



# The Influence of Non-Permanent Employee's Performance on Work Environment at BPJS LIAISON Office Rungkut Surabaya

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**Abstract**—Human resources have a large role in an organization. The success in achieving organizational goals comes from the treatment of its own employees, therefore its employees will form the organizational structure and utilize technology. The aim of the study to know the employees' role and respond to variations and measurements of the environment in the organization. Method of data analysis in this study is multiple linear regression. The steps of the analysis are as follows: analysis of data in the form of numbers in order to determine the effect of one variable with another. As for the methods used by statistical calculations according to (Pramono & Ferdinand, 2012). Therefore, the BPJS Health Liaison Office in Rungkut Surabaya expects that employees, both permanent and non-permanent, will have good performance. Employee performance will be better if the employee has high ability and a supportive work environment in completing his duties. Based on data analysis and discussion of research results. The results show that there is a partial influence of the work environment on the performance of temporary employees of BPJS Health Liaison Office Rungkut Surabaya.

**Keywords:** Employee Performance; Work Environment

## INTRODUCTION

According to Article 1 Number 1 of Law Number 24 Year 2011 concerning the Social Security Organizing Agency, the Social Security Organizing Body, hereinafter referred to as BPJS, is a legal entity established to carry out social security programs.

The Social Security Organizing Body (BPJS) is a legal entity formed by the Law to organize a social security program. BPJS according to Law No. 40 of 2004 concerning the National Social Security System is a transformation of the social security organizing body that is now running and it is possible to form a new governing body in accordance with the dynamics of social security development, according to (Putri, 2014).

According to (Suhartoyo, 2018) is a public legal entity according to the BPJS Law.

The three criteria below are used to determine that the BPJS is a public legal entity, namely:

The method of its establishment or occurrence of the legal entity is held by the construction of public law, which is established by the ruler (the State) by Law;

The working environment, namely in carrying out the duties of the legal entity in general with the public and acting in the same position as the public;

Authority, the legal entity is established by the authorities of the State and is given the authority to make decisions, decrees, or regulations that are generally binding.

According to (Farchan, 2016) human resource management is: "The process of obtaining, training, valuing and providing compensation to employees, paying attention to their work relationships, health and safety, as well as justice issues. According to (Robert L. Mathis, 2012), something related to the

formal design system in an organization to determine and efficiency seen from one's talent to realize the goals of an organization

According to (Kennedy, 2009) the work environment is a set of conditions or working environment of a company that is a place of work for employees who work in the environment. Even though the work environment does not carry out the production process, the work environment has a direct effect on the employees who carry out the production process. (Robert L. Mathis, 2012) explains that performance is what employees do or don't do.

(Chandra, 2013) concludes the notion of employee performance or the definition of performance as a result of performance that can be achieved by someone or a group of people in an organization both qualitatively and quantitatively, in accordance with the authority, duties and responsibilities of each in an effort to achieve goals the organization concerned legally, does not violate the law and is in accordance with morals or ethics. Based on some of these definitions the researcher explains that the work environment can affect employee performance which is the output or work output produced both in terms of quality and quantity of work and can be accounted for according to its role in the organization or company accompanied by the ability, skills and skills in completing the work.

## METHOD

According to (Prajitno, 2008) explain the sample is part of the number and characteristics possessed by the population samples taken from the population must be truly representative (represent). Sample size is the number of samples that will be taken from a population. In this study the samples to be taken were all non-permanent employees of BPJS Health Liaison Office Rungkut Surabaya, as many as 35 people. The sampling technique uses the saturated sample method. The saturated sample method is a sampling technique when all members of the population are used as samples.

According to Yacinda Chresstela Prasideya Norianggono, Djamhur Hamid, (2014) defines Variables as objects of research or what is the focus of research. In this study there are 2 main variables studied, namely the Work Environment (X) and the Performance of Non-permanent Employees (Y). The operational definitions of the variables related to this title, as follows:

Work environment is anything that affects a person or group of people in carrying out their activities. In this study, the work environment has two indicators, namely:

### Physical Conditions

According to Yacinda Chresstela Prasideya Norianggono, Djamhur Hamid, (2014) Factors of physical working conditions are everything that exists around employees that can influence employees in carrying out tasks that can affect employees in carrying out the tasks assigned to them. Indicators of aspects of physical condition include:

- a. Lighting
- b. Air temperature
- c. Noise
- d. Use of color
- e. Space needed
- f. Job safety

### Social Conditions

Humanitarian work relations or social interaction is a relationship between a person and a group of other people in an organization that aims to provide the satisfaction of employees so that employees have high morale, high cooperation and high discipline. Hinggis Theory (Saputra, 2014) the indicators of this study include:

- a. Relationships with coworkers
- b. Relationship with other co-workers
- c. Relationship with superiors.

According to (Winarni, Muhtadi, & Surahman, 2016) employee performance (employee work performance) is the result of quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to him. Indicators of performance variables are as follows:

1. Proficiency
2. Skills
3. Work experience
4. Work environment

A measurement using the Libert Scale (ordinal). Likert scale is a measurement scale used to measure attitudes, income and perceptions of a person or group of people about social phenomena. The variables to be measured are translated into indicator variables. Then the instrument can be a statement or questionan.

The type of data in this study are:

### Primary data

Primary data is data obtained directly from respondents both through questionnaires and interviews. Primary data collection in this study is using a questionnaire research instrument that was disclosed to respondents as a sample in the study. Respondents or data sources from this study are BPJS Liaison Office Rungkut Surabaya.

### Secondary Data

Secondary data is data obtained indirectly, but still related to the object of research. Secondary data was obtained from the BPJS Health Office Liaison Office Rungkut Surabaya.

The data collection techniques used in this research as follows:

#### Documentation

Data collection techniques through recording carried out by collecting data through written relics mainly in the form of archives and including books on opinions and data relating to the problem under study.

#### Questionnaire

In this study data collection using a questionnaire by distributing questions through a list of questions to respondents. Kearies can be seen in the appendix.

In connection with the importance of research instruments, testing of these instruments must be carried out. Research instruments must have certain qualifications as benchmarks to state the ability and appropriateness of instruments in capturing, revealing, tapping and measuring all information in the form of data that will be processed by researchers. The main requirements for research instruments include validity and reliability. The instrument in this study was a questionnaire.

#### Validity test

A valid instrument means a measuring tool used to get data (measure) is valid. Valid means that the instrument can be used to measure what should be measured (Pramono & Ferdinand, 2012). It was further conveyed that the instrument had construction validity, if the instrument could be used to measure symptoms as defined. While instruments that must have content validity are test-shaped instruments that are often used to measure learning achievement (achievement) and measure the effectiveness of program implementation and objectives. The product moment correlation analysis formula

(Sugiyono: 55) is:

$$R = \frac{n \cdot \Sigma XY - \Sigma X \Sigma Y}{\sqrt{n \cdot \Sigma X^2 - (\Sigma X)^2 \cdot n \Sigma Y^2 - (\Sigma Y)^2}}$$

Description:

R = correlation coefficient

n = number of samples

X = free variable

Y = dependent variable

Testing Criteria:

Valid, if  $r_{count} > r_{table}$

Invalid, if  $r_{count} < r_{table}$ .

Reliability Test

Reliability is a tool to measure the questionnaire which is an indicator of the variable (Pramono & Ferdinand, 2012). The reliability coefficient calculation technique used here is by using Cronbach's Alpha. If  $\alpha \geq 0.6$  data is appropriate to be used for research (Hair, Tatham Anderson & Black, 1999: 639). The statistical formula is as follows:

$$R_{xxx}' \geq 2 = 21 - \left[ \frac{S_{12}^2 + S_{22}^2}{S_{x^2}} \right]$$

Information:

S<sub>12</sub> and S<sub>22</sub> = variance score of hemisphere 1 and hemisphere 2

S<sub>x2</sub> = variant of the test score

Validity and reliability tests were analyzed computationally using the SPSS program. The results of the analysis or test of validity and reliability are in the appendix.

Multiple linear regression. The steps of the analysis are as follows:

Analysis of data in the form of numbers in order to determine the effect of one variable with another. As for the methods used by statistical calculations according to (Pramono & Ferdinand, 2012) are:

$$Y = \alpha + b_1 X_1$$

Information:

Y = Non-permanent employee performance

$\alpha$  = Constant

b<sub>1</sub> = Regression Coefficient

X<sub>1</sub> = Work Environment

To find the value of  $[\alpha, b]_{-1}$ , you can use the following formula:

$$b_1 = \frac{(\Sigma y x_1) - (\Sigma x_1)}{(\Sigma x_1^2)}$$

$$\alpha = Y - b_1 X_1$$

### Determination Coefficient Test (R<sup>2</sup>)

According to (Sinambela, Ariswoyo, & Sitepu, 2014) that the coefficient of determination essentially measures how far the model's ability to explain the variation of the dependent variable. The coefficient of determination is between zero and one. The small coefficient of determination means that the ability of the independent variables in explaining the variation of the dependent variable is very limited. To determine the coefficient of determination expressed by the value of Adjusted R Square.

The coefficient of determination symbolized R<sup>2</sup> is a proposal of the total variation of Y which is explained by the relationship between X and Y. The value of R<sup>2</sup> can be obtained through a mathematical approach as follows:

$$R^2 = \frac{(n\sum xy - \sum x \sum y)^2}{(n\sum x^2 - (\sum x)^2)(n\sum y^2 - (\sum y)^2)}$$

Information:

- R<sup>2</sup> = coefficient of determination
- y = dependent variable
- x = independent variable
- n = amount of data

### Hypothesis Testing

#### Partial Test (t Test)

For a significant regression test or not used t-count, which is to determine the effect of partial (Sudjono, 1998: 372).

$$T_{\text{count}} = \frac{b - B}{SB_1}$$

Information:

- b = Regression Coefficient
- B = Estimated Regression Coefficient
- [[SB]]<sub>1</sub> = Standart Error

Testing steps:

Determine the null hypothesis (H<sub>0</sub>) and the Alternative Hypothesis (H<sub>a</sub>):

H<sub>0</sub> = β<sub>i</sub> = 0<sub>2</sub> means that there is no relationship between the independent variable XI and the dependent variable Y.

H<sub>0</sub> = β<sub>i</sub> = 0<sub>2</sub> means that there is a relationship between the independent variable XI with the dependent variable Y.

Using a significant level α = 0.05 (with two-way testing α / 2 = 0.025).

Determine test criteria:

If - t<sub>table</sub> ≤ t<sub>count</sub> ≤ t<sub>table</sub> means that H<sub>0</sub> is accepted and H<sub>a</sub> is rejected, it means there is no significant relationship between the independent variable (X) and the dependent variable (Y).

If - t<sub>table</sub> > t<sub>count</sub> means that H<sub>0</sub> is rejected and H<sub>a</sub> is accepted, it means there is a significant relationship between the independent variable (X) and the dependent variable (Y).

## REUSLTS AND DISCUSSION

**Tabel 1.**  
Multiple Linear Regression  
Coefficientsa  
Dependent Variabel: Y

| Model      | Unstandardized Coefficients |            | Standardized Coefficients Beta | t     | Sig. |
|------------|-----------------------------|------------|--------------------------------|-------|------|
|            | B                           | Std. Error |                                |       |      |
| (Constant) | 7.410                       | 2.850      |                                | 2.600 | .014 |
| X          | .377                        | .072       | .671                           | 5.202 | .000 |

Source: Data processed by researcher (2019)

Based on table 4.8, the linear regression equation model produced in this study are:

$$Y = 7,410 + 0,377 X$$

A constant value of 7.410 indicates that if the work environment variable (X) is ignored by the analysis, then the performance of temporary employees BPJS Liaison Office Rungkut Surabaya (Y) is 7,410.

The translation of the regression equation model the effect of the work environment on the performance of non-permanent employees is the regression coefficient of the work environment variable (X) is known to be 0.377. This shows that the relationship between the two variables is positive or unidirectional meaning that if the work environment rises by 1 unit, the performance of non-permanent employees will increase by 0.377 units.

**Tabel 2.**  
Determination Analysis (R2)  
Model Summary<sup>b</sup>  
Predictors: (Constant): X  
Dependent Variabel: Y

| Model | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|-------------------|----------|-------------------|----------------------------|
| 1     | .671 <sup>a</sup> | .451     | .434              | 1.151                      |

Based on Table 2 above, it can be explained that the coefficient of determination (R2) obtained is 0.451. This means that the variation of the independent variable is the work environment that contributes to the performance of temporary employees BPJS Liaison Office Rungkut Surabaya 45.1%.

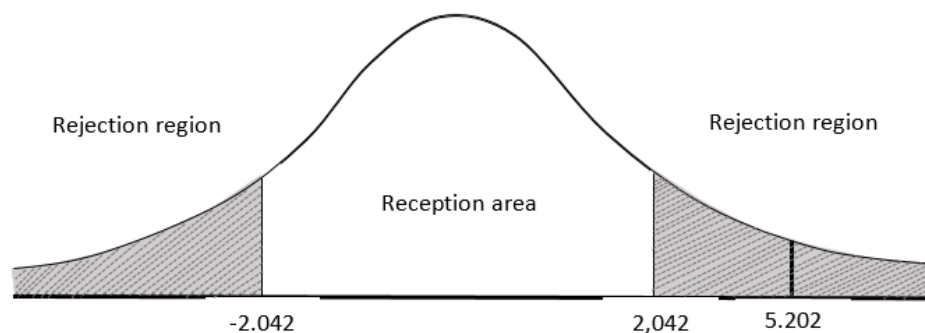
### Hypothesis Testing

T test is used to determine the effect of the independent variable partially dependent variable. T test analysis results with the help of SPSS program release 22.

T table value is obtained from  $df = n - k = 35 - 2 = 33$ ,  $\alpha = 0.05$ , it is obtained that t table

= 2.042. From the table above it is known:

T value for the work environment variable is 5.202 and the value of 0.014 or 14% means the influence of the work environment on the performance of non-permanent employees BPJS Health Liaison Office Rungkut Surabaya is very significant at the level of 86%. Because t arithmetic = 5.202 is greater than t table = 2.042 or sig. by 14%. In other words Ho was rejected and Ha was accepted, meaning that there was a partial effect on the performance of temporary employees of the BPJS Liaison Office Rungkut Surabaya. If described in the form of a normal curve are as follows:



**Figure 1**  
T. Test Results for Work Environment Variables

### Managerial Implications

Based on the results of partial hypothesis testing, it can be seen that the influence of the work environment on the performance of non-permanent employees with a calculated t value for the work environment variable is 5.202 and the value of sig. equal to 0.0, means the influence of the work environment on the performance of non-permanent employees BPJS Health Liaison Office Rungkut Surabaya is very significant at the level of 86%. Because t arithmetic = 5.202 is greater than t table = 2.042 or sig. by 0% smaller. In other words, Ho was rejected and Ha was accepted, meaning that there was a partial influence of the work environment on the performance of temporary employees of BPJS Liaison Office Rungkut Surabaya.

### CONCLUSION AND SUGGESTION

Based on data analysis and discussion of research results, it can be concluded that there is a partial influence of the work environment on the performance of temporary employees of BPJS Health Liaison Office Rungkut Surabaya.

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