant effect on employee performance at the Kunir Community Health Center, Lumajang Regency. Keywords: Employee Performance, Organizational Culture, Work Environment

INTRODUCTION

Human resource management is management that focuses its attention on human production factors with all their activities to achieve company goals. Human resources is an investigation that plays an important role for the company. Without human resources, other factors cannot be implemented to achieve these goals, which is very important in achieving organizational goals (Sudipta, 2016).

Kunir Health Center is a First Level Health Facility which is located in Kunir District, Lumajang Regency, East Java Province. One of the community health centers in Lumajang Regency. This puskesmas serves various puskesmas programs such as health checks (check ups), making health certificates, outpatient care, removing stitches, changing dressings, suturing wounds, extracting teeth, checking blood pressure, pregnancy tests, maternity/delivery, checking children, blood type tests , uric acid, cholesterol and others. Kunir Community Health Center services are also good with good health personnel, starting from nurses, doctors, medical equipment and medicine. This health

center can be one of the choices for the people of Lumajang Regency to meet health-related needs. Treatment prices are also cheap.

Efforts to provide health services for health development in the health sector, which is also part of national development. Health is a very important element of the quality of life in national development to realize the complete Indonesian human being.

Quality health services provided to patients are a benchmark for the success of services and various services or activities. In general, it is stated that the more effective the health services provided, the higher the quality of the health services. Puskesmas are expected to be able to provide services to the community evenly, without discrimination so that the services are effective and efficient.

Our constitution, including those contained in article 28 paragraph 1 and article 34 paragraph 2, has outlined the State's obligation to ensure that every resident has access to the health services they need. In achieving employee performance, human resource factors have a very dominant influence. Quality human resources can be seen from the results of work, within the framework of professionalism, good performance is how an employee is able to demonstrate work behavior that influences the creation of the goals and objectives of the organization or place of work, for example how to manage human resources so that they lead to the organization's work results. or institutions when their potential is not developed optimally.

The Puskesmas functions as: (1) Center for driving health-oriented development, (2) Center for empowering families and communities and (3) Center for first-stratum health services. However, until now the government's efforts to meet people's health needs have not been able to meet people's expectations. Based on observations made on January 21 2023, the average community member complained and was dissatisfied with the services provided by this government-owned Puskesmas, both in terms of inspections that were not paid enough attention by health workers, length of service time, staff skills, facilities. / facilities, as well as waiting time to get service.

Low service performance will build a bad image of the Community Health Center, where patients who are dissatisfied will tell their colleagues. Likewise, vice versa, the higher the performance of the services provided will be a plus value for the Puskesmas, in this case the patient will feel satisfied with the services provided by the Puskesmas. Puskesmas can find out the service performance of patients through feedback given by patients to the Puskesmas so that it can become input for improving service performance.

Employee performance is a result achieved by the employee in his work according to certain criteria that apply to a particular job. According to Robbins (2003), employee performance is a function of the interaction between ability and motivation. The cause of a decrease in employee performance is due to a lack of motivation and a less supportive environment within the company, making employees feel uncomfortable. Companies must be quick and responsive in dealing with problems that occur, especially employees, because this has a detrimental impact on the company both in terms of trust from customers and loss of time for the company. Meanwhile, to provide solutions to improve employee performance, companies can evaluate the Management Control System, this is because the Management Control System is a tool used by companies to ensure that each employee carries out activities in accordance with the company's goals and strategies. With these common goals, it is hoped that employees will continue to be motivated and their performance will not decline in every company activity.

Decreased employee performance can be caused by the organizational culture that exists in the company. A strong organizational culture can support employees in improving their performance, whereas a weak or negative organizational culture can hinder and conflict with organizational or company goals. However, in reality on the ground there are many negative organizational cultures that have a negative impact on the performance of the employees of the organization or company.

According to Tunstall (in Wirawan, 2008:9), defining Organizational culture is a general constellation of beliefs, mores, customs, value systems, behavioral norms, and ways of doing business that are unique to each corporation, that set a pattern for corporate activity and actions, and that describe the implicit and emergent patterns of behavior and emotions characterizing life in the organization. Based on previous research, Sukma (2019), Kusnanto (2020) said that a good or positive organizational culture can improve employee performance in a company. However, on the other hand, if the organizational culture is unable to make employees act positively, employee performance in the company will fall.

The work environment is also one of the causes of decreased employee performance. A less conducive work environment can make employees stressed, lazy and less enthusiastic about doing their work. This has an impact on employee performance. The work environment is everything around the employee that can influence him to carry out the tasks assigned (Herlinda et.al, 2021:122). Research has been conducted on the work environment on employee performance by Sukma (2021), Kusnanto (2022) who said that the work environment greatly influences employee performance in every activity. This shows that a good work environment will have an impact on increasing employee performance. Likewise, if the work environment is less conducive, it will have an impact on reducing employee performance.

Based on the background above, it appears that there are still gaps in the results of previous research. So it is possible to carry out further research. With different research objects. It is hoped that the results of this research can definitively answer the relationship between organizational culture and work environment on employee performance. So the results of this research can increase knowledge of human resource management, especially employee performance.

METHODS

In this research, the methodology used is quantitative research, with descriptive methods, and using an explanatory survey approach (Sugiyono, 2019). Quantitative research usually takes the form of survey research which explains the relationship between independent variables and dependent variables, namely organizational culture and work environment on employee performance. The type and source of data used in this research is primary data. The variable data used in this article comes from respondent questionnaires using a Likert scale and documentation in the form of literature studies. The population in this study were all organic employees/employees of Lumajang sub-district, Lumajang Regency, totaling 30 people. The data analysis technique used is multiple linear regression.

RESULTS AND DISCUSSION

Validity testing in this research uses product moment correlation analysis, by correlating the score of each item with the total score as the sum of the item scores. The validity testing criteria are if the probability is <0.05 then the question item is valid and conversely if the probability is >0.05 then the question item is invalid. It is known that the Sig value. (2-tiled) for all items of quality of work life variables, work motivation and employee performance variables are below probability > 0.05. This can be said that all items in this variable are valid.

The instrument reliability test was carried out on valid question items. The instrument is declared reliable if the reliability value obtained is greater than 0.6. The results of the reliability test show that the Cronbach alpha value for the employee performance variable is 0.896, organizational culture is 0.945, and the work environment is 0.904, where all the variables used in this research have a Cronbach alpha value greater than 0.6 so that the instruments used are declared reliable.

Normality test to determine the normality of a data distribution. The results of the normality test using the One-Sample Kolmogorov-Smirnov Test method show a significance number (probability)

of 0.786, meaning that all variables used in the research have random data with a normal distribution because the value is greater than 0.05.

A good regression model will not experience heteroscedasticity. Heteroscedasticity occurs when the variance of the probability distribution of disturbances is not constant for all observations of the research variables. To test heteroscedasticity in this study, the Spearman rank correlation test method was used. If the probability value (sig) is > 0.05 then it is stated that there are no symptoms of heteroscedasticity. In this study, all independent variables have a probability value greater than the 0.05 significance level, so it can be concluded that the regression model does not have heteroscedasticity.

Multicollinearity test to determine whether there is a correlation between independent variables in a multiple regression model. To detect whether there is a multicollinearity problem in a regression model, this can be done by looking at the Variance Inflation Factor (VIF) value where the VIF value must be below 10. If the Variance Inflation Factor (VIF) value of the regression results is greater than 10 then it can be confirmed that there is multicollinearity in the regression model. between these independent variables. The calculation results show that the VIF value.

The following are the results of data processing using the SPSS 21.0 tool as follows:

Table 1. Multiple Linear Regression Analysis

Variable	Beta	t	Sig	R^2
(1)	(2)	(3)	(4)	(5)
Organizational culture	0,129	2,091	0,034	0,502
Work environment	0,148	2,342	0,026	

Source: Data Processing, 2023

Based on table 1, it can be seen that the results of the t test (partial test) are as follows:
a. In the Organizational culture, it can be seen that the t count is 2,091 with a significance level of 0,034 and is above the required significance level of 0,05, so the conclusion is reject Ho, meaning that there is a significant positive influence between organizational culture and employee performance.
b. In terms of Work environment, it can be seen that the t count is 2,342 with a significance level of 0,026 and is above the required significance level of 0,05, so the conclusion is reject Ho, meaning that there is a significant positive influence between work environment and employee performance.

With a determinant coefficient (R2) of 0.502 or 50,2%, the employee performance variable can be explained by organizational culture and work environment. So if there is an increase in organizational culture then employee performance will increase, likewise if work environment increases then employee performance will also increase.

Discussion

Testing hypothesis 1 in this study states that there is a significant positive relationship between organizational culture and the performance of Lumajang sub-district employees in Lumajang Regency. This shows that agencies or companies that have an organizational culture and are able to implement the values of the organizational culture adopted will have an influence on employee performance. To carry out certain work or activities, company management must be able to manage organizational culture well so that it has an important role in achieving organizational goals. The right organizational culture in implementation will be able to advance and develop the organization

because employees will carry out their duties in accordance with the regulations and standards that have been set. This obedience will result in good employee performance for the company. Employee performance influences how much they contribute to the company, including innovation and results orientation in every work activity. The results of this research are in line with (Adinata & Sam, 2021), (Hakim et.al, 2015), (Maabuat, 2016), regarding organizational culture having a positive influence on employee performance.

Testing hypothesis 2 in this study states that there is a significant positive relationship between the work environment and the performance of Lumajang sub-district employees in Lumajang Regency. This shows that the work environment is one of the most important components in employees completing their work. The work environment is everything around workers that plays an important role and can influence the worker in carrying out the tasks given. (Mangkunegara, 2014). The work environment includes work relationships formed between fellow employees and work relationships between subordinates and superiors as well as the physical work environment where employees work (Sedarmayanti, 2013). A good work environment will have an impact on good performance as well. A good work environment will encourage employees to do their jobs as best as possible and work productively. The work environment has a significant contribution in improving performance. The work environment for employees will have a significant influence on the course of work operations. A conducive work environment can improve employee performance and conversely, an inadequate work environment can reduce employee performance. According to the opinion of (Astadi & Ramadhyanti, (2015) and (Novianto et.al, 2019) who say that a good work environment will make a person influence the implementation of their duties or performance (Prayitno, 2018). However, there are several studies that are not in line with the results of this research, including (Wuwungan et.al., 2017) and (Astadi & Ramadhyanti, 2015) which say that based on the theory of individual behavior, if a worker cannot manage time well it can actually cause conflict.

CONCLUSION

This research aims to provide additional empirical evidence regarding the influence of organizational culture and work environment on employee performance. The conclusions in this research are as follows: 1) Organizational culture has a positive and significant influence on the performance of Lumajang sub-district employees in Lumajang Regency. 2) The work environment has a positive and significant influence on the performance of Lumajang sub-district employees in Lumajang Regency. 3) The determinant coefficient (R^2) is 0.502 or 50.2%. Performance variables can be explained by organizational culture and work environment. Meanwhile, the remaining performance variables can be explained by other variables that were not studied. Such as motivation, discipline, leadership style and so on.

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