

The Effect of Work Environment and Self Efficacy to Performance of Civil Servant at Coblong Sub-District Bandung City

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Abstract- This study aims to analyze the effect of self-efficacy and work environment on the performance of state civil servants. The population is employees of the State Civil Apparatus. The research method used in this research is descriptive and verification research methods using a quantitative approach. The number of samples in this study were 50 respondents with the statistical analysis tool used is multiple regression analysis. The results of multiple regression testing show that self-efficacy and work environment affect employee performance, with a positive relationship and make a strong contribution. The results of hypothesis testing indicate that the regression model can be used to predict employee performance. Likewise, partial testing shows that both self-efficacy and work environment have a significant positive effect on employee performance.

Keywords: *Work Environment, Self Efficacy, Performance, Human Resource Management.*

1. Introduction

The activities of an organization need to pay attention to the existence of human resources because they can be an effective profit center for the organization, the community, and other stakeholders. This is in accordance with what was stated by Dessler (2020) that human capital plays an important role for the running of a company. Because within the company, human resources will be the driving system of the company or in other words as a performance system.

One effort to strengthen performance in the application of good governance in Indonesia is the issuance of the Regulation of the Minister of State for Administrative Reform Number: PER / 09 / M.PAN / 5/2007 concerning General Guidelines for Establishing Key Performance Indicators within government agencies, Performance Indicators The main is a measure of the success of a goal and strategic objectives of government agencies.

The general guidance mechanism of performance indicators established by the Minister applies to all City Governments in the State of Indonesia. In this case, linking the Bandung City Government which has set the Main Performance Indicators for the level of Local Government and each Regional Work Unit. One of them is through the Coblong District Head Decree No. 24 of 2014 concerning Main Performance Indicators in Coblong District.

According to Sutrisno (2016) that feelings, desires, skills, knowledge, drive, power, and work (ratio, feeling, and intention) are only owned by human resources. All of these HR potentials influence the organization's efforts in achieving its goals.

The phenomenon of employee performance appraisal with 7 indicators in the Coblong Subdistrict, Bandung,

based on the Community Satisfaction Index (IKM) report in the Coblong Subdistrict over a period of time in 2018 and 2019 is as follows.

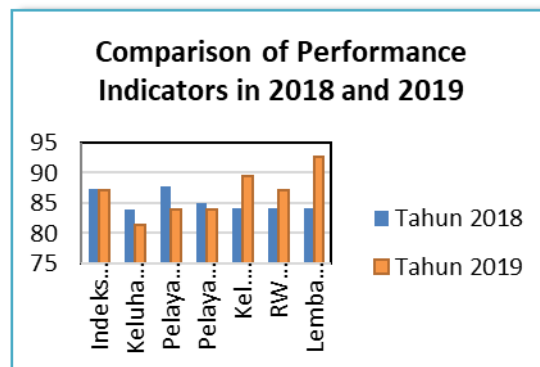


Figure 1. Achievements of the Main Performance Indicators of Coblong District Bandung City in 2018-2019

The picture above can illustrate the achievement of performance based on several performance indicators in Coblong District. It can be seen that the comparison of performance in 2018 and 2019 with the achievement of 7 (Seven) performance indicators as a whole can be said to be quite good, but when viewed in the Community Satisfaction Index (IKM) which tends to stagnate this is supported by two indicators that experience decrease, including: On Time Population Administration Services and Other Public Administration Services On Time.

Referring to Government Regulation (PP) Number 30 Year 2019 regarding Performance Evaluation of Civil Servants (PNS), PNS Performance appraisal is stated in numbers and designations as follows:

1. Very Good, if the PNS has: 1) value with numbers 110 (one hundred and ten) - 120 (one hundred and twenty); and 2) creating new ideas and / or new ways of improving performance that benefit the organization or country;
2. Good, if the PNS has a value of 90 (ninety) - number 120 (one hundred and twenty); Enough, if the PNS has a value of 70 (seventy) <- number 90 (ninety);
3. Less, if the PNS has a value of 50 (fifty) - 70 (seventy); and
4. Very Poor, if the PNS has a value of <50 (fifty).

Based on Government Regulation (PP) through the designation or predicate of the performance of the State Civil Apparatus (ASN) or Civil Servants (PNS) as described above, given the importance of the orientation of government agencies' services to the people of the State of Indonesia, especially in the people of the Coblong District. In this case, Timely Population Administration Services and Other Timely Public Administration Services become a very important indicator for the welfare of the community.

According to Schuler and Jackson (1999) in Sinambela (2018) if a decline in employee performance needs to be given a compliment or another encouragement from supervisors and colleagues. This means that each employee must strive to improve their performance through encouragement from the organization. Many factors can affect employee performance, one of which is providing additional facilities or creating a conducive work environment in relations between workers and good working conditions.

The dimensions used by researchers according to Sadarmayanti (2017) are physical work environment and non-physical environment consisting of several indicators, namely: Lighting or light, air temperature /

temperature, humidity, air circulation, noise, cleanliness, vibration mechanism, color arrangement, decoration, music at work, and security. The non-physical work environment consists of several indicators, namely the working relationship of the leader with his subordinates and the employee's working relationship with other employees in order to have a working spirit and improve employee performance.

Research conducted by Saraswati dkk (2017) said different things, he explained that it turns out that performance is influenced by internal factors of each individual or can be called self-efficacy, his research found that self-efficacy affects employee performance.

Referring to the previous research and explanations that have been described by the experts above, the researchers are very interested in digging deeper into how self-efficacy in the State Civil Apparatus in Coblong District. Self-efficacy can be seen from responsibility and the maximum effort of a person to do a task with a high level of difficulty even though the employee does not really master the task well. Conversely, someone who has low self efficacy will not be able to do a thing well because they are not sure of their abilities even though the task is easy.

Based on this phenomenon, this study is entitled the effect of work environment and self-efficacy on the performance of state civil servants in Coblong District, Bandung City.

2. Literature Review

The performance of an employee in an organization will be determined by the work environment and self-efficacy. A conducive work environment will provide comfort for employees at work so that they are able to encourage their potential and contribute to the organization. Meanwhile, self-efficacy will show confidence in their abilities, making it easier for someone to do their job.

a. Performance

Performance is how much contribution an employee makes to the organization such as quantity of output, quality of output, duration of output, attendance at work and cooperative attitude (Saudi, 2018). Employee performance is influenced by ability, motivation, support received, the existence of the work being done, and the employee's relationship with the company. The purpose of performance measurement is to increase a person's motivation to behave in accordance with and in line with the goals to be achieved. Performance describes the achievements shown in their respective fields at a time (Mathis & Jackson, 2001).

Performance is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Mangkunegara, 2016). Performance is the result of a process that refers to and is measured over a certain period of time based on the provisions or agreements that have been previously determined (Edison, 2017). According to Anwar Mangkunegara (2016) stated that the performance indicators, namely:

- 1) Quality
- 2) Quantity
- 3) Execution of tasks
- 4) Responsible

b. Work Environment

The work environment is a place where a worker carries out his daily work. Employees can work optimally if the organization is able to create a conducive work environment. The work environment can affect emotions and provide a sense of security for employees. Work relationships can be formed between fellow employees, relationships between subordinates and superiors, and a comfortable physical environment in

which employees carry out their activities (Luthans, 2005).

Sedarmayanti (2017) outlines seven indicators of the work environment, including:

- 1) Lighting
- 2) Air temperature
- 3) Room color
- 4) Spatial workspaces
- 5) Work safety
- 6) Work relations
- 7) Working atmosphere.

c. Self Efficacy

Self-efficacy is a person's self-confidence which is shown by the behavior required in a specific situation and leads to an individual assessment of his or her abilities (Zulkosky, 2009). Self-efficacy will affect the efforts needed to achieve an employee's performance. Self-efficacy will affect the efforts needed to achieve an employee's performance. Self-efficacy must be followed by the knowledge, expertise, skills, resources, and opportunities that an employee has. Without these aspects, it is not enough for organizations to just motivate employees to improve their performance (Meyer, 2007). Self-efficacy can be measured from 3 main dimensions, namely:

- 1) Magnitude
- 2) Generality
- 3) Strength

d. Framework of Thinking and Hypothesis

Performance is an important aspect in human resource management. Performance is work performance, namely the comparison between work results and the standards set (Dessler, 2020). Employee performance is influenced by various factors, both internal and external factors. Internal factors consist of knowledge, abilities, and self-efficacy, while external factors are the organizational environment (Bonner & Springkle, 2002). Self-efficacy refers to an individual's belief regarding his or her ability to mobilize motivation, cognitive resources, and actions needed to successfully carry out a task in a certain context (Luthans, 2005). Self-efficacy has three aspects, namely magnitude, strength, and generally. Performance effectiveness can support business strategic implementation (Kreitner & Kinicki, 2001). The higher a person's self-efficacy level, the greater the person's confidence in their ability to complete their work (Robbins, 2014). High performance will appear when individuals are satisfied with the results of their assignments, which are influenced by self-efficacy and mastery of tasks (Sonnentag et al., 2010).

Work environment is anything in the work environment, physical and non-physical which makes it easy or difficult for workers and influences workers in carrying out their duties. Physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly. The work environment can be measured by seven indicators, namely lighting, air temperature, room color, work space spatial, work security, relationships and work atmosphere (Sedarmayanti, 2017) research result. Sulastri and Uriawan's research results (2020) show that self-efficacy and work environment have a positive effect on performance.

Based on the description of the review literature, the research paradigm can be structured as follows:

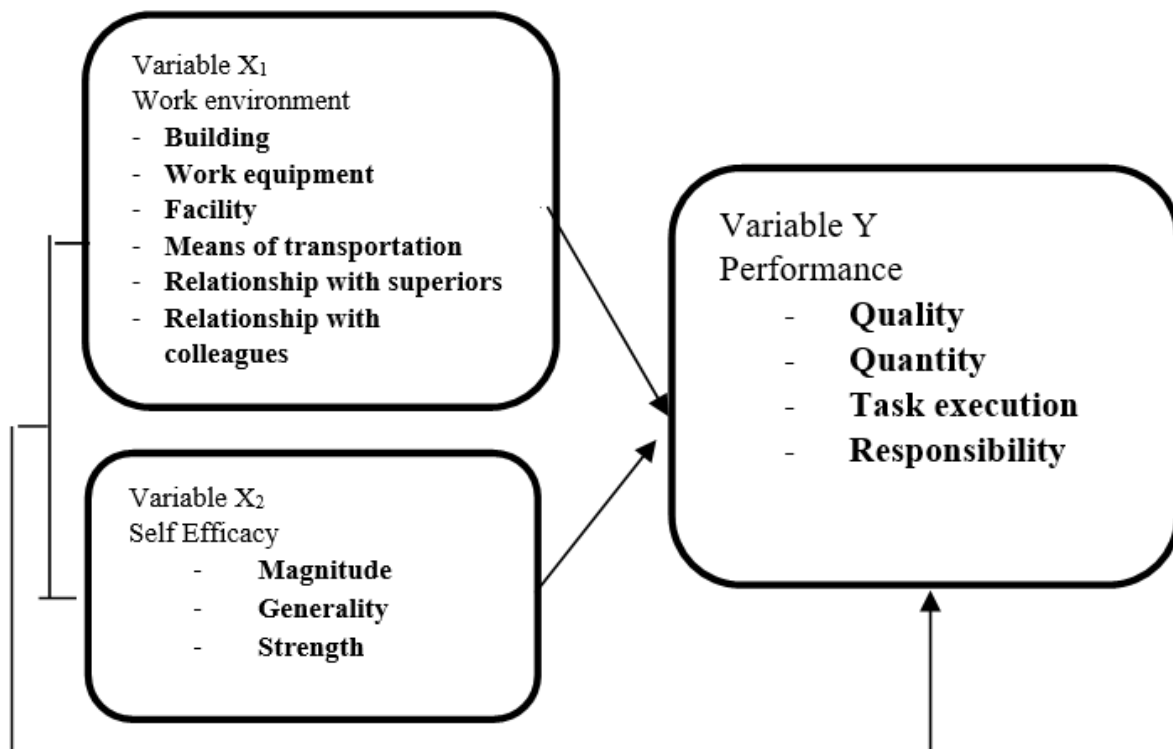


Figure 2. Paradigm of Research

Based on the description above, the authors formulate the hypothesis in this study as follows:

H1: There is a simultaneous influence of self-efficacy and work environment on performance

H2: There is an influence of self-efficacy on performance

H3: There is an influence of the work environment on performance

3. Methodology

The research method used by the author is descriptive and verification methods. According to Sugiyono (2018), the definition of descriptive research is a statement of the problem regarding the question of the existence of an independent variable, either only in one or more variables (independent variables). While verification research is research that is used to test hypotheses.

The population in this study were 58 ASN employees. The method of collecting questionnaire data in this study is by using the personal administrated questionnaires method, the researcher sends the questionnaire to the respondent himself and takes the questionnaire that has been filled in by the respondent, with the aim that the return of the questionnaire can be done in a relatively short time. Sampling was carried out by census meaning that all populations were used as research samples. The instrument for measuring the questionnaire uses a Likert scale. The results of filling out the questionnaire will be tested for validity with Cronbach alpha and reliability testing using the correlation test. The analysis of statistic used is multiple regression.

4. Results and Discussion

The results of research related to the Effect of Work Environment and Self Efficacy on the Performance of State Civil Servants. Researchers with the number of questionnaires distributed as many as 59 questionnaires turned out to be only 50 questionnaires that can be processed. Of the 39 statements consisting

of 15 statements for the Work Environment variable (X1), 13 statements for the Self Efficacy variable (X2), and 11 statements for the Performance variable (Y), it shows that the results of the validity test of all statement items are valid with a correlation value greater than 0.2816, and the reliability test shows a value greater than 0.600. Testing the effect of self-efficacy and work environment on performance is carried out by regression testing, by first testing classic assumptions. The classical assumption test results show that the results of the data normality test with the Kolmogorov Smirnov test produce a value of $0.468 > 0.05$, so it can be concluded that the data is normally distributed. Then, the VIF value multicollinearity test is $1.225 < 10$ and the tolerance value is $0.817 > 0.1$, so it can be concluded that there is no multicollinearity. Furthermore, the heteroscedasticity test uses a scatterplot model with points that spread out and do not form a certain pattern, so that there are no heroscedasticity symptoms. Thus all the conditions of the regression equation are done. The results of regression testing are shown in the following table:

Table 1. Multiple Regression Test

Model	B	Std. Error	Beta
Constant	0,553	0,446	
Self Efficacy	0,302	0,124	0,505
Environment	0,565	0,095	0,351

Resource: processed data

Based on the table above, the regression model equation can be prepared as follows:

$$Y = 0,553 + 0,302X_1 + 0,565X_2 + e$$

The equation model above shows that self-efficacy and work environment have a positive influence on employee performance. This means that when an employee's self-efficacy is high, the employee's performance will also increase, as well as the more conducive a work environment is, the higher the performance of an employee. To see the contribution of self-efficacy and work environment to employee performance, it is measured using the correlation coefficient shown in the following table:

Table 2. Correlation & Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std. Error of the estimate
1	0,728	0,530	0,510	0,36482

Resource: processed data

The results of data processing indicate that the close relationship between self-efficacy and work environment with employee performance has a strong relationship, with a contribution of 0.530. This means that self-efficacy and work environment contribute 53% to performance and the remaining 47% is influenced by other factors not examined in this study.

The results of simultaneous hypothesis testing with the F test are shown in the table as follows:

Table 3. Simultaneous Hypothesis Testing

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	7.066	2	3.533	26.543	0.000 ^b

Residual	6.255	47	0.133		
Total	13.321	49			

Resource: processed data

The results of the first hypothesis test show that the significance level is 0.000 or less than 0.05, so it can be concluded that there is an effect of self-efficacy and the work environment has a positive effect on performance is acceptable. This means that the regression equation model above is a fit model. Therefore, regression models can be used to predict employee performance. The results of this study are in line with research conducted by Judge et al. (2007), Chong and Ma (2010), Sulastri and Uriawan (2020) that self-efficacy and work environment affect employee performance. The higher the self-efficacy of an employee, which is supported by a conducive work environment, will motivate employees to work optimally so that they can improve employee performance. This will contribute to the achievement of organizational goals.

While, the partial test results are shown in the table as follows:

Table 4. Partial Hypothesis Test

Model	t	Sig.
Self Efficacy	5.113	0.000
Environment	6.297	0.000

Resource: processed data

The partial test results show that self-efficacy affects employee performance in Coblong District. The results of this study are in line with the research of Xanthopoulou et al. (2009), Lunenburg (2011), Tierney and Farmer (2011), Hanum (2013), and Saraswati et al. (2017) show that self-efficacy affects company performance. Self-efficacy is very important for every employee in carrying out their duties in various situations. According to Pajares (2002) that an employee who has a high level of self-efficacy indicates that the employee is easier to do the tasks assigned to him so that he can provide his best performance for the organization. Employees who have high self-efficacy will always obey the procedures set by the organization, so that in completing their work they will always try to comply with the procedures and standards set by the organization.

The results of this study are in line with research conducted by Tulandi et al. (2017), Josephine and Harjanti (2017) which shows that the work environment has a significant effect on employee performance. That the work environment has a positive impact on employee performance. A conducive work environment provides a sense of comfort for employees so that employees will give their best potential in completing their work, so that it has an impact on employee performance. Moreover, currently government agencies are incessantly improving the performance of their employees with the aim of providing excellent service to the community. Coblong sub-district is one of the sub-district level government agencies in the city of Bandung. The work environment in the sub-district is good, but employees still feel that a conducive work environment has not been consistently maintained by the agency, so that sometimes it can reduce motivation because as stated by Luthans (2005) that the work environment is related to employee emotions, so that employee performance can be determined by the work environment.

5. Conclusion

In the final part of this thesis, the author will present some conclusions that can be drawn and suggestions based on the research findings as follows:

- a. The performance of Coblong District State Civil Servants is influenced simultaneously by self-efficacy

and work environment positively and significantly. This means that if self-efficacy and work environment are jointly increased, employee performance will also increase.

- b. The performance of the State Civil Apparatus in Coblong District is influenced by self-efficacy. This means that when the self-efficacy of the State Civil Apparatus in Coblong District increases, the employee performance will also increase.
- c. The Work Environment in Coblong District significantly influences the Performance of the State Civil Apparatus in Coblong District. In this case there is an effect that is directly proportional between the Work Environment and the Performance of employees in the District of Coblong, in other words if there is an increase in the quality of the Work Environment in the District of Coblong it will be aligned with the improvement of the Performance of the State Civil Apparatus in the District of Coblong.

Based on the research results, the suggestions that can be conveyed for the good and progress of Coblong Regency in serving the community are:

- a. Maintain a good atmosphere so that employees feel comfortable at work such as: increasing security and maintaining office humidity
- b. Knowing more broadly about how to improve proper Self Efficacy to every employee in order to maintain performance.
- c. Creating a seminar program that gives the perception that every employee is able to do his job well.
- d. Know more about how important performance is in supporting work.
- e. Completion of tasks given by superiors must be more considered.
- f. Researchers generalize some of the suggestions above are part of the training program, therefore it is important to improve employee training programs in improving public services effectively and efficiently.

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