

## BAB 1

### 1. Introduction

Resilient people who are able to adapt to change are key to organizational progress. Human resources, in addition to productivity, are crucial for every organization to pay close attention to. Organizations with effective human resources will successfully achieve their goals of optimal work quality and quantity. Creating human resources capable of optimal performance requires creative employees. Given the complex nature of employee performance, institutions must pay closer attention to their human resources. According to Mangkuprawira (2017), several variables influence employee performance, such as personal factors, motivation, work environment, organizational commitment, and so on.

Factors that contribute to the decline in a person's performance, especially in several Regional Device Organizations in the Regional Financial and Asset Management Agency of Labuhanbatu Regency, include work behavior, namely lack of commitment to the work handled, lack of work initiative, and lack of good teamwork (Bond & Fried-Meyer, 1987). Success in achieving a good work predicate is also seen in terms of work behavior. The attitude of employee work behavior determines how the quality of work produced optimally Hasibuan, M. S. P. (2016). Work behavior is related to motivation which will then shape employee discipline. Discipline is a person's ability to act based on established rules or norms, in order to encourage employees to comply with all established regulations, namely by improving employee performance.

One important factor influencing employee performance is their work environment. This is because many employees complain about their less-than-ideal working conditions. A poor work environment and lack of employee motivation can lead to low employee performance in a company. As Sarwoto (1991) stated, a good organizational structure can help create a positive work atmosphere, while a poorly structured organization often creates a negative work atmosphere. According to Agus Ahyari (1994), the work environment relates to everything surrounding the work and that can influence employees in carrying out their duties, such as service, working conditions, and relationships between employees within the institution. Based on the description of the problem background above, the author conducted research to examine in more depth the Influence of Work Behavior on Employee Performance Through the Work Environment at the Regional Financial and Asset Management Agency of Labuhan batu Regency.

### 2. Literature Review

#### 2.1 Work Behavior

Working life is highly dependent on work behavior. People who work have attitudes and actions called work behavior. According to Bond and Fried Meyer (1987), work behavior consists of work abilities and behaviors that are very important in every work or employment situation. How people in the work environment can actualize themselves. Robbins's opinion shows how workers decide what they will do in the environment where they work (Wibowo, 2016).

Work behavior refers to the work skills and behaviors demonstrated by workers in carrying out tasks in their workplace. Human behavior, especially work behavior, has been shown to determine success in various aspects of life. These work behaviors have several names: motivation, culture, and habits. Consequently, efforts are made to develop positive work behaviors. According to Sinamo (2002), there are eight paradigms of work behavior that produce eight key work behaviors that can ensure success at the personal, organizational, and social

levels. These behaviors include working sincerely, correctly, fully, diligently, seriously, creatively, superiorly, and perfectly.

Work behavior is crucial for personal, organizational, and social success. Therefore, it is hoped that these eight paradigms will result in consistent and positive work behavior across all aspects of a person's professional life. According to Gray (2002), men and women must be aware that gender differences can influence how they behave in the workplace. Unbeknownst to both, many words or actions considered normal by one gender can offend the feelings and self-esteem of another. This can inevitably lead to conflict, which in turn can impact work behavior and disrupt a comfortable work environment. The Oxford Dictionary (2000) defines "work behavior" as a sign or indication that indicates how a situation is changing or how things are changing. Work behavior indicators are things that can be used to measure the extent to which work behavior impacts the workplace environment.

## **2.2 Employee Performance**

Performance is the result that can be achieved by an individual or group of people in an organization in order to achieve organizational goals legally, without violating the law, and in accordance with morals and ethics. Performance is usually defined as a person's success in completing tasks resulting from their actions. The level of success in meeting job requirements is called performance (Nitisemito, 2016). Performance is also the result of evaluating work done compared to mutually established standards. Basically, there are three types of performance in every organization: organizational performance, process performance, and employee performance. Organizational performance is the performance demonstrated by the organization, while process performance is the performance demonstrated by the processes carried out by the organization. The relationship between these three performances is very close, because process performance depends on organizational performance.

Organizations are formed to be effective and efficient social units (Mahajaya & Subudi, 2016). One way to measure an organization's performance is to see how successfully it achieves its goals. On the other hand, organizational efficiency is measured by seeing how many resources are used to produce an overall unit. Performance is the success in achieving certain goals for an organization or institution, according to the ideas above.

According to Mangkunegara (2017), performance is the quality and quantity of work results achieved by a person in carrying out their functions according to their responsibilities. Performance, according to Siagian (2014), is a person's overall ability to work so that they can achieve work goals and various predetermined objectives with a smaller sacrifice in ratio compared to the results achieved. Prawirosentono (2014) more often uses the term "performance" than "performance". Performance, according to him, is the results that can be achieved by individuals or groups of people in an organization according to their respective responsibilities to achieve organizational goals legally, not violating the law, and in accordance with morals. Based on the definition of performance explained above, the researcher concludes that performance is the work results that can be achieved by employees in an organization, in accordance with the authority and responsibilities given by the organization without violating the law and in accordance with morals or ethics.

## **2.3 Work environment**

The work environment, according to Dadang (2013), is what surrounds workers and can influence how they perform their assigned tasks. For example, cleanliness, air temperature, work safety, lighting, and so on. According to Sukanto and Indriyo in Khairiyah (2009), the work environment is everything around workers that can influence their work. This includes lighting

arrangements, workplace cleanliness, noise control, and workplace security arrangements. Komaruddin (2016) states that the work environment is all aspects of company life, including social, psychological, and physical aspects, that influence how employees perform their work.

Social life includes interactions between employees in a company, including interactions between superiors and staff. Psychological life consists of interactions between employee behaviors and actions in the company where they work. The work environment, according to Sedarmayanti (2015), includes all the tools, materials, and resources encountered by the environment where a person works, their work techniques, and the arrangement of the workplace, both individually and in groups. The work environment, according to Titisemito Alex (2016), includes everything around an employee that can influence how they complete the responsibilities assigned to them.

### **3. Research Method**

The researcher will use a quantitative explanatory approach to examine the research object. The purpose of this quantitative approach is to gather information about intervening variables that influence employee performance in the workplace. This research will be tested using five independent variables, namely: Work Behavior (X1), one mediating variable, namely Work Environment (Z), and one dependent variable, namely Employee Performance (Y). Creswell (2017) stated that this research approach is quantitative research, which allows for the evaluation of certain theories by seeing how these variables relate to each other. Research instruments are used to measure these variables so that data consisting of numbers can be analyzed using statistical techniques. The research population was all employees at the Regional Financial and Asset Management Agency of Labuhanbatu Regency and agencies related to the institution. The minimum sample size that must be used in this study is 36 respondents. The process of collecting and collecting data is through field observation and using questionnaires. Data analysis uses Structural Equation Modeling (SEM).

#### **3.1 Research Hypothesis**

The hypothesis of the research to be conducted is :

1. There is a positive influence of work behavior on the work environment at the Regional Financial and Asset Management Agency of Labuhanbatu Regency.
2. There is a positive influence of work behavior on work performance at the Regional Financial and Asset Management Agency of Labuhanbatu Regency.
3. There is a positive influence of the work environment on employee performance at the Regional Financial and Asset Management Agency of Labuhanbatu Regency.
4. There is a positive influence of work behavior on employee performance through the work environment at the Regional Financial and Asset Management Agency of Labuhanbatu Regency.