

The Effect Of The Work Environment And Work Ethic On Organizational Performance With Satisfaction As A Mediation Variable On The Deputy For Placement Of The Indonesian Migrant Workers Protection Agency (Bp2mi)

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ABSTRACT

This study aims to determine the effect of the work environment on organizational performance, the effect of work ethic on organizational performance, the effect of job satisfaction on organizational performance, the influence of the work environment on job satisfaction, the effect of work ethic on job satisfaction, the influence of the work environment on organizational performance through job satisfaction, and determine the effect of work ethic on organizational performance through job satisfaction. This research was conducted at the Deputy for Placement of the Indonesian Migrant Workers Protection Agency (BP2MI) with 103 respondents. Data analysis using path analysis.

Based on the data analysis, the results obtained that the work environment variable partially affects organizational performance. The work ethic variable has a partial effect on organizational performance. Job satisfaction variable partially affects organizational performance. Work environment variables affect job satisfaction partially. Work ethic has an effect on job satisfaction partially. The influence of the work environment on organizational performance through job satisfaction is greater than the direct effect, so it can be said that the job satisfaction variable is an intervening variable. The direct effect of work ethic on organizational performance through job satisfaction is greater than the direct effect, so it can be said that job satisfaction is an intervening variable.

Keywords: work environment, work ethic, job satisfaction, organizational performance

I. INTRODUCTION

In an organization, performance appraisal of the organization is important. This is because performance and performance appraisal are inseparable, as stated by Mustopadidjaja (2002:12), stating that there are several types of indicators that can be used in the implementation of organizational performance measurement, namely Input indicators are everything needed to the implementation of activities can run to produce outputs, it can be in the form of human resource funds (employees). Process indicators are all quantities that indicate the efforts or activities carried out in order to process inputs into outputs. Output indicators are everything that is expected to be used directly from an activity which can be either physical or non-physical. Output indicators are everything that reflects the functioning of the medium-term activity outputs (direct effects), the tangible results of the outputs of an activity. Another indicator that is considered in the assessment of organizational performance is the benefit indicator. Benefit indicators are everything related to the ultimate goal of implementing activities, describing the benefits obtained from outcome indicators, showing things that are expected to be achieved if the outputs can be completed and function optimally (right location and time).

Factors that are predicted to affect organizational performance are work environment,

work ethic and job satisfaction. The work environment is the social, psychological, and physical life in the company that affects workers in carrying out their duties. Human life is inseparable from the various circumstances of the surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances in the surrounding environment. Likewise, when doing work, employees as humans cannot be separated from the various circumstances around where they work, namely the work environment. During their work, each employee will interact with various conditions in the work environment.

The work environment is something that is around the workers and which affects them in carrying out the tasks assigned (Nitisemito, 1992:25). Furthermore, according to Sedarmayati (2001:1) the work environment is the total of tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups.

Work ethic also needs to be considered in improving organizational performance. Work ethic according to Ndraha (2005:204), is the value of work is any value generated through work as a process and value perceived by consumers or recipients through their use or enjoyment, in the form of new value, added value and added value. The core value of work is work ethic.

Sinamo (2005:29), states that the work ethic is due to being able to work with full responsibility, complete with integrity (honesty), hard and full of enthusiasm (discipline), intelligent full of creativity and diligent full of desire (orientation to the future).

Atmodiwirio (2000:232), suggests that the work ethic is the basis for improving the work performance/performance of every civil servant. If this foundation is entrenched among the state apparatus, then we have a result-oriented work attitude, achieved as planned. The State Apparatus as the dominant human resource is expected to bring more optimal work results.

Another factor that affects organizational performance is job satisfaction. According to Robbins and Judge (2008:99) job satisfaction is defined as a positive feeling about one's work which is the result of an evaluation of its characteristics. A person with a high level of job satisfaction has positive feelings about the job, while someone who is dissatisfied has negative feelings about the job.

Wexley and Yukl (2002) say that job satisfaction is a generalization of attitudes towards work. A person's various attitudes towards his work reflect his pleasant and unpleasant experiences at work and his expectations for future experiences. A fun job to do can be said that the job gives satisfaction to its stakeholders. On the other hand, dissatisfaction will be obtained if a job is not fun to do.

II. LITERATURE REVIEW

Work Environment

The work environment is the social, psychological, and physical life in the company that affects workers in carrying out their duties. Human life is inseparable from the various circumstances of the surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances in the surrounding environment. Likewise, when doing work, employees as humans cannot be separated from the various circumstances around where they work, namely the work environment. During their work, each employee will interact with various conditions in the work environment.

The work environment is something that is around the workers and which affects them in carrying out the tasks assigned (Nitisemito, 1992:25). Furthermore, according to Sedarmayati (2001:1) the work environment is the total of tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups.

The condition of the work environment is said to be good or appropriate if humans can carry out activities optimally, healthy, safe, and comfortable. The suitability of the work environment can be seen as a consequence in the long term, furthermore, unfavorable work environments can demand more labor and time and do not support the obtaining of an efficient work system design (Sedarmayanti, 2001:12).

According to Kusriyanto (1991:122), the work environment is one of the factors that affect the performance of an employee. An employee who works in a work environment that supports him to work optimally will produce good performance, on the contrary if an employee works in an inadequate and unsupportive work environment to work optimally will make the employee concerned become lazy, tired quickly so that performance employee will be low.

From some of the opinions above, it can be concluded that the work environment is

everything that is around employees at work, whether in the form of physical or non-physical, directly or indirectly, which can affect themselves and their work while working.

Work Ethic

Work ethic or work spirit is something that is subjective, depending on a person's orders in connection with his work. In general, observations of work ethic are categorized into two opposite things, namely high and low work ethic. Wirawan (2008:59), suggests that people with high work ethic have high belief that work is a way to achieve happiness in life. If one wants to have a contented and happy life, one has to work, while misery and poverty are the result of laziness at work.

While the work ethic according to Ndraha (2005:204), is the value of work is any value generated through work as a process and value perceived by consumers or recipients through the use or enjoyment of it in the form of new value, added value and added value. The core value of work is work ethic.

Sinamo (2005:29), states that the work ethic is due to being able to work with full responsibility, complete with integrity (honesty), hard and full of enthusiasm (discipline), intelligent full of creativity and diligent full of desire (orientation to the future).

Atmodiwirio (2000:232), suggests that the work ethic is the basis for improving the work performance/performance of every civil servant. If this foundation is entrenched among the state apparatus, then we have a result-oriented work attitude, achieved as planned. The State Apparatus as the dominant human resource is expected to bring more optimal work results.

Furthermore, Sutrisno (2010: 285), argues that work ethic is a unique key to success, because at the same time it can be a fundamental success at the personal, organizational, and social levels.

Anoraga (2005:29), suggests that work ethic is a view and attitude of a nation or a people towards work. If that view and attitude sees work as a noble thing as human existence, then the work ethic will be high. On the other hand, if you see work as meaningless for human life, especially if there is absolutely no view and attitude towards work, then the work ethic is naturally low. Therefore, to generate views and attitudes that appreciate as something noble, encouragement or motivation is needed.

Buchari (2001: 145), states that work ethic means attitude towards work, views on work, work habits, characteristics or about how to work, which is owned by a person, a group or a nation.

Based on the definition stated above, it can be concluded that work ethic is the ability of an employee to carry out his duties with full responsibility, honesty, and discipline as well as cooperation and orientation to the future, hard working attitude, far-sighted, respecting time and having the view of tomorrow must be better than today.

Job Satisfaction

Job satisfaction is a very important thing that must be owned by someone at work. Each employee has a different level of job satisfaction, so it will be different for each individual in achieving job satisfaction. The more aspects of the job that match the individual's expectations, the higher the level of satisfaction felt.

According to Robbins and Judge (2008:99) job satisfaction is defined as a positive feeling about one's work which is the result of an evaluation of its characteristics. A person with a high level of job satisfaction has positive feelings about the job, while someone who is dissatisfied has negative feelings about the job.

Wexley and Yukl (2012) say that job satisfaction is a generalization of attitudes towards work. A person's various attitudes towards his work reflect his pleasant and unpleasant experiences at work and his expectations for future experiences. A fun job to do can be said that the job gives satisfaction to its stakeholders. On the other hand, dissatisfaction will be obtained if a job is not fun to do.

Luthans (2006:243) defines job satisfaction as the result of employees' perceptions of how well their work provides things that are considered important. Job satisfaction is an emotional response to work situations, thus job satisfaction can be seen and predicted. Job satisfaction is often determined by how well the results meet or exceed expectations. Job satisfaction also represents several interrelated attitudes.

According to Mathis and Jackson (2006:121) job satisfaction is a positive emotional state that is the result of evaluating one's work experience. Employee job dissatisfaction will arise when an employee feels his expectations for work are not being met.

Organizational Performance

In an individual, group, or organization, an assessment is needed to find out the final goal to be achieved or often referred to as performance. This performance appraisal is very important because it can be used as a measure of the success

of the organization in achieving its mission. In addition, performance can be used to measure the level of achievement or policies of individuals or groups of individuals.

According to Keban (2004: 182), performance is a translation of performance which is often interpreted as "appearance", "demonstration" or "achievement". This agrees with what Mangkunegara (2009: 67) said, that the term performance comes from the word job performance or actual performance, namely work performance or achievements to be achieved.

From the opinion above, the notion of performance is a translation of performance which is often interpreted as an appearance, demonstration, or achievement. Experts suggest several definitions of the concept of performance, which 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 (Mahsun, 2006:25). In addition, performance is a set of outputs produced by the implementation of certain functions over a certain period of time (Tangkilisan, 2005: 109).

According to the Institute of State Administration of the Republic of Indonesia in Pasolong (2007:175), it states that 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.

While Prawirosentono (2007:176), argues that performance is the result of work that can be achieved by employees or groups of employees in an organization, in accordance with their respective authorities and responsibilities in an effort to achieve the goals of the organization concerned legally, not violating the law and according to morals and ethics. According to Reitz (2004:20), which states that an organization is a social unit formed to achieve a goal or several goals. Understanding an organization depends on the point of view used to see it.

Research Methods

Research Time and Location

This research was conducted at the Deputy for Placement of the Indonesian Migrant Workers Protection Agency (BP2MI), with an estimated

research time of three months starting from November 2019 to January 2020.

Research Design

This study uses an explanatory analysis approach, where each variable stated in the hypothesis is observed through testing the causal relationship between the independent variable and the dependent variable, as well as the mediating variable in this case is job satisfaction, as the observed variable is able to mediate a direct relationship with the independent variable (environment work and work ethic) on the dependent variable (organizational performance). The influence of the mediating variable can strengthen or weaken the relationship between the dependent and independent variables. Job satisfaction as a mediating variable will be tested through interaction test.

Population and Research Sample

In general, the population is intended as a generalization area consisting of objects/subjects that have certain qualities and characteristics (Sugiyono, 2012: 115). The population in this study were employees at the Deputy for Placement of the Indonesian Migrant Workers Protection Agency (BP2MI) which had 108 employees.

The sample generally describes some of the numbers and characteristics possessed by the population (Sugiyono, 2012:116). In this study, the sampling technique used is Simple Random Sampling, which is said to be simple because the sampling of members of the population is done randomly without showing the strata that exist in the population. This method is carried out if the members of the population are considered homogeneous because the sample is representative or the sample is taken at random (Sugiyono, 2012:118). The number of samples in the study were 85 respondents, and the sampling technique used was the Simple Random Sampling technique.

Research Result

Path Analysis

Path analysis is used to see the effect of each path analyzed. The analysis required is the influence of the work environment and work ethic on organizational performance, the effect of job satisfaction on organizational performance, and the influence of the work environment and work ethic on job satisfaction in the following table.

Table 1. The Effect of Work Environment and Work Ethic on Organizational Performance

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	20.777	2.370		8.768	.000
	Work_Environment	.587	.107	.387	5.496	.000
	Work_Ethic	.476	.063	.532	7.550	.000

a. Dependent Variable: Organizational_Performance

Path analysis of the influence of job satisfaction on organizational performance can be seen in the following table.

Table 2. The Effect of Job Satisfaction on Organizational Performance

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	11.552	1.816		6.362	.000
	Job_Satisfaction	.741	.043	.858	17.229	.000

a. Dependent Variable: Organizational_Performance

The influence of the work environment and work ethic on job satisfaction can be seen in the following table.

Table 3. The Effect of Work Environment and Work Ethic on Job Satisfaction

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.775	2.027		5.316	.000
	Work_Environment	.868	.091	.495	9.496	.000
	Work_Ethic	.651	.054	.628	12.064	.000

a. Dependent Variable: Job_Satisfaction

Based on the results of the analysis above, an overall path analysis can be made as follows.

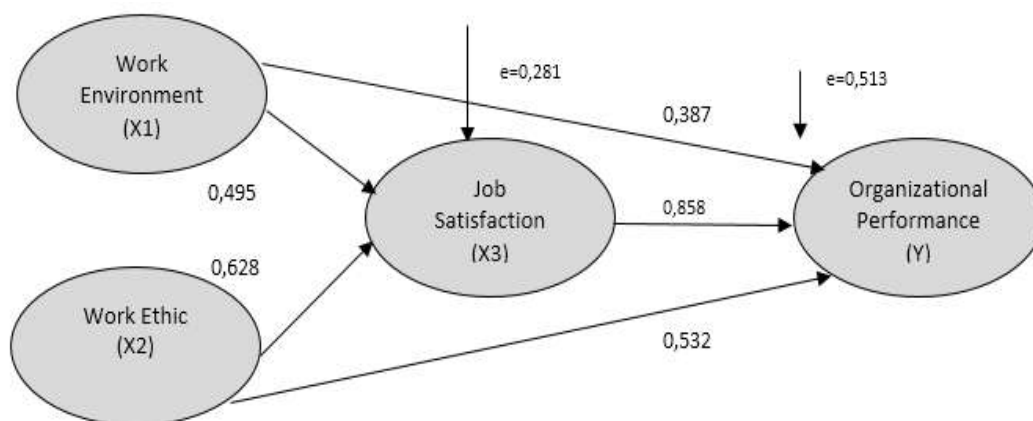


Figure 1. Overall path analysis

First Path Analysis

The analysis on the first path is to analyze the effect of the work environment on organizational performance partially. The structural equation of the data in the table above can be seen as follows

$$Y=0.387X1$$

Based on the table of analysis results above, it is known that the coefficient of the work environment is 0.387. The t value is 5.496. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work environment variable has a partial effect on organizational performance.

Second Path Analysis

This analysis will analyze the effect of work ethic on organizational performance partially. The results of the analysis of the effect of work ethic on performance partially can be seen in the following table.

$$Y=0.628X2$$

Based on the table of analysis results above, it is known that the work ethic coefficient is 0.532. The t value is 7,550. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work ethic variable has a partial effect on organizational performance.

Third Path Analysis

Partial analysis of the effect of job satisfaction on organizational performance

The results of the analysis of the effect of job satisfaction on performance partially can be seen in the following table.

$$Y=0.858X3$$

Based on the table of analysis results above, it is known that the coefficient of job satisfaction is 0.858. The t value is 17,229. The significance value is 0.00. This significance value is smaller than 0.05. This means that the job satisfaction variable has a partial effect on organizational performance.

Fourth Path Analysis

Partial analysis of the influence of the work environment on job satisfaction

The results of the analysis of the influence of the work environment on job satisfaction partially can be seen as follows.

$$X3=0.495X1$$

Based on the table of analysis results above, it is known that the coefficient of the work environment is 0.495. The t value is 9.496. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work environment variable affects job satisfaction partially.

Fifth Path Analysis

Partial analysis of the effect of work ethic on job satisfaction

The results of the analysis of the effect of work ethic on job satisfaction partially can be seen as follows.

$$X3=0.628X2$$

Based on the table of analysis results above, it is known that the work ethic coefficient is 0.628. The t value is 12.064. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work ethic variable affects job satisfaction partially.

Sixth Path Analysis

Analysis of the influence of the work environment on organizational performance through job satisfaction variables

Based on the results of the analysis above, it can be seen that the influence of the work environment on organizational performance is 0.387. The effect of the work environment on performance through job satisfaction is $0.495 \times 0.858 = 0.424$. In this case, the indirect effect is greater than the direct effect, so it can be said that the job satisfaction variable is an intervening variable.

Seventh Path Analysis

Analysis of the influence of work ethic on organizational performance through job satisfaction variables

Based on the results of the analysis above, it can be seen that the direct effect of work ethic on organizational performance is 0.532. While the effect of work ethic on organizational performance through job satisfaction is $0.628 \times 0.858 = 0.538$. In this case, the indirect effect is greater than the direct effect, so it can be said that the job satisfaction variable is an intervening variable.

III. DISCUSSION

In previous research, the work environment has an effect on organizational performance. The higher the work environment, the greater the organizational performance. In other words, this influence is positive or unidirectional. This research was conducted on a number of companies (Laoh, 2016). The results of this study are the same as the results of his research, the higher the work environment, the greater the organizational performance.

In this study, work ethic has an effect on organizational performance. The influence of the work environment on organizational performance was also carried out by several researchers. Based

on research, it is known that work ethic has an effect on organizational performance (Soedjono, 2005).

In previous research, job satisfaction has an effect on organizational performance. Job satisfaction was also carried out in several studies. The higher the job satisfaction of employees, the greater the organizational performance. This influence is also positive Sari and Susilo (2018). The results of this study are the same as those of previous studies.

IV. CONCLUSION

The coefficient of the work environment is 0.387. The t value is 5.496. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work environment variable has a partial effect on organizational performance.

The work ethic coefficient is 0.532. The t value is 7,550. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work ethic variable has a partial effect on organizational performance.

The coefficient of job satisfaction is 0.858. The t value is 17,229. The significance value is 0.00. This significance value is smaller than 0.05. This means that the job satisfaction variable has a partial effect on organizational performance.

The work environment coefficient is 0.495. The t value is 9.496. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work environment variable affects job satisfaction partially.

The work ethic coefficient is 0.628. The t value is 12.064. The significance value is 0.00. This significance value is smaller than 0.05. This means that the work ethic variable affects job satisfaction partially.

The effect of the work environment on organizational performance is 0.387. The effect of the work environment on performance through job satisfaction is $0.495 \times 0.858 = 0.424$. In this case, the indirect effect is greater than the direct effect, so it can be said that job satisfaction is an intervening variable.

The direct effect of work ethic on organizational performance is 0.532. While the effect of work ethic on organizational performance through job satisfaction is $0.628 \times 0.858 = 0.538$. In this case, the indirect effect is greater than the direct effect, so it can be said that the job satisfaction variable is an intervening variable.

V. SUGGESTION

In improving organizational performance, it is necessary to develop an improvement in the

work environment. An employee who works in a work environment that supports him to work optimally will produce good performance, on the contrary if an employee works in an inadequate and unsupportive work environment to work optimally will make the employee concerned become lazy, tired quickly so that performance employee will be low agencies need to improve the work environment such as replacing equipment that is not suitable for use, paying attention to air ducts in the workspace, work ducts in the break room, paying attention to smoking areas and so on.

Work ethic also needs to be considered by means of employee confidence in working, not being lazy at work, increasing responsibility, increasing creativity and increasing perseverance in work. Work ethic is the basis for improving the work performance/performance of every civil servant. If this foundation is entrenched among the state apparatus, then we have a result-oriented work attitude, achieved as planned. The State Apparatus as the dominant human resource is expected to bring more optimal work results.

Job satisfaction is also considered in improving organizational performance. Job satisfaction is a very important thing that must be owned by someone at work. Each employee has a different level of job satisfaction, so it will be different for each individual in achieving job satisfaction. The more aspects of the job that match the individual's expectations, the higher the level of satisfaction felt. Job satisfaction is increased by paying attention to the salary or income that employees will receive, improving the work itself and improving good relations with coworkers.

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