

INDIVIDUAL CHARACTERISTICS, ABILITIES, AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE PT. MAHESWARI PASUPATI BALI

Ni Made Ayu Sriwathi^{1*}, Budiyanto²

^{1,2} Indonesia School of Economics (STIESIA), Surabaya, Indonesia

*Corresponding Author: nimadeayusriwathi@gmail.com

Abstract: The problem that became the focus of the research discusses human resource management regarding individual characteristics, abilities, and the work environment's influence on employee performance at PT. Maheswari Pasupati Bali. The population consisted of 89 respondents. The data analysis techniques used in this study were validity and reliability instrument tests, multiple linear regression tests, classical assumption tests, and hypothesis testing through t-tests and F-tests. The research results obtained significant values. The t-value for individual characteristics (X1) is $0.000 < 0.05$, indicating a partial influence on employee performance. The t-value for job ability (X2) is $0.001 < 0.05$, indicating a partial influence on employee performance. The t-value for work environment (X3) is $0.005 < 0.05$, indicating a partial influence on employee performance. The significant F-value is $0.000 < 0.05$. Based on these calculations, it can be explained that the alternative hypothesis (H_a) is accepted, and the null hypothesis (H_o) is rejected. This means that individual characteristics (X1), job ability (X2), and work environment (X3) have a significant influence on employee performance at PT. Maheswari Pasupati Bali.

Keywords: Individual Characteristic, Environment, Ability, Performance

1. Introduction

Human resources is one of the important factors in a company to stay afloat. Human resources become the main element in the company when compared with capital, technology, and money, because human resources act as controllers of the company's activities. If the company does not have adequate human resources, then the company will not be able to develop properly to achieve company goals. Improving employee performance becomes a human resource management challenge. Because success in achieving goals and the survival of the company depends on the quality of human resources. Basically, companies not only need capable and skilled employees but employees who can work harder and are willing to achieve optimal results and in accordance with company goals. The company's attention to employees should be focused higher on the issue of individual characteristics of each worker, in order to determine the extent to which the personality and behavior of employees in completing a job for the benefit of the company in particular. Individual characteristics are differences in the personality of each employee in addressing the work carried out.

On the basis of the inequality of the character of each individual employee who works, the company should be able to understand the comparison of the performance of each employee in order to determine the policies of assignment in accordance with the personality character of each employee.

Factors into consideration in the company's efforts to improve employee performance is to identify the potential or ability of each individual. This is because the ability (*skill*) is a person's capital in working to achieve the quality of professional human resources and have high integrity to the field of work undertaken. One of the factors that affect employee performance is the employee's work ability. Work ability is related to knowledge, talents, interests and experience in order to be able to complete tasks that are in accordance with the job they occupy. The company's management must be able to develop the ability of each employee to fit the needs of the company, because the ability to show the potential of an employee in doing his job. Employee work ability is a skill that employees have in doing their job. If employees get the opportunity to develop their talents, and use them appropriately, it will affect the development of the company.

The performance of an employee in the company must also be equipped with an adequate work environment, both physical work environments such as work facilities or non-physical work environments such as working relationships between employees and company leaders. One of the efforts in producing good employee performance and improving employee performance can be done by creating a comfortable, safe, conducive, and pleasant working environment. Work environment is one of the factors that are considered important by company managers, because the work environment is a supporting condition and supporting the effectiveness of an employee's performance in completing the work charged by the company. Therefore, environmental management should be a concern that focuses more on the adaptation of employees who are able to adjust themselves to the conditions of the workplace. Observations made at the Employee Performance Unit at PT. Maheswari Pasupati Bali Branch found some problems in running the work activities of the employees of the marketing department. The problems that occur in the company according to the results of interviews with leaders mentioned that the number of employees of the marketing department who do not carry out standard operating procedures to the fullest, the attitude of employees who are still less than optimal in carrying out recording and performance reports are often not in accordance with the data inputted administration, especially in reporting the target of its work in a month. There are still many employees who are not disciplined at work, unable to carry out company commitments so that employees get occupational risks from the company in the form of warning letters, this indicates that there are problems of individual characteristics and weak work ability in each job. Other problems also occur, especially regarding the work environment of employees, which is felt less comfortable and lack of harmonious relationships between some individuals with other individuals. The work environment of employees related to the facility is also actually the maximum given by the company, but there are differences in the results of work provided by each individual employee in the marketing department.

Based on the description of the background of the problem and the research gap above, observations were made in this study that focused on the title of the study as follows: **“The influence of individual characteristics, abilities and work environment on the performance of employees at PT. Maheswari Pasupati Bali”**.

2. Literature Review

Individual Characteristics

Cyberloafing is defined as a deviant behavior carried out by employees by accessing the internet through company-provided internet access for purposes unrelated to work, and it is

done consciously (Lim, 2002). Subsequent research has shown that cyberloafing behavior occurs not only in a workplace or job setting but also in educational settings, especially within the context of university education, where a significant number of students access the internet for non-academic purposes during lectures (Hussain et al., 2017; Zhong et al., 2022). Andel et al., (2019) found in their research that cyberloafing behavior is influenced by three factors: attitude, emotions, and social factors. Referring to Ozler and Polat (2012) their research also outlines several factors that can influence cyberloafing behavior, including individual, organizational, and situational factors.

Work Ability

Ability indicates the potential of people to carry out tasks or work. the ability of a person is the embodiment of knowledge and skills possessed. Therefore, employees who have high abilities can support the achievement of the organization's vision and mission to immediately progress and grow rapidly, in anticipation of global competition. The ability of a person will make him different from those who have average or ordinary abilities. According to Thoha (2012) ability is one element in maturity related to knowledge or skills that can be obtained from education, training and experience. Employability refers to a complex of features and levels reflecting the interaction between the volume of both physical and mental activity and functional abilities of workers, their health and subjective assessment of their status in a given organizational and social conditions. Soelaiman (2014: 112) states that ability is a trait that is born or learned that allows a person who can complete his work, either mentally or physically. According to Robbins (2006: 52), employability is the capacity of an individual to carry out various tasks in a given job. Where the individual's ability is essentially composed of two factors, namely: intellectual ability and physical ability. Intellectual ability is the ability needed to carry out mental activities, such as thinking, analyzing and understanding. Good intellectual abilities possessed by employees are expected to improve organizational performance. Thus, high intellectual ability will also indirectly affect the progress of the organization. Physical ability is the ability required to perform tasks that demand stamina, dexterity, strength and skill. Based on the description above, it can be concluded that what is meant by the ability of employees in this study is all the potential that employees have to carry out tasks based on knowledge, attitude, experience, and education.

Working Environment

According to Nitisemito (2008) in Rozi (2017) states that 'the work environment is everything that is around the worker that can affect him in carrying out his duties'. In this sense, the work environment is more focused on the physical state. Meanwhile, according to Sukanto and Indriyo (in Marwansyah, 2012) states that 'the work environment is everything that is around the worker that can affect the parties concerned in the work. The environment includes lighting arrangements, noise control, hygiene arrangements and layout arrangements.

Sedarmayanti (2011) states that "employees who like their work environment, then the employee will feel comfortable in the workplace to perform activities so that working time can be used effectively and optimistic employee performance is also high". The influence of the work environment felt by employees makes the state of the work environment become more concerned. According to Terry (in Rozi, 2017) states that the work environment can be interpreted as forces that affect, either directly or indirectly, the performance of the organization or company. The work environment includes working relationships formed between fellow employees and working relationships between subordinates and superiors as well as the physical environment in which employees work. Menurut Rothe, et al. (2012) office workers feel that the environment has an impact on their productivity and also concluded that there is sufficient evidence to support the claim that office comfort can affect

productivity. Working environment conditions are said to be good or appropriate if humans can carry out activities optimally, healthily, safely, and comfortably. Optimal utilization of all components of the work environment will make the work better.

The work environment is a means of supporting the smooth work process, where comfort and safety at work are also taken into account in creating a conducive and pleasant working atmosphere for employees so as to support the performance of employees in carrying out their work activities. Definition of the work environment according to Stewart (in Presilia and Octavia, 2012) states that the work environment is a series of conditions or circumstances of the work environment of a company that is the workplace of the employees who work in the environment. Ahyari (in Putra, 2012) stated that in general the working environment in a company will be an environment where the employees carry out their daily duties and work. Based on some thoughts that have been conveyed, it can be briefly explained that good working environment conditions have an important role in order to provide satisfaction, especially in creating a pleasant working atmosphere and resulting in good work habits for employees

Employee Performance

Performance is the result of work and progress that has been achieved by someone in their field of work. Stoner and Freeman suggest that performance is the key that must function effectively so that the organization as a whole can succeed (Usman 2011: 487). One of the most common activities in an organization is employee performance, which is how he does everything related to a job or role in the organization. Understanding performance or *performance* is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of the organization that is poured through the strategic planning of an organization. Definition of performance or performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of the organization that is poured through the strategic planning of an organization. The meaning of the word performance comes from taka-the word job performance and is also called actual performance or work performance or actual achievements that have been achieved by an employee (Moehersono, 2012:69).

3. Method

This research will utilize a quantitative approach to assess the influence of individual characteristics, abilities, and the work environment on employee performance at PT. Maheswari Pasupati Bali (Sugiyono, 2018). The study population comprises all employees at PT. Maheswari Pasupati Bali. However, due to time and resource constraints, the sample will consist of 89 randomly selected respondents from various departments within the company. Data collection will involve distributing questionnaires to the selected respondents. Data collection will be conducted with precision to ensure accuracy. The collected data will be analyzed using statistical methods such as regression analysis to identify the impact of individual characteristics, abilities, and the work environment on employee performance. (Agung and Yuesti, 2019). Analysis techniques used are classical assumption test, multiple linear regression test, partial hypothesis test and F test.

4. Result and Discussion

Validity testing is conducted to assess the instrument's capability to measure the research variables (Sugiyono, 2018:125). Validity criteria can be determined from the significance value of the calculated r-value below the significance level of 0.05. It can be explained that the individual characteristics variable (X1), which consists of 4 questionnaire items in total, has a

significant r-value below the specified significance level of 0.05. The work ability variable (X₂), comprising 4 questionnaire items, also has a significant r-value below the specified significance level of 0.05. The work environment variable (X₃), consisting of 5 questionnaire items, exhibits a significant r-value below the specified significance level of 0.05. Likewise, the employee performance variable (Y) also has a significant r-value below the specified significance level of 0.05. In conclusion, based on the validity test, all the questionnaire statement items are considered valid and suitable for further observation.

Reliability can be measured through the correlation coefficient between the initial trial and subsequent trials. If the correlation coefficient is positive and significant, then the instrument is considered reliable. Reliability is determined by examining the Cronbach's alpha value, and if it exceeds 0.60, it is considered reliable. The reliability test among variables yields the following results:

1. The reliability test of statement items with the total score of the Individual Characteristics variable (X₁) is 0.711, which exceeds the threshold of 0.60.
2. The reliability test of statement items with the total score of the Work Ability variable (X₂) is 0.754, which exceeds the threshold of 0.60.
3. The reliability test of statement items with the total score of the Work Environment variable (X₃) is 0.885, which exceeds the threshold of 0.60.
4. The reliability test of statement items with the total score of the Employee Performance variable (Y) is 0.669, which exceeds the threshold of 0.60.

Overall, it can be concluded that all statement items in each independent and dependent variable are reliable and demonstrate consistency in this research.

Table 1. The Result Of Multiple Regression

Variabel	B	T hitung	Sig-t	Keterangan
X ₁	0.558	6.871	0.000	H1 accepted
X ₂	0.115	2.756	0.001	H2 accepted
X ₃	0.229	2.864	0.005	H3 accepted
Konstanta (a)				6.268
Value R				0,683
Value R²				0,467
F_{hitung}				24.781
Significant F				0,000

Source : Data by Processed

Based on the calculation results presented can be obtained as follows regression equation :

$$Y = a + b_1.X_1 + b_2.X_2 + b_3.X_3$$

$$Y = 6,628 + 0,558X_1 + 0,115 X_2 + 0,229X_3$$

Can be explained about the effect of each independent variable to the dependent variable as follows : It can be interpreted that if the independent variables that include individual characteristics, work ability and work environment do not change, then the magnitude of employee performance is 6.628 units. It can be interpreted that if individual characteristics are improved, it will affect changes in employee performance that increase by a value of 0.558 units. The value of the regression variable has a positive value. If the employee's work ability is improved, then the employee's performance will also increase by a value of 0.115 units. The regression value of the work environment variable has a positive value. if the work environment dirasakan employees increase, then the performance of employees will also increase by a value of 0.229 units.

Determinant coefficient or *r square* obtained a value of 0.467 means the amount of influence of individual characteristics (X₁), work ability (X₂) and work environment (X₃) on the

performance of employees at PT. Car Life Assurance Tulungagung Branch by 46.7% while the rest (100% - 46,7%) = 53,3% derived from other variables and indicators not included in the study.

The result of the calculation is obtained that the value is significant. t of $0.000 < 0.05$ means that there is a partial influence between individual characters (X_1) on the performance of employees at PT. Maheswari Pasupati Bali. The calculation results obtained that the value is significant. T is $0.001 < 0.05$ which means that there is a partial influence between the variables of work ability (X_2) on the performance of employees at PT. Maheswari Pasupati Bali. The calculation results obtained that the value is significant. t of $0.005 < 0.05$ which means that there is a partial influence between the variables of the work environment (X_3) on the performance of employees at PT. Maheswari Pasupati Bali. Indicates that the significant value of F is $0.000 < \text{sig. } 0,05$. Based on these calculations, it can be explained that H_a is accepted and H_o is rejected. It can be explained that the influence of individual characteristics (X_1), work ability (X_2) and work environment (X_3) on the performance of employees at PT. Maheswari Pasupati Bali.

Discussion

Influence Of Individual Characteristics on Employee Performance at PT. Maheswari Pasupati Bali

Partial calculation results are significant values. t of $0.000 < 0.05$ means that there is a partial influence between individual characters (X_1) on the performance of employees at PT. Maheswari Pasupati Bali. Human resources is the main driver for every company to carry out activities or work processes of the company. In order for the company's goals to be achieved, employees are needed who work efficiently and effectively so that they provide good performance. So that employees can provide good performance, the company can provide good support through individual characteristics (Herianus, 2014:3). The findings of a study conducted by Hajati (2018) expressed his opinion that individual characteristics affect employee performance partially and significantly. The results of the above research are reinforced by research from by Mahayanti and Sriathi (2017) who agree that individual characteristics have an effect on performance and have a positive effect on employee job satisfaction

Influence Between The Ability To Work On The Performance Of Employees At PT. Maheswari Pasupati Bali.

Partial calculation results are significant values. T is $0.001 < 0.05$ which means that there is a partial influence between the variables of work ability (X_2) on the performance of employees at PT. Maheswari Pasupati Bali. Work ability is basically very influential on the quality or weight of the work achieved by an employee. This is understandable because in the ability to work there are various potential skills, skills, and other potential supports that are reflected in physical and psychological conditions. Work ability largely determines the performance of employees in a company or organization. The success and proficiency of the implementation of work in an organization is highly dependent on the performance of its employees (Farlen, 2011:82). Previous research conducted by Arini, Mukzam & Ruhana (2015) states that work ability is able to contribute its influence on the performance of employees in the company. The results of this study were also reinforced by Widayanata Reza (2016) who mentioned the ability to affect employee performance.

Influence Of The Work Environment On The Performance Of Employees At PT. Maheswari Pasupati Bali.

Partial calculation results are significant values. t of $0.005 < 0.05$ which means that there is a partial influence between the variables of the work environment (x_3) on the performance of employees at PT. Maheswari Pasupati Bali. If the work environment is considered well, then the performance of employees will also improve following the comfort and working conditions that are felt. One way that employees can also carry out their duties is to improve the work environment in the workplace. Poor work environment is one of the causes of ineffective use of time (Herianus, 2014:3). Research conducted by Rahmah (2015) states that the work environment partially affects employee performance significantly. This is supported by the findings of Hidayat and Cavorina (2017) in their research that the performance of an employee is influenced by his work environment.

Indicates that the significant value of F is $0.000 < \text{sig. } 0,05$. Based on these calculations, it can be explained that H_a is accepted and H_o is rejected. It can be explained that the influence of individual characteristics (X_1), work ability (X_2) and work environment (X_3) on the performance of employees at PT. Maheswari Pasupati Bali. One of the supporting factors for the implementation of management functions is an organization, the existence and smooth activities of employees in such an organization. At the time of carrying out the performance of employees need to know how important the individual characteristics in completing the work. Each placement of different tasks requires work ability to support the effectiveness of employee performance, in addition to other supporting factors is the attention of companies that focus on different work environments in organizations or companies. The results of research Widyana, Riza (2016) states that the environment and ability affect performance simultaneously. Meanwhile, Hidayat and Cavorina (2017) explain in their findings that individual characteristics and work environment have a simultaneous influence on employee performance.

5. Conclusions

Based on the results of research studies that have been described, it can be concluded that there is a partial influence between individual characters on the performance of employees at PT. Maheswari Pasupati Bali. There is a partial influence between the ability to work on the performance of employees at PT. Maheswari Pasupati Bali. There is a partial influence between the work environment on the performance of employees at PT. Maheswari Pasupati Bali. There is a simultaneous influence between individual character variables (X_1), work ability (X_2) and work environment on the performance of employees at PT. Maheswari Pasupati Bali. Implication of the research findings indicate that all three variables, namely individual character, work capability, and work environment, have a simultaneous influence on employee performance. Therefore, the management of PT. Maheswari Pasupati Bali should consider all of these factors together in efforts to improve employee performance. Collaboration and synergy among these factors can lead to a greater improvement in performance.

Acknowledgements

I wish to extend my heartfelt acknowledgment to my family for their unwavering love and support during my academic journey. Their encouragement and belief in me have been my driving force, and I am deeply grateful for their sacrifices and understanding.

References

Arini, K.R, D. M. Mochammad., and R. Ika. 2015. Pengaruh Kemampuan Kerja Dan Motivasi

- Kerja Terhadap Kinerja Karyawan (Studi Pada Karyawan PT. Perkebunan Nusantara X (Pabrik Gula) Djombang Baru), *Jurnal Administrasi Bisnis (JAB)*, Vol. 22 No. 1. <http://administrasibisnis.studentjournal.ub.ac.id/index.php/jab/article/view/863>
- Bangun, W. 2012. *Manajemen Sumber Daya Manusia*. Jakarta : Erlangga.
- Emin, K. 2007. The Effects Of Job Characteristics And Working Conditions On Job Performance. *Journal of Industrial Ergonomics*, 37, 515-523. <https://doi.org/10.1016/j.ergon.2007.02.006>
- Gibson. 2013. *Penilaian Kinerja*, Jakarta : Penerbit Erlangga.
- Hajati, D.K, W. A., Dwi., and W. Nurul. 2018, Pengaruh Karakteristik Individu, Karakteristik Pekerjaan dan Karakteristik Organisasi terhadap Kinerja Pegawai (Studi pada Politeknik Kotabaru), *Jurnal Bisnis dan Pembangunan*, Vol 7, No. 1, ISSN 2541-187X.
- Handoko, T. H. 2014. *Manajemen Personalialia dan Sumber Daya*, Yogyakarta: BPFE.
- Hasibuan, M. S. P. 2011. *Manajemen Sumber Daya Manusia*, Edisi Revisi, Jakarta: Bumi Aksara.
- Hidayat, R and C. Anna. 2017. Pengaruh Karakteristik Individu Dan Lingkungan Kerja Terhadap Kinerja Karyawan PT. Cladtek Bi Metal Manufacturing. *Journal of Business Administration Vol 1, No 2, September 2017, hlm.. 337-347* e-ISSN:2548-9909. <https://jurnal.polibatam.ac.id/index.php/JABA/article/view/617>
- Idris, A. 2016. *Pengantar Ekonomi Sumber Daya Manusia*, Yogyakarta: Deepublish.
- Irawan, A. 2012. Pengaruh Karakteristik Individu Dan Karakteristik Kerja Terhadap *Organizational Citizenship Behaviors* Dengan Kepuasan Kerja Sebagai Mediator Pada *Event Organizer* Di Surabaya. <http://jurnal.wima.ac.id/index.php/KAMMA/article/download/351/324>
- Jain, R. dan Kaur, S. 2014. Impact of Work Environment on Job Satisfaction. *International Journal of Scientific and Research Publications*. Vol. 4, Issue 1. <http://www.ijsrp.org/research-paper-0114/ijsrp-p2599.pdf>
- Mahayanti, I. G. A. K., and A. A. S. Anak. 2017. Pengaruh Karakteristik Individu, Karakteristik Pekerjaan, Dan Karakteristik Situasi Kerja Terhadap Kepuasan Kerja Karyawan. *E-Jurnal Manajemen Unud*, Vol. 6, No. 4. <https://ojs.unud.ac.id/index.php/Manajemen/article/view/28597/18238>
- Marwansyah. 2012. *Manajemen Sumber Daya Manusia Edis Kedua*, Bandung : CV. Alfabeta.
- Moehariono. 2012. *Pengukuran Kinerja Berbasis Kompetensi*, Jakarta: Raja Grafindo Persada.
- Moekijat. 2014. *Perencanaan Manajemen Sumber Daya Manusia*, Bandung: Bandar Maju.
- Rahman, A. A. 2013. *Psikologi Sosial: Integrasi Pengetahuan Wahyu dan Pengetahuan Empirik*, Jakarta: Rajawali Pers.
- Reza, W. 2016. Pengaruh Lingkungan Dan Kemampuan Kerja Terhadap Kinerja Karyawan PT. Ronadamar Sejahtera Cabang Bandung. *Journal of Business Management*, Volume 1, Number 2. <https://ejournal.upi.edu/index.php/JBME/article/view/5883>
- Robbins, S., P. 2006. *Perilaku Organisasi: Organizational Behaviour*, edisi kesepuluh, Jakarta: PT. Indeks Kelompok Gramedia.
- Rozi, F., Sulastini, and H. Noor. 2017. Pengaruh Kompetensi, Disiplin Kerja Dan Lingkungan Kerja Terhadap Kinerja Karyawan Pada Kantor Bank Kalsel Cabang Pembantu di Banjarmasin. *Jurnal Bisnis dan Pembangunan*, Edisi Januari-Juni 2017 Vol 6, No. 1. <https://ppjp.ulm.ac.id/journal/index.php/bisnispembangunan/article/viewFile/2764/2410>
- Sugiyono. 2018. *Metode Penelitian Kuantitatif kualitatif dan H & D*, Edisi Revisi, Cetakan ke XI. Bandung : CV. Alfabeta.
- Zainal, V. R. H., R. Mansyur., and A. Willy. 2015. *Manajemen Sumber Daya Manusia Untuk Perusahaan Dari Teori ke Praktik*. Jakarta : Rajawali Pers.