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The Influence of Work Culture And Work Environment Work Environment on Employee Performance (Study on Medical Record Installation of Regional General Hospital Cibabat Cimahi City)

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Abstract: The aim of this research is to determine and analyze: (1) Work Culture (2) Work Environment; (3) Employee Performance; and (4) The influence of work culture and work environment on the performance of medical records installation employees at the Cibabat Regional General Hospital, Cimahi City, both simultaneously and partially. The research method used in this research is a descriptive survey and an explanatory survey, the unit of analysis in this research is the employees of the Medical Records Installation at the Cibabat Regional General Hospital, Cimahi City with a sample of 30 people. The type of investigation is causality, and the time horizon in this research is cross-sectional. Based on the research results, it was found that the work culture experienced by employees of the Medical Records Installation at the Cibabat Regional General Hospital, Cimahi City was good, the work environment at the Medical Records Installation at the Cibabat Regional General Hospital, Cimahi City could generally be said to be good, the performance of the employees at the Hospital Medical Records Installation In general, the Cibabat area of Cimahi City is currently considered good. Work Culture and Work Environment influence the Performance of Medical Records Installation Employees at the Cibabat Regional General Hospital, Cimahi City simultaneously and partially. However, partially the dominant work culture influences employee performance rather than the work environment. Because work culture predominantly influences performance, it is the first priority in improving performance. Therefore, the Medical Records Installation at the Cibabat Regional General Hospital, Cimahi City is recommended to improve working conditions and atmosphere, so that they are able to work more professionally

Keyword: Work Culture, Work Environment, Employee Performance

INTRODUCTION

A good, growing and developing organization will focus on human resources to carry out its functions properly. Human resources in order to carry out its functions optimally, especially in the face of dynamic environmental changes that occur. Optimally, especially facing the dynamics of environmental changes that occur. Thus the technical, theoretical, conceptual, moral abilities of the actors of the organization/company at all levels of work are needed. Organizations/companies at all levels of work are needed. Besides In addition, the position of human resources in the highest position is useful to encourage the company to display behavioral norms, values, and morals. to encourage companies to display behavioral norms, values and beliefs as an important means of improving performance. as an important means of improving its performance. Career development is a formal approach taken by organization to ensure that people in the organization have the and skills and experience when they are needed. Therefore, therefore, companies need to manage careers and develop them properly so that employee productivity is maintained and is able to encourage employees to always do their best and avoid work frustration. Do their best and avoid work frustration which results in a decrease in company performance. Decrease in company performance. Career management and development will increase the effectiveness and creativity of human resources that can improve their performance in an effort to support the company to achieve its goals.

According to Robbins (2016), career development is something that shows an increase in a person's status in an organization. Indicates an increase in a person's status in an organization in a predetermined career path in the organization. Organization in a career path that has been established in the organization concerned. Another factor that affects the success rate of an organization is to pay attention to the work environment. Work environment is everything that is around the workers that can affect him in carrying out the tasks assigned, for example affect him in carrying out the tasks assigned, for example cleanliness, music and so on. Physical work environment in a company is a working condition to provide a comfortable working atmosphere and situation for employees in achieving the goals desired by a company. Employees who are comfortable in achieving the goals desired by a company. Poor working conditions have the potential to cause employees easily fall ill, easily stressed, difficult to concentrate and decreased work productivity. Just imagine, if the workspace is uncomfortable, hot, the air circulation is poor. Inadequate, the workspace is too crowded, the work environment is not clean, noisy, of course a big influence on employee work comfort.

Hamid (2003:4) explains "professional employees can be interpreted as a view to always think, work hard, work full time, discipline, honesty, loyalty, and loyalty. To always think, work hard, work full time, be disciplined, honest, high loyalty, and full of dedication for the success of their work. and full of dedication for the success of their work." Every organization needs adequate professional quality to ensure operational readiness and high quality performance. Ensure operational readiness and high quality performance. Professionalism organization is one of the main priorities of the organization's overall development goals. As a whole. In addition to having quality human resources, an organization must also place employees in accordance with their abilities and job objectives. The purpose of the job. This implies that by providing equal opportunity for all employees to achieve the highest achievements and positions based on their talents and abilities, it will be position based on their talents and abilities will provide optimal results for the organization's progress. Provide optimal results for the progress of the organization.

Based on field observations, it shows a decrease in the performance of performance of employees which is indicated by the career development of employees who are not running as regulated by the institution and the work environment. Not running as regulated by the institution and the work environment that is less supportive of the successful implementation of work. Which is less supportive of success in carrying out work. As seen from employee career development opportunities that are almost not implemented and the comfort of the

workplace that is less supportive of the success in carrying out work. Career development opportunities that are almost not implemented and the comfort of the workplace that is less supportive of concentration of employees so that it has a direct effect on decreased employee performance.

Then based on the results of the researcher's observations at the Medical Records Installation Section of RSUD Cibabat Cimahi City, there are other indications that indicate the low the low performance of employees of the Medical Records Installation Section of the Cibabat Hospital, Cimahi City. Cimahi, among others: employee skills in doing work are still lacking, the work displayed is not maximized, the responsibility that is displayed is not maximized. Lacking, the work displayed is not maximized, the responsibility that employees have for their work is still lacking. Employees have towards work is still lacking. Limited human resources human resources is one of the causes as well, from the limited human resources this results in a work culture that is not. This results in an unpleasant work culture, so that employees are required to duplicate tasks and positions. Employees are required to duplicate tasks and positions.

In addition, the problem that occurs is a less harmonious relationship between coworkers harmonious relationship between coworkers which causes a less conducive work environment, resulting in decreased employee performance. Conducive, causing employee performance to decline. Work environment according to Kussriyanto (2001: 2) is one of the factors that affect the performance of an employee. Performance of an employee. An employee who works in a work environment that An employee who works in a work environment that supports him to work optimally will produce good performance, Conversely, if an employee works in an environment that is inadequate and does not support optimal work, it will make the employee's performance worse. environment that does not support optimal work will make the employee concerned lazy, tired, so that the employee's performance will be better. Lazy, tired quickly so that the employee's performance will be low.

From the above problems, the authors are interested in conducting research with the title "The Effect of Work Culture and Work Environment on Employee Performance (Study on the Employee Performance (Study on the Medical Record Installation Section of Cibabat Hospital Cimahi City)".

METHOD

This research is designed to be descriptive and verification. Thus type of research conducted is to obtain a description of variables studied, while verification is basically to test a hypothesis. This study will examine the effect of work culture and work environment on employee performance. Work environment on employee performance.

There are three main variables studied in this study, namely (1)

Work Culture, Work Environment, Employee Performance; (2) Work Culture consists of system and values that are supported and the underlying assumption system; (3) The work environment consists of physical and non-physical environments, (4) Employee performance, consists of work quality, work quantity, reliability, and attitude.

Meanwhile, the method of determining the respondents used in this study is a census, namely all elements (members) of the population to be sampled because to maintain the validity and reliability of measurements in this study, namely all members of the population are used as respondents, namely the Medical Record Installation Section Medical Record Installation Section of Cibabat Hospital Cimahi City as many as (N) 30 people in accordance with the characteristics of the respondents. Data sources were obtained using the following techniques: Observation, Interview, Questionnaire.

The analysis used consists of two types, namely: (1) descriptive analysis especially for qualitative variables and (2) quantitative analysis, in the form of hypothesis testing using statistical tests. Hypothesis testing using statistical tests. Quantitative analysis

analysis is emphasized to reveal the behavior of research variables, while descriptive/qualitative analysis is used to explore the behavior of causal factors. The analysis method used was cross-sectional analysis. By using combination of these analytical methods can obtain generalizations that are comprehensive

RESULTS AND DISCUSSION

Summary of Work Culture of Medical Record Installation Employees Cibabat Regional General Hospital, Cimahi City, 2022 (n=30)

No	Indicator	Score	Criteria
1	Freedom to take initiative	117	Good
2	In carrying out daily work, asked for opinions by superiors	111	Good
3	Willing to take over his/her job if a friend is sick	125	Good
4	Communication between leaders and subordinates willing to carry out work even on holidays	127	Very Good
5	If you find difficulties in carrying out work the supervisor gives attention to provide direction	105	Good
6	Leaders are able to unite various different opinions into one opinion that can be agreed upon	122	Good
7	Leaders often help solve problems between employees	112	Good
8	Ideas or opinions for the good of the agency/organization, superiors always support	114	Good
9	The current regulations can control all activities of the agency/organization	122	Good
10	Feeling proud as an employee at the Medical Records Installation of Regional General Hospital Cibabat Cimahi City at this time	131	Very Good
11	Current accepted compensation system	100	Good Enough
12	Clarity of responsibility for work according to rules if there is a conflict can be resolved	118	Good
13	Difficulty communicating with superiors	114	Good
	Total	1518	
	Average Score	116,7	

Based on the weighted score of the work culture variable above, it turns out that the work culture of the work culture of employees of the Medical Records Installation of the Cibabat Regional General Hospital, Cimahi City Cimahi is well formed, meaning that the work culture of the Medical Records Installation Cibabat Regional General Hospital Cimahi City is well formed, in the sense that the work culture is effective and well reflected in trust, openness, and transparency. Meaning that an effective and good work culture is reflected in trust, openness of communication, leadership that gets input (considerate), and supported by subordinates (supportive). Group problem solving, and work independence. Work independence, but there are things that must be considered by the leadership, namely the compensation system has not favored employees.

Summary of Work Environment Variables in the Installation Environment Medical Record Installation of Cibabat Regional General Hospital, Cimahi City, 2022 (n=30)

No	Indicator	Score	Criteria
1	the lighting conditions in the office are very satisfactory	158	Agree
2	circulation/ventilation conditions in the office are very satisfactory	116	Undecided
3	noise control conditions due to the shouting of colleagues at work in the office is very satisfactory	116	Undecided
4	quality of equipment / facilities in the office is very satisfactory	113	Undecided
5	the level of harmony of horizontal relationships in the office is very satisfactory	104	Undecided
6	the level of harmony in the relationship vertically upwards in the office is very satisfactory	112	Undecided
7	the level of harmony in the vertical relationship down in the office is very satisfactory	116	Undecided
8	the overall level of relationship harmony in the office is very satisfactory	116	Undecided
	Total	951	
	Average Score	118,8	

Summary of Employee Performance variables in the Installation Environment Medical Records of Cibabat Regional General Hospital, Cimahi City, 2022 (n=30)

No	Indicator	Score	Criteria
1	your performance has reached the target	107	Undecided
2	Time used to do a job very efficient	112	Agree
3	in carrying out work prioritizes accuracy	112	Agree
4	knowledge about the work faced so far has been well mastered	102	Undecided
5	always come up with ideas to solve complicated problems	105	Undecided
6	always try to work together with colleagues to solve problems	113	Undecided
7	always take responsibility and dare to bear risks to the work and decisions taken	102	Undecided
8	able to make decisions in solving problem	105	Undecided
	Total	858	
	Average Score	107,25	

Based on Table 4.36 above, it turns out that Employees of the Installation Environment Medical Records Installation Employees of Cibabat Regional General Hospital Cimahi City have a high performance, in the sense that the performance of the high, in the sense that the performance of the Environmental Staff of the Medical Record Installation Regional General Hospital Cibabat Cimahi City still needs to be improved and improved in the future. Improved in the future, employee performance is the main thing in improving service to the community.

From the test results it can be seen that Work Culture and Work Environment on employee performance in the Medical Records Installation Environment Cibabat Regional

General Hospital Cimahi City, which is 33.2%, while the remaining 66.8% is influenced by other factors that are not researched by the author, namely work climate, commitment, work culture, work environment.

Work Culture and Work Environment simultaneously affect on the performance of employees of the General Hospital Medical Record Installation Cibabat Region, Cimahi City and its positive influence. However, Partially, work culture dominantly affects employee performance rather than work environment. And partially, the influence of Work Culture and work environment on employee performance is as follows: a. Work Culture affects employee performance, so that if the work culture that occurs is appropriate, then employee performance will also increase. b. The work environment affects employee performance, so that if the work environment is formed with employee expectations, then employee performance will also increase.

CONCLUSION

Based on the results of research that has been conducted to determine Effect of Work Culture and Work Environment on Employee Performance Installation Medical Records Cibabat Regional General Hospital Cimahi City then it can be conclusion is drawn as follows: 1. Culture of Work according to employees of the Medical Records Installation of the Cibabat City Hospital Cibabat Regional General Hospital Cimahi City has not received a good response, in the sense that Work Culture is one of the factors that have an influence on meaning that Work Culture is one of the factors that has a big influence on the continuity of the organization, but employees still feel that the on the continuity of the organization, but employees still feel that the Work Culture is not in accordance with the work given and expectations. Work Culture is not in accordance with the work given and the expectations of the employees concerned. 2. The work environment according to employees of the Medical Records Installation of the Cibabat City Hospital Cibabat Regional General Hospital Cimahi City is generally not appropriate. Some indicators have a fairly high value. However, there are several indicators that are of low value so that they must be improved. 3. Employees of the Medical Records Installation of the Cibabat Regional General Hospital, Cimahi City Cimahi has high performance from several existing indicators, overall shows a good and high value. 4. Work Culture and Work Environment simultaneously affect on the performance of employees of the General Hospital Medical Record Installation Cibabat Region, Cimahi City and its positive influence. However, Partially, work culture dominantly affects employee performance rather than work environment. And partially, the influence of Work Culture and work environment on employee performance is as follows: a. Work Culture affects employee performance, so that if the work culture that occurs is appropriate, then employee performance will also increase. b. The work environment affects employee performance, so that if the work environment is formed with employee expectations, then employee performance will also increase.

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