

Working Environment And Loyalty Link With Performance Behavior

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ABSTRACT

In plain view, you can see the tendency of work behavior, because attitudes and behavior are influenced by personality factors. In addition, external factors such as the environment also have an influence on a person's perspective and emotions, the better the response of the work environment, the more positive attitude and behavior patterns can be encouraged. Based on this, this research actually aims to look at changes in positive work behavior (performance) in employees in terms of environmental factors and loyalty. This research is based on the characteristics of positivism research, in which the proof depends on numerical data. In the process of analysis used regression techniques with the application of Partial Least Square. The research sample is 80 people with a number of criteria in its determination. The results of the study show that performance behavior is influenced by internal (personality, competence, integrity, etc.) and external (work environment, leadership, organizational support, etc.) factors, in this study, work environment and loyalty. Loyalty is a characteristic of someone who is responsible for the duties/positions they carry out, so that in carrying out their duties they will always try their best. Likewise with the work environment, an employee will work more actively if he has co-workers who support and motivate each other.

Keywords: Loyalty, Industrial Relations between HR, Performance, Productivity, Internal-External Factors

INTRODUCTION

Competition in the increasingly competitive business world makes all companies choose skilled and competent human resources, this is because companies need more value in every output of products and services sold to the market, both quality and quantity. The skilled and competent resources referred to here are employees who are able to keep up with the times, such as the use of technology, machine tools and digitization in the online world (Marentek et al., 2021). The embodiment of the needs of a company in producing and providing services above is employee performance, employee performance is the result of someone's work in quality and quantity that has been achieved by employees in carrying out their duties in accordance with the responsibilities that have been given (Dewi, 2019; Marzuki, et al., 2021). Every work

performed by employees needs to be evaluated in order to find out the deficiencies that exist and the causes of these deficiencies so that they can be corrected and increase the value of the productivity of these employees.

There are several factors that cause employees to improve their performance, one of which is employee loyalty, loyalty itself is an emotional feeling that an employee has towards the company where he works which is shown from an attitude of loyalty, obedience to regulations, awareness and full responsibility which is This determination and ability must be proven in attitudes and daily behavior as well as in carrying out tasks given by superiors to employees to achieve a predetermined target (Marentek et al., 2021). Employees who have loyalty will tend to have good performance in completing their duties, apart from loyalty there are other factors that can affect company performance, namely the work environment, the work environment according to Nitiseminto is everything that is around employees and can influence them in carrying out the tasks assigned to them, such as colleagues, work atmosphere, equipment and work equipment and so on (Sedarmayanti, 2018). PT. The PMP Bobbin Unit has an unsupportive work environment, such as insufficient lighting in the work space, so that employees' eyes get tired quickly and the production location is close to the office, so that noise during the production process interferes with the performance of employees in the office so that this becomes an environmental influence work on company performance at PT. PMP Unit Bobbins.

THEORETICAL BASIS

Employee Loyalty

Loyalty is an attitude of loyalty shown by someone through service and responsibility with the best behavior, can be interpreted as a determination and ability to obey, implement and practice something accompanied by full awareness and responsibility. This determination and ability must be proven in attitudes and daily behavior as well as in carrying out tasks given by superiors to employees to achieve a predetermined target with indicators such as: obedience, responsibility, dedication and honesty (Marentek et al., 2021).

Work environment

The work environment according to George R Terryi is defined as a force that is able to influence, either directly or indirectly, the company's performance where a conducive work environment can provide a sense of security and can make employees work more optimally and can influence employee emotions in a good direction (Ningrum & Purnamasari, 2020). If the employee will remain where he works to carry out activities so that work time is used effectively which makes work performance increase, with several indicators including: working atmosphere, work facilities, lighting, and noise (Nurwibowo, 2016).

Employee performance

Employee performance is the result of a person's work in quality and quantity that has been achieved by employees in carrying out their duties according to the responsibilities given, by improving employee performance will be able to have a positive impact on the company, so that employees have a good and optimal level of performance to help achieve goals company (Dewi, 2019).

METHOD

This study used the Structural Equation Modeling Partial Least Square (SEM PLS) analysis method, using the PLS SEM program with the Outer Validity and Reliability Test Model, and the Inner Fit Model (Rifai, 2015). This research was conducted to determine the effect of employee loyalty and work environment on employee performance at PT. JEMBER BOBBIN UNIT PMP. Using primary data using purposive sampling method with criteria of working period of more than equal to 20 years with a total of 80 samples obtained from a population of 360 people using Slovin calculations. Technical data analysis in this study using Partial Least Square (PLS).

RESULT

On Research Results and Discussion contains a description of the analysis of research results to provide answers/solutions to research problems. If there are details according to the issues discussed, then sub-chapters can be written as below.

Partial Least Square Test

The results of the Partial Least Square test obtained statistical values as follows:

1. The value of the loyalty variable indicator shows a good estimate, but the third and fourth indicators have lower values.
2. The value of the work environment indicator has the expected probability, all indicators have an estimated value that is reflective of the measured variable.
3. Performance indicator values show a good estimate, except for indicators three and four. But in general, meet the test conditions.
4. In the results of the PLS test, it is known that there is an estimated value of loyalty to performance of 0.992 and a regression value of the work environment variable of 0.014.
5. The contribution of the loyalty and work environment variables is 0.981. That is, the work environment and loyalty greatly affect the behavior of an employee's performance.

Loading Factor

From the results of the PLS output, it is known that the value of the factor loading for each indicator is located above the arrow between the variable and the indicator. It can also be seen that the path coefficients are above the arrow line between the exogenous variables and the endogenous variables. In addition, it can also be seen that the magnitude of the R-Square is right inside the circle of endogenous variables (Employee Performance variables).

Average Variance Extracted

Furthermore, the measurement model for the Average Variance Extracted value is a measurement model whose value indicates the magnitude of the indicator variance contained by the latent variable. Convergent AVE values greater than 0.5 indicate good adequacy of validity for latent variables. Reflective indicators can be seen from the Average variance extracted value for each construct (variable). A good model is required if the AVE value of each construct is greater than 0.5.

Table1. Average Variance Extracted

Variable	Average Variance Extracted
Loyalty	0.506
Environment	0.525
Performance	0.401

Source: Research data, 2021

The next measurement model is the Average Variance Extracted value, which is the value indicating the magnitude of the indicator variance contained by the latent variable. Convergent AVE value greater than 0.50 indicates good adequacy of validity for latent variables. Reflective indicators can be seen from the Average variance extracted value for each construct (variable). A good model is required if the AVE value of each construct is greater than 0.50. The AVE test results for the Employee Loyalty variable are 0.506, the Work Environment variable is 0.525, both variables show a value of more than 0.50, so overall the variables in this study can be said to have good validity. In contrast, the results of the AVE test for the Employee Performance variable of 0.401 show a value of less than 0.50, so overall the variables in this study can be said to have poor validity.

Latent Variabel Correlations

In PLS the relationship of variables or constructs with one another can be mutually correlated with one another, both exogenous and endogenous variables, or exogenous and exogenous variables, as shown in the table of latent variable correlations above. The relationship between variables with one another has a maximum correlation value of 1, the closer to the value 1, the better the correlation.

Table 2. Latent Correlations

	Performance	Environment	Loyalty
Performance	1.000		
Environment	-0.124	1.000	
Loyalty	0.990	-0.139	1.000

Source: Research data, 2021

From the table of latent variable correlations above, the average correlation value between one variable and another shows an average correlation value above 0.50. The highest correlation value is found between the variables Employee Performance and Consumer Loyalty of 0.990, it can also be stated that among the variables in the research model, the relationship between Employee Performance and Consumer Loyalty variables shows a stronger relationship than the relationship between other variables, this also it can be interpreted that in this research model the level of employee performance is more influenced by consumer loyalty than the work environment variable.

The Effect of Employee Loyalty on Employee Performance

The results of the descriptive analysis of the Employee Loyalty variable, the indicator that has the highest percentage, is employee obedience or compliance (cahndra Ezita, et al., 2020). In accordance with the Company's Operational Standards that are applied to employees, employees are able to improve their performance by arriving on time and starting work and completing their tasks on time (Sijuang, 2021). Fluctuating turnover is caused by several factors such as personal problems from employees, the company environment that is not quite right and the policies implemented at PT. PMP Bobbin Jember Unit which makes every employee loyal, can definitely improve employee performance.

This is in line with research conducted by (Sausan et al., 2021) which states that work loyalty has a significant positive effect on employee performance. Work loyalty itself is a form of member participation in using energy and thought and time in realizing organizational goals. Employee loyalty is needed by all companies, but unfortunately in realizing this in order to achieve organizational goals, loyalty is not easy to appear by itself, but the role of a good management leader and controller is needed to create employee loyalty (Zulfikri & Trisninawati, 2019).

The Effect of the Work Environment on Employee Performance

The results of the descriptive analysis of the Work Environment variable, the indicator that has the highest percentage, is the relationship between colleagues (Kresmawan, et al., 2021). This is in accordance with the habits of employees who can be influenced by how close the relationship between employees who work can make employees comfortable where they work so that they can improve company performance (Laksono & Wilasittha, 2021), but unfortunately other indicators are less able to influence employee performance by the average gain in number 5 is an indicator of lighting/light and noise in the company. In accordance with the phenomenon that the author raises that the lack of work facilities makes the company's performance unaffected, it is proven that due to an inadequate physical work environment, the company's performance is not affected.

This is in line with research by (Gelaar et al., 2019; Ratnasari & Sutjahjo, 2021) which obtained the result that the work environment had an insignificant positive effect on employee performance. This is caused by several indicators that are not fulfilled by

the company such as ventilation, lighting, and work space noise so that the results obtained are that the work environment has a not significant positive effect on employee performance at PT PMP Unit Jember.

CONCLUSION

Based on the results, the following conclusions can be drawn: (1) at PT. PMP Bobbin Jember Unit Employee Loyalty affects employee performance, where the more loyal employees are, the performance performed by employees will also increase; (2) The work environment in PT. The PMP Bobbin Jember Unit is currently not able to influence employee performance because the indicators in the work environment in the company have not been able to meet employee needs in supporting their performance.

As an implication of the results of this study, the authors can submit several suggestions that can be considered including: (1) To maintain the loyalty of employees working at PT. PMP Bobbin Jember Unit, it is suggested that what has been implemented by the company can be implemented and improved, such as maintaining the discipline that is applied to the company by being punctual in coming to work, implementing the Company's Operational Standards and giving appreciation to employees who have a high level of obedience, so that employees have the motivation to continue to increase their loyalty which will automatically improve their performance; (2) To be able to improve employee performance through the work environment, it is expected that PT. PMP Bobbin Jember Unit can meet the needs of work facilities to support employee performance, such as work room lighting facilities, work space ventilation, and a workplace that is far from the noise of company / production machines, if the three indicators above can be fulfilled, then employees will be able to work better and improve performance.

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