**EFFECT ON THE PERFORMANCE OF EMPLOYEES DO NOT STAY IN OFFICE WORK ENVIRONMENT LIAISON OFFICE BPJS Rungkut SURABAYA**

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**Abstract**

Man as one of the important and major factor in all forms of organization. The important factor here nature complex that need attention, handling and special treatment in addition to other production. Human resources have a major role in an organization. The success of achieving organizational goals coming from the treatment of its own employees, so employees who will form the organizational structure and utilize technology. The clerks who will hold and dose response to environmental variations that exist in the organization. Office of the Liaison Office of Health BPJS Rungkut Surabaya same as other agencies that require qualified human resources and the potential to achieve the vision and mission of the company. Without HR mempu work optimally and advanced technology to help settle their duties, will not be able to bring success for the company. Therefore, the office BPJS Rungkut Surabaya Liaison Office expects the employees under permanent and non-permanent has a good performance. Employee performance will be better if the employee has a high ability and a supportive work environment in menyeselaikan duties. Based on data analysis and discussion of research results. Employee performance will be better if the employee has a high ability and a supportive work environment in menyeselaikan duties. Based on data analysis and discussion of research results. Employee performance will be better if the employee has a high ability and a supportive work environment in menyeselaikan duties. Based on data analysis and discussion of research results.

**Keywords** : Work Environment, Employee Performance

**INTRODUCTION**

According to Article 1 paragraph 1 of Law No. 24 of 2011 on the Social Security Agency, the Agency for Social Security Penyelenggar hereinafter referred BPJS is a legal entity formed to administer social security programs.

Social Security Agency (BPJS) is a statutory body established by law to administer social security perogram. BPJS according to Law Number 40 Year 2004 concerning the National Social Security System is the transformation of the social security agency which has now been running and it is possible to form a new governing body in accordance with the strong growth dynamics of social security, according to (Princess, 2014),

According to (Suhartoyo, 2018) is a public legal entity according to BPJS. Three of the following criteria is used to determine bahaw BPJS a public legal entity, namely:

1. How establishment or the legal entity that is held by public law construction, which was founded by the ruler (State) to the Act;
2. Work environment, that in carrying out its duties are generally legal entities with the public and act in the same position with the public;
3. Authority, the legal entity is established by the rulers of the State and given the authority to make decisions, statutes, or regulations that bind the public.

According to(Farchan, 2016)Human resource management is: "The process of acquiring, training, values ​​and provide compensation to employees, pay attention to their labor relations, health and safety, as well as a matter of justice. According to (Robert L. Mathis, 2012) Something to do with the formal design of the system within an organization to determine and efficiency of talent seen someone for realizing the goals of an organization

According to (Kennedy, 2009) work environment is serangkaun conditions or circumstances, the working environment of a company that is a place of work of the employees who work in that environment. Although the work environment does not carry out the production process, but the work environment directly affects the employees who carry out the production process. (Robert L. Mathis, 2012) explains that performance is what is done or not done by employees.

(Chandra, 2013) concludes understanding employee performance or defisi performance or performance as a result of performance that can be achieved by someone AAU group of people within an organization, both qualitatively and quantitatively, in accordance with the authority, duties and responsibilities of each in order to achieve tujmuan organization concerned legally, do not break the law and in accordance with moral or ethical. Based on some of these definitions the authors explain that the work environment can affect the performance of employees is the output or the work produced in terms of both quality and quantity pekerjaaanya and can be accounted for in accordance with peranya within the organization or company that is accompanied by the ability, skills, and skills in completing pekerjaaanya.

**METHOD**

**Population**

According to (Pramono & Ferdinand, 2012) The population is a mix of all the elements that form the events, things, or people who have similar characteristics that made the center of attention of researchers, because it is seen as the study of the universe. Total population in this study are all temporary employees who work in BPJS Liaison Office Rungkut Surabaya totaling 35 people.

**Research samples**

According to (Prajitno 2008) explains the sample is part of the number and characteristics possessed by this population sample drawn from the population to be truly representative (representing). The sample size is the number of samples to be taken from a population.

According to the author, according to the study because its population is less than 100 respondents, the authors take 100% of the population that existed at the Liaison Office of Health BPJS Rungkut Surabaya as many as 35 respondents. Thus the use of the entire population without having to draw a study sample observation units called census techniques.

**Sampling method**

According to (Prajitno 2008) the sample is part of the number and characteristics possessed by this population and nonprobability sampling is a technique that does not provide opportunities equal opportunity for each element or member of the population to be selected into the sample so that the technique of Non probality Sampling that is chosen is the saturated sampling (census) is the method of ssampel withdrawal when all members of the population used as a sample. This is often done when the population is small, less than 30 people.

In this study the sample to be taken is the entire temporary staff BPJS Liaison Office Rungkut Surabaya as many as 35 people. The sampling technique using saturated sample. Saturated sample method is a sampling technique used when all members of the population being sampled.

**Operational definition**

According toYacinda Chresstela Prasidya Norianggono, Djamhur Hamid, (2014) defining variable is the object of research or what is the focal point of a study. In this study there are two main variables studied were at Work (X) and Employee Performance Variable (Y).

The operational definition of variables associated with this title are as follows:

1. **variables**

The working environment is everything that affects a person or group of people in carrying out its activities. In this study, the working environment has two indicators:

1. Physical condition

According to Yacinda Chresstela Prasidya Norianggono, Djamhur Hamid, (2014) Factors working physical condition is everything that is around employees who can influence the employee in performing tasks that may affect employees in performing tasks assigned to him. Indicators of aspects of physical condition includes:

1. Lighting
2. Air temperature
3. clunk
4. The use of color
5. Space needed
6. job security
7. Social conditions

Relations humanitarian work or social interaction is a relationship between a person with a group of other people in the organization that aims to provide satisfaction of employees so that the employees had high morale, teamwork and discipline are high. theory Hinggis (Saputra, 2014) The indicators of the study include:

1. Relationships with colleagues
2. Another colleague relationships
3. Relationship with superiors.
4. **Bound Variables (Dependent)**

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

1. prowess
2. skill
3. Work experience
4. Work environment

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

**Method of collecting data**

**Data types**

To complete this study, it needs to be supported by data that is accurate and complete. The type of data in this study are primary data and secondary data (Pramono & Ferdinand, 2012),

1. Primary data

Primary data is data obtained directly from respondents through questionnaires and interviews. Primary data in this study adalalah using kuiseoner research instrument that diseberkan to respondents in the sample in the study. Respondents or source data from this study dalah BPJS Liaison Office Rungkut Surabaya.

1. Secondary Data

Secondary data is data obtained indirectly, but still in touch with the object of research. Secondary data were obtained from the Office of the Liaison Office BPJS Rungkut Surabaya.

**Data collection technique**

In order to obtain primary data and secondary data relating to the issues to be discussed, the authors used data collection techniques (Pramono & Ferdinand, 2012) as follows:

1. Documentation

Data collection techniques through a recording made by collecting data through written heritage consists mainly of archives and includes books about opinions as well as data related to the problems examined.

1. questionnaires

In this study data collection using a questionnaire with questions spread through a list of questions to respondents. Keusioner can be seen in the attachment.

**Research Instruments**

With regard to the importance of the research instrument, it must be tested against the instrument. Research instrument must have certain qualifications as a benchmark to certify the capability and feasibility of the instrument in recruiting, reveal, tap and measure all of the information in the form of data to be processed researchers. The main requirements for an instrument of research include the validity (validity) and The reliability. Instrument in this study was a questionnaire.

1. Validity test

Instrument valid means of measuring instruments used to obtain data (measures) were valid. Valid means the instrument can be used to measure what should be measured (Pramono & Ferdinand, 2012), He also noted that the instrument has a validity of construction, if the instrument can be used to measure in accordance with defined symptoms. While the instrument should have content validity (content validity) is an instrument that is shaped test that is often used to measure achievement (archirvement) and measure the effectiveness of the implementation of the program and purpose formula product moment correlation analysis are:

Information:

R = Coefficient of correlation

n = Number of samples

X = Independent variable

Y = The dependent variable

Testing Criteria:

Valid, if r count> r table

Invalid, if the count r <r table.

1. test Reliability

Reliability is a tool for measuring the questionnaire which is the indicator of variable (Pramono & Ferdinand, 2012), Reliability coefficient calculation technique used herein dalah using Cronbach Alpha. When α ≥ 0.6 worthy of data used for research. Statistical formula is as follows:

Rxx '≥ 2 = 21 -

Information:

2 and 2 = variab score parts 1 and parts 2

SX2 = Variance of test scores

Validity and reliability of computing analyzed using SPSS. The results of the analysis or the validity and reliability in attachment.

**Data analysis method**

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

Analysis of the data in the form of figures to determine which variables influence one another. Adapaun methods used by statistical calculation by (Pramono & Ferdinand, 2012) is:

*Y =*

Information:

Y = Employee Performance Variable

α = constant

= Coefficient of regression

= Work Environment

To find the value of apat use the following formula:

=

α = Y -

**Test The coefficient of determination (R2)**

According to (Sinambela, Ariswoyo, & Sitepu, 2014) that the coefficient of determination is essentially measuring how far the model's ability to explain variations in the dependent variable. Coefficient of determination is between zero and one. Small coefficient determination means the ability of a variable-free variabek dependent variable in explaining the variation is very limited. To determine the coefficient of determination expressed by the value of Adjusted R Square.

The coefficient of determination R2 is symbolized in the form of a proposal from the total variation of Y explained by the relationship between X and Y. The R2 can be obtained through a mathematical approach as follows:

R2 =

Information :

R2= Coefficient of determination

y = Dependent variable

x = Independent variable

n = The number of data

**Hypothesis testing**

1. Partial test (t test)

To test or not to use a significant regression t, which is to determine the effect of the partial

t =

Information :

b = Regression Coefficients

B = Estimating Regression Coefficients

= Standrt Error

Test steps:

1. Determining the null hypothesis (H0) and the alternative hypothesis (Ha):

H0 = βi = 02, meaning there is no relationship between independent variables with the dependent variable Y. XI

H0 = βi = 02 means that there is a relationship between independent variables with the dependent variable Y. XI

1. Using a significance level α = 0.05 (with a two-way test α / 2 = 0.025).
2. Specify testing criteria:

If - ttabel ≤ t ≤ ttabelmeans H0 and Ha rejected meaning there is no significant relationship between the independent variable (X) and dependent variable (Y).

If - ttabel> tmean H0 rejected and Ha accepted means there is a significant relationship between the independent variable (X) and dependent variable (Y).

# RESULTS AND DISCUSSION

According to (Princess, 2014) health care insurance in Indonesia has actually been around since the Dutch colonial era. And after independence, in 1949, after the transfer of sovereignty by the Dutch Government, efforts to ensure the health care needs of people, especially civil servants and their families, continues. Prof. GA Siwabessy, as the Minister of Health, who served at the time, proposed an idea to organize urgent need universal health insurance program (universal health insurance) when it started to be applied in many developed countries and is growing rapidly.

At that time the new membership includes civil servants and their family members only. However Siwabessy sure one day, the climax of the development of Indonesian people's health will be achieved through a system that can ensure the health of all citizens of this nation.

In 1968, the government issued the Minister of Health Regulation No. 1 of 1968 to form the Organizing Body Health Maintenance Fund (BPDPK), which regulates health care for state employees and pension recipients and their families.

After some time, the Government issued Government Regulation No. 22 and 23, 1984. BPDPK also changed the status of an agency within the Ministry of Health into SOEs, namely PERUM HUSADA Bhakti (PHB), which serves the health insurance for civil servants, retired civil servants, veterans, pioneers of independence, and their family members.

In 1992, PHB changed its status to PT Askes (Persero) by Government Regulation No. 6 of 1992. PT Askes (Persero) began reaching SOE employees through a program of Askes Commercial. In January 2005, PT Askes (Persero) trusted the government to implement a health insurance program for the poor (PJKMM) hereinafter known to be a program participant Askeskin targeting the poor and can not afford as many as 60 million people, whose contributions are paid by the central government.

PT Askes (Persero) also created the General Public's Health Insurance Program (PJKMU), which is intended for people who have not been covered by Jamkesmas, Social Health Insurance, as well as private insurance. Until then, there are more than 200 districts / cities, or 6.4 million people who have become participants PJKMU. PJKMU is the Regional Health Insurance (Jamkesda) the custody of the PT Askes (Persero) (Mariyam, 2018),

A step toward universal health coverage is also increasingly evident with the official operation of BPJS on January 1, 2014, as the transformation of PT Askes (Persero). This began in 2004 when the government passed Law No. 40 of 2004 on National Social Security System (Navigation) and then in 2011 the government set Law No. 24 of 2011 on the Social Security Agency (BPJS) and appointed PT Askes (Persero) as organizer of social security programs in the areas of health, so that PT Askes (Persero) was changed to BPJS (Suhartoyo, 2018),

Through the National Health Insurance Program-Card Healthy Indonesia (JKN-KIS) held by BPJS Health, the state is present in our midst to make sure the entire Indonesian population are protected by comprehensive health insurance, fair, and equitable (Princess, 2014)

**vision**

Achieving Quality Health Insurance Without Discrimination.

**Mission**

1. About providing the best service to participants and society
2. Extending Health Insurance Program covers the participation of the entire population of Indonesia.
3. Together maintaining financial sustainability Health Insurance Program.

**Company location**

BPJS Health Liaison Office are in commercial Rungkut Galaxy Mega Block 14B No. 6 Jalan Ir. Soekarno Surabaya, Telephone Number (031) 33601514, email[lo.rungkut@bpjs-kesehatan.go.id](mailto:lo.rungkut@bpjs-kesehatan.go.id),

Table 1 Regression

Coefficientsa

Dependent Variable: Y

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Model | Coefficients unstandardized | | Standardized Coefficients Beta | t | Sig. |
| B | Std. Error |
| 1. (Constant)   X | 7,410  .377 | 2,850  .072 | .671 | 2,600  5202 | .014  .000 |

Data Source: Data processed Researcher (2019)

Based on the 4.8 table persamaann linear regression models generated in this study are:

Y = 7.410 + 0.377 X

A constant value of 7.410 indicates that if the work environment variables (X) overlooked the analysis, the performance of non-permanent employees BPJS Liaison Office Rungkut Surabaya (Y) of 7,410.

Elaboration of environmental effects regression model work on the performance of non-permanent employees are working environment variable regression coefficient (X) is found to be 0.377. This suggests that the relationship between these two variables is positive or unidirectional means if the working environment up 1 unit, the performance of temporary employees will increase by 0.377 units.

**Table 2 Analysis of determination (R2)**

Model Summaryb

Predictors: (Constant): X

Dependent Variable: Y

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .671a | .451 | .434 | 1,151 |

Data Source: Data processed Researcher (2019)

Based on Table 2 above can be explained that the coefficient of determination (R2) obtained was 0.451. This means that the variation of independent variables that work environment that contribute to the performance of non-permanent employees BPJS Liaison Office Rungkut Surabaya 45.1%.

**Hypothesis testing**

The t-test is used to determine the effect of independent variables with the dependent variable partially. The results of t test analysis with SPSS release 22.

Values ​​obtained from the t table df = n - k = 35-2 = 33, α = 0.05 and then obtained t table = 2.042. From the table above is known:

T value for the working environment variable and the value of 5.202. 0.014 or 14% means that the work environment influence on employee performance is not fixed BPJS Liaison Office Rungkut Surabaya is significant at the level of 86%. For t counted = 5.202 is greater than t table = 2.042 or sig. by 14%. In other words Ho is rejected and Ha accepted, meaning that no partial effect temporary staff performance BPJS Liaison Office Rungkut Surabaya. When depicted in the form of normal curve is as follows:

**Figure 1 Test Results t Work Environment Variables**

Rejection region

Ho

5.202

Rejection region

Ho

Reception area

Ho

-2.042

2,042

**Managerial implications**

Based on the partial results of hypothesis testing can be seen that the work environment influence on employee performance is not fixed by the t value for the working environment variables at 5.202 and sig. of 0.0, it means that the influence of the working environment on the performance of non-permanent employees BPJS Liaison Office Rungkut Surabaya is significant at the 86% level. For t counted = 5.202 is greater than t table = 2.042 or sig. 0% smaller. In other words Ho rejected and Ha accepted, meaning that there is the influence of the partial secaa work environment on employee performance is not fixed BPJS Liaison Office Rungkut Surabaya.

# CONCLUSIONS AND RECOMMENDATIONS

**Conclusion**

Based on data analysis and discussion of the research results, it can be concluded the study's findings is the partial effect on the performance of employees working environment is not fixed BPJS Liaison Office Rungkut Surabaya.

**Suggestion**

In order to improve the employee's performance is not fixed, then some suggestions to the researchers pointed out are as follows:

1. Temporary staff performance can be improved so that the work completed as timely especially when the current cut-off reporting of data and system.
2. The granting of the reward or overtime pay for temporary employees who have been working duties.
3. Their meetings or gatherings between temporary employees and Liaison Office KCU Surabaya Rungkut that temporary employees be able to know each other.
4. Availability pantry or a lunch place for employees to feel comfortable in the company.

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