



ISSN : 2395-7492

Vol. 9 No. 6 November 2022

International Research Journal of Management, IT and Social Sciences



Published by :
Scientific & Literature Open Access Publishing
London, UK

IRJMIS

International Research Journal of Management, IT and Social sciences

EDITOR-IN-CHIEF

Rena Ye,
*Fuzhou University,
China*

A S S O C I A T E E D I T O R S

Adetunji, Adeniyi
*Bowen University,
Nigeria*

Ghani, Mohd Zuri
*Universiti Sains Malaysia,
Malaysia*

Jog, Yatin
*Symbiosis International
University, India*

Bachiller, Patricia
*University of Zaragoza,
Spain*

Esen, Emel
*Yildiz Technical University,
Turkey*

Rashidin, Salamun
*University of International
Business and Economics, China*

Syamsudin, Oom Rohmah,
*University of Indonesia,
Indonesia*

Auya, Samwel
*Maasai Mara University,
Kenya*

Singh, Dharmendra
*Houston Methodist Research
Institute, USA*

Abbas, Muhammad
*University of Sargodha,
Pakistan*

E D I T O R I A L B O A R D M E M B E R S

Masterson, Robert
*The City University of New
York, USA*

Masih, Jolly
*Erasmus School of Economics,
Rotterdam, Netherlands*

Rajkumar, Rajasekaran
*Vellore Institute of Technology,
India*

Kannan, Ramani
*Universiti Teknologi Petronas,
Malaysia*

Fiaz, Muhammad
*University of Engineering and
Technology, Pakistan*

Kalaiselvi, K.
*Vels University (VISTAS),
India*

Lingming-Chen
*Hunan University of Science and
Technology, China*

Das, Subhankar
*Duy Tan University,
Vietnam*

Dhawan, Rajnish
*University of the Fraser
Valley, Canada*

Kumar, Tribhuwan
*Prince Sattam Bin Abdulaziz
University, Kingdom of Saudi
Arabia*

Kifordu, A.A.
*Edo University Iyamho,
Nigeria*

Khan, Shazida Jan Mohd
*Universiti Utara Malaysia,
Malaysia*

Mishra, Geetanjali Joshi
*Amity University,
India*

Fowsar, Mohamed Anifa Mohamed
*South Eastern University of Sri
Lanka, Sri Lanka*

Studdard, Melissa
*Lone Star College System,
USA*

Fogwe, Zephania N.
*The University of Bamenda,
Cameroon*

Auya, Samwel
*Maasai Mara University,
Kenya*

Wisenthige, Krishantha
*Wuhan University of
Technology, China*

Tuswadi
Hiroshima University,
Japan

Upadhyaya, Makarand
University of Bahrain,
Bahrain

Chinnusamy, Karthikeyan
Veritas Tech & International
Technological University, USA

Hewamanage, Wimal
University of Colombo,
Sri Lanka

Klymenko, Olga
University of Seychelles,
Seychelles

Elena, Berezhneva
Moscow State University of
International Relations, Russia

Priscila, Silvia S.
Mohamed Sathak Arts and Science
College, India

Zubitashvili, Tamar
Telavi Technical College,
Georgia

Abdul-Hakim, Roslan
Universiti Utara Malaysia,
Malaysia

Peng, Sheng-Lung
National Dong Hwa University,
Taiwan

Ullah, Hakeem,
Abdul Wali Khan University Mardan,
Pakistan

Liu, Bin
University of International Business
and Economics, China

Sobhy, Maha
Cairo University,
Egypt

Hameed, Asaad Shakir
Universiti Teknikal Malaysia Melaka,
Malaysia

Santhappan, Jayasri
University of Houston,
USA

Zhen, Dai
University of International
Business and Economics, China

Le, Dac-Nhuong
Haiphong University,
Vietnam

Omrane, Amina
Institute of Higher Commercial
Studies of Sfax, Tunisia

Sarzhanova, Galiya
Karaganda State University,
Kazakhstan

Ullah, Hakeem
Aga Khan University,
Pakistan

Jian, Wang
University of International
Business and Economics, China

Gadicha, Ajay B, P.R.
Patil College Of Engineering &
Technology, India

C O P Y E D I T O R S

Owhard Kins
IRJMIS copyeditor, London,
United Kingdom

George Hord
IRJMIS copyeditor, London,
United Kingdom

P R O D U C T I O N E D I T O R

Gord Cornverhen
IRJMIS editorial production, London,
United Kingdom

Chrown Drawner
IRJMIS editorial production, London,
United Kingdom

W E B M A S T E R

Vedran Vucic
PKP Developer,
Belgrade

M A N A G E M E N T C O M M I T T E E

Tamar Shiukashvili (A/Prof.)
Telavi State University,
Georgia

Oscar Frost (Prof.)
Imperial College London,
United Kingdom

Helen Jerry (Prof.)
University of London,
United Kingdom

Tihnov Koldoris (Prof.)
Queen Mary University of London,
United Kingdom

Liu Xiao (Prof.)
Brunel University London,
United Kingdom

Bryony Karen (Prof.)
University of Roehampton,
United Kingdom

Andrew May (Prof.)
Royal Veterinary College,
United Kingdom

Kevin Livingstone (Prof.)
London School of Economics and
Political Science, United Kingdom

Ted F.L. Jing (A/Prof.)
Shanghai International Studies
University, China

Paul Dohler (Prof.)
King's College London,
United Kingdom

Suman Rajest (A/Prof.)
Vels Institute of Science,
India

C O P Y R I G H T A N D C O P Y I N G (I N A N Y F O R M A T)

Articles published in the International Research Journal of Management, IT and Social sciences (**IRJMIS**) are available under Creative Commons Attribution Non-Commercial No Derivatives Licence ([CC BY-NC-ND 4.0](https://creativecommons.org/licenses/by-nc-nd/4.0/)). Authors retain copyright in their work and grant **IRJMIS** right of first publication under CC BY-NC-ND 4.0. Users have the right to read, download, copy, distribute, print, search, or link to the full texts of articles in this journal, and to use them for any other lawful purpose. Articles published in **IRJMIS** can be copied, communicated and shared in their published form for non-commercial purposes provided full attribution is given to the author and the journal. Authors are able to enter into separate, additional contractual arrangements for the non-exclusive distribution of the journal's published version of the work (*e.g., post it to an institutional repository or publish it in a book*), with an acknowledgment of its initial publication in this journal. This copyright notice applies to articles published in **IRJMIS** volumes 7 onwards. Please read about the copyright notices for previous volumes under [Journal History](#).

D I S C L A I M E R

The Publisher and Editors cannot be held responsible for errors or any consequences arising from the use of information contained in this journal; the views and opinions expressed do not necessarily reflect those of the Publisher and Editors, neither does the publication of advertisements constitute any endorsement by the Publisher and Editors of the products advertised.

**International
Research
Journal of
Management
IT and
Social sciences**

Research Articles	Pages
Blockchain applications in business and financial activities in Vietnam: Situation, trends, opportunities and challenges <i>Truong Gia Bao, Dat Minh Phan</i>	766
The influence of work environment and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic <i>Nova Nur Asih, Zunaidah, Marlina Widiyanti, Mohamad Adam</i>	777
A Health Level and Risk Rating Monitoring System of Village Credit Institutions <i>I Gede Made Karma, I Made Dwi Jendra Sulastra, Ni Wayan Kurnia Dewi</i>	788
Building on firm competitive advantage through core competence manufacturing firm <i>Okpewho Lucky Igho</i>	800

The relevance of green branding on competitive strategies in service firms	813
<i>Ogor Tessy Morka, Ifeanyi Harold Aliku</i>	
Effect of dispute resolution strategies on employee performance in the Nigerian banking industry	823
<i>Ijoyah Christopher Tuni, Okoh Chukwudi Joseph</i>	
Influence of digital media on student practice of the faculty of philosophy, letters and educational sciences	841
<i>Karla Nicole Loor-Saltos, Silvia Lorena Bravo-Barrezueta</i>	
Factors influencing policy dividends in manufacturing companies that listed on Indonesia stock exchange	854
<i>Mia Atika Sari, Isnurhadi, Isni Andriana, Marlina Widiyanti</i>	
Management of community-based Melasti beach tourism destinations	863
<i>Nyoman Gede Mas Wiartha, I Ketut Suda, Ida Bagus Dharmika</i>	



Scientific & Literature Open Access Publishing

Homepage: <https://sloap.org/journals/index.php/irjmis/>

The Influence of Work Environment and Job Satisfaction on the Performance of BLUD Employees at the RSUD Palembang BARI during the COVID-19 Pandemic

by Zunaidah Zunaidah

Submission date: 16-Apr-2023 03:05PM (UTC+0700)

Submission ID: 2065739215

File name: 3._Artikel_Jurnal-Nova_Nur_Asih.pdf (616.64K)

Word count: 5215

Character count: 28807



The Influence of Work Environment and Job Satisfaction on the Performance of BLUD Employees at the RSUD Palembang BARI during the COVID-19 Pandemic



Nova Nur Asih^a
Zunaidah^b
Marlina Widiyanti^c
Mohamad Adam^d

Article history:

Submitted: 18 July 2022

Revised: 09 August 2022

Accepted: 27 September 2022

Keywords:

COVID-19;

employee performance;

job satisfaction;

RSUD Palembang BARI;

work environment;

Abstract

This study aimed to determine and analyze the influence of the work environment and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic. The data used in this study is primary data using a questionnaire as an instrument to measure research variables. Questionnaires were distributed to 114 respondents, employees of BLUD at the RSUD Palembang BARI. The data collected from the questionnaire instrument was processed using the SPSS program to perform multiple linear regression tests. The results showed that the work environment and job satisfaction partially had a positive and significant effect on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic. The results also show that the work environment and job satisfaction have a positive and significant effect on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic.

International research journal of management, IT and social sciences © 2022.

This is an open access article under the CC BY-NC-ND license (<https://creativecommons.org/licenses/by-nc-nd/4.0/>).

Corresponding author:

Nova Nur Asih

Master of Management, Sriwijaya University, Palembang, Indonesia.

Email address: novanurasih@gmail.com

^a Sriwijaya University, Palembang, Indonesia

^b Sriwijaya University, Palembang, Indonesia

^c Sriwijaya University, Palembang, Indonesia

^d Sriwijaya University, Palembang, Indonesia

1 Introduction

Most organizations emphasize employee performance because it is essential to achieving sustainable competitiveness (Wen et al., 2019). Performance can be interpreted as things individuals can do according to their duties and functions (Robbins & Judge, 2022).

The work environment in the form of the office's physical design and the workplace environment conditions are important and determine the quality of work and the level of productivity in organizational performance (Al-Omari & Okasheh, 2017). Opperman (2002), states that the work environment is a workplace process, system, structure, tool, or condition that has a good or bad impact on individual performance.

Achievable workloads (Agbozo et al., 2017). According to Robbins & Judge (2022), job satisfaction is the result and evaluation of work on specific characteristics that give rise to a person's positive feelings. The COVID-19 pandemic has brought new challenges related to employee adaptation to change and job security, with levels of well-being and satisfaction greatly affected (Nemteanu et al., 2021; Narotama & Sintaasih, 2022; Indahyati & Sintaasih, 2019).

Data released by the Palembang City Health Office, the number of confirmed COVID-19 patients in Palembang City in 2020 (February - December) was 5,480 people; in 2021 (January - December), it increased to 24,936 people, then in 2022 (January - April) totalled 13,422 people. This shows that the number of patients continues to increase every day.

RSUD Palembang BARI is also one of the referral hospitals in Palembang for handling COVID-19 patients. According to the Palembang BARI Hospital Performance Report (2021). Data from the Palembang BARI Hospital Performance Report shows several declines in hospital performance indicators that are not on target from the last four years, 2018, 2019, 2020, and 2021. This relates to the work system before and after the current COVID-19 pandemic.

Table 1
Performance indicators of RSUD Palembang BARI

No.	Performance Indicators	Target/ Score	2018 Realization	2019 Realization	2020 Realization	2021 Realization
1.	Minimum Service Standard Achievement (SPM)	88%	91.59	98.91%	90%	90%
2.	BOR	70%	64%	75%	24%	48%
3.	AVLOS	5 days	5 days	3 days	4 days	4 days
4.	Percentage of the fulfillment of medical equipment according to class B hospital	75%	-	76.77%	76.77%	80.1%
5.	Percentage of doctor's compliance with PPK and <i>Clinical Pathway</i>	90%	-	95.46%	100%	100%
6.	HR who receive training at least 20 hours per year	>60%	100%	100%	100%	27.86%
7.	Percentage of financial performance indicators	83%	79.64	86.79%	84.88%	89%
8.	Percentage of hospital accreditation score	>80%	0%	100%	>80%	-
9.	Percentage of Community Satisfaction Index	82.15%	82.13	85.62%	90.20%	90.33%
10.	The results of the assessment of the Public Service Role Model	Point A	Point A	-	-	-

11.	Corruption-Free Area/Serving Clean Bureaucracy Region (WBK/WBMM)	WBK/WBMM Predicate	-	-	-	-
12.	The results of the assessment of hospital care for mothers and babies	1 st Place	1 st Place	-	-	-
13.	Percentage of the fulfillment of competent human resources according to class B hospital standards	65%	0%	90%	58.50%	59.50%

Source: Government Agency Performance Report (RSUD Palembang BARI)

Assessment and achievement of programs in agency or company performance reports is one way to see the level of success of employee performance (Bedarkar & Pandita, 2014; Eliyana & Ma'arif, 2019). Based on the performance report data above from 2018 to 2021, there are four program indicators out of 13 program indicators whose level of achievement is still low.

The problems that occur in the work environment of employees (Van Dolen et al., 2004; Syafii et al., 2015). First, concerning regulations directed by the Palembang City Government, through the Circular of the Minister of Home Affairs of the Republic of Indonesia, dated March 17, 2020, Number: 440/2436/SJ, concerning Prevention of the Spread of Coronavirus Disease 2019 (COVID-19), hospitals cannot leave services, follow up This is for regional officials who have the task of serving the community to continue to carry out their duties and operate as usual by changing service hours and working hours for medical and non-medical employees so that the implementation of work from home (working from home) cannot be done for employees while the high-risk exposure to COVID-19 due to working in a hospital environment (López-Cabarcos et al., 2022).

Second, the condition of facilities and infrastructure is still under repair or development in the hospital environment until 2022. There are 12 infrastructure developments carried out; this affects the conditions of the work environment that are not yet conducive for employees, both medical and non-medical, both from the noise generated, the space for movement is not accessible, as well as the cleanliness of the environment that is disturbed due to the dust generated (Cummings et al., 2010; Amabile et al., 2004; Lee & Brand, 2005). The condition of the physical work environment, such as the infrastructure of the RSUD Palembang BARI, is currently carrying out several developments, including:

Along with the construction or improvement of existing hospital infrastructure, as well as the achievement of reasonably good hospital performance indicators, it is hoped that it can increase the satisfaction and performance of all employees in the hospital and produce superior human resources so that in the end it can advance the hospital. However, the reality is that it is suspected that the BLUD employees at the RSUD Palembang BARI have not been satisfied. This is supported by data on employee turnover, which increases yearly.

Table 2
Turnover Data for BLUD Employees of RSUD Palembang BARI

year	Number of Employees at the Beginning of the Year (Persons)	Number of Entry Employees (Persons)	Number of Outgoing Employees (Persons)	Number of Employees at the End of the Year (Persons)	Turnover (%)
2018	344	19	1	362	0.28
2019	362	21	5	378	1.35
2020	378	66	17	427	4.22
2021	427	32	41	418	9.70

Source: Sub Division of Human Resources at the RSUD Palembang BARI

Table 2. shows the employee turnover of BLUD employees at the RSUD Palembang BARI for the last four years, which is increasing yearly. The turnover percentage in 2018 was 0.28%; in 2019, it was 1.35%; in 2020, it was 4.22%;

Asih, N. N., Zunaidah, Z., Widiyanti, M., & Adam, M. (2022). The influence of work environment and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic. *International Research Journal of Management, IT and Social Sciences*, 9(6), 777-787. <https://doi.org/10.21744/irjmis.v9n6.2192>

and in 2021, it was 9.70%. Factors that become the reason BLUD employees' reasons for leaving employees are retiring and resigning.

Several studies have proven that the work environment affects employee performance (Tleuken et al., 2022; Goet, 2022; Abun, 2022; López-Cabarcos et al., 2022; Ibrahim et al., 2022; Ahakwa et al., 2021; Tasman et al., 2021; Badrianto & Ekhsan, 2020; Widyastuti et al., 2021; Na-Nan et al., 2019; Hafeez et al., 2019; Diamantidis & Chatzoglou, 2018; Hidayati et al., 2019; Solegar et al., 2018; Ikechukwu et al., 2019; Nzewi et al., 2017; and Siddiqi & Tangem, 2018). At the same time, several studies have shown that the work environment does not affect employee performance (Suparman Dadang, 2020; Riyadi, 2019; and Ahmad et al., 2019).

Furthermore, several studies have proven that job satisfaction affects employee performance (Ahakwa et al., 2021; Sapta et al., 2021; Hastuti et al., 2021; Deng, 2020; Badrianto & Ekhsan, 2020; Omar et al., 2020; Riyadi, 2019; Mira et al., 2019; Ahmad et al., 2019; and Shaju & Subhashini, 2017). While several studies have proven that job satisfaction does not affect employee performance (Gilli et al., 2022; Diana et al., 2022; Goetz & Wald, 2022; Purwadi et al., 2020; and Widyastuti et al., 2021).

2 Materials and Methods

This study analyzed to determine the influence of work environment variables and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI. The conceptual framework is schematically described as follows:

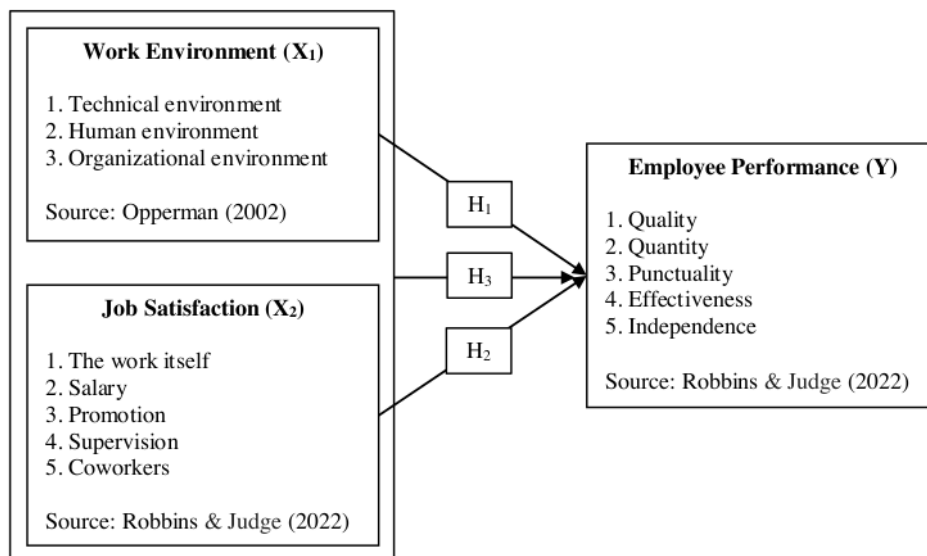


Figure 1. Conceptual framework

Hypothesis

Based on the theoretical basis a **7** conceptual framework above, the hypotheses in this study are as follows:

- 1) The work environment has a positive and significant effect on the performance of BLUD employees at the RSUD Palembang **7** BARI.
- 2) Job satisfaction has a positive and significant effect on the performance of BLUD employees at the RSUD Palembang BARI.
- 3) Work environment and job satisfaction positively and significantly affect the performance of BLUD employees at the RSUD Palembang BARI.

The research was conducted at agencies engaged in medical services. The location of this research is RSUD Palembang BARI which is located at Jalan Panca Usaha Number 1, Sub-district 5 Ulu, Seberang Ulu 1 Sub-district, Palembang City, South Sumatra Province, as a hospital owned by the Palembang City government. The type of data in this study is quantitative data. The data used are obtained from distributing questionnaires to BLUD employees at the RSUD Palembang BARI and assisted by the SPSS Version 21 program.

The population in this study were employees of the BLUD employees at the RSUD Palembang BARI, totaling 418 people. The sampling technique used in this research is *probability sampling*. The sample was used using the Slovin formula with a value of $e = 8\%$; then, we got a sample of 114 people, taken proportionally by the following division.

Table 3
Distribution of Samples

Divisions	Population (Persons)	Samples (Persons)
Doctor	29	8
Nurse	124	34
Midwife	27	7
Medical support	60	16
Psychologist	-	-
Administration	178	49
Total	418	114

Source: Sub Division of Human Resources at the RSUD Palembang BARI

Validity and reliability tests were used to test the research instrument. *Successive Interval* (MSI) is used for data transformation from ordinal data to interval data (Ningsih & Dukalang, 2019). The classical assumption test is done by normality, multicollinearity, autocorrelation, and heteroscedasticity tests. According to Ferdinand (2014), the feasibility test of the model is used to see if the existing regression model is feasible or not. To find out how much influence one independent variable has in explaining the dependent variable, the t-test is used (Ghozali, 2018). To measure the strength of the linear association (relationship) between two variables, the correlation coefficient test (R) is used, and to see how much the overall dependent variable explains the dependent variable, the coefficient of determination (R^2) is used (Ghozali, 2018). Multiple linear regression analysis was used in this study.

3 Results and Discussions

Respondent profile

Table 4
Gender of respondents

Gender	Number of Employees (Persons)	Percentage (%)
Male	34	29.8
Female	80	70.2
Total	114	100

Source: Processed primary data (2022)

Table 5
Age of respondents

Age (Year)	Number of Employees (Persons)	Percentage (%)
20	0	0
21-30	49	43
31-40	51	44.7
41-50	14	12.3
> 50	0	0

Asih, N. N., Zunaidah, Z., Widiyanti, M., & Adam, M. (2022). The influence of work environment and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic. *International Research Journal of Management, IT and Social Sciences*, 9(6), 777-787. <https://doi.org/10.21744/irjmis.v9n6.2192>

Total	114	100
-------	-----	-----

Source: Processed primary data (2022)

43

Table 6

Marital Status of Respondents

Marital Status	Number of Employees (Persons)	Percentage (%)
Marry	78	68.4
Single	34	29.8
Ever Married	2	1.8
Total	114	100

Source: Processed primary data (2022)

Table 7

Last Education of Respondents

Last Education	Number of Employees (Persons)	Percentage (%)
Senior High School	4	3.5
Diploma (D2 and D3)	39	34.2
Bachelor (S1)	67	58.8
Master (S2)	4	3.5
Total	114	100

Source: Processed primary data (2022)

Table 8

Working Period of Respondents

Working Period (Year)	Number of Employees (Persons)	Percentage (%)
0-10	84	73.7
11-20	27	23.7
21-30	3	2.6
> 30	0	0
Total	114	100

Source: Processed primary data (2022)

Validity and Reliability Test Results

The instrument in this study has met the stages in the instrument test, namely the validity and reliability tests. All statement items in the instrument are declared valid and reliable, following the rules in the instrument test.

Classic Assumption Test Results

The regression model used as an estimation tool in this study has also met the requirements: customarily distributed, multicollinearity, autocorrelation, and heteroscedasticity.

Model Feasibility Test Results

29 Table 9
Model Feasibility Test Results
ANOVA ^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	22,240	2	11,120		
Residual	20,977	111	0,099	112,444	,000 ^b
Total	33,217	113			

a. Dependent Variable: KIN
 b. Predictors: (Constant), KP, LK
 Source: Processed primary data (2022)

Based on the results of the data processing above, it can be seen that the value of F-count (Sig.) < 0.05. So, it can be concluded that the regression model is feasible and can be continued to the next testing stage.

t-test results

Table 10
 Hypothesis Test Results (t-Test)
 Coefficients^a

Model	Standardized Coefficients		
	Beta	t	Sig.
1 (Constant)		3,166	,002
Work Environment	,429	4,218	,000
Job Satisfaction	,423	4.156	,000

Source: Processed primary data (2022)

The value of t-count > t-table of the work environment variable (X_1) is (4.218 > 1.659) and the significance is in the number (0.000 < 0.05). This means that it can be concluded that H_0 is rejected and H_a is accepted, that the work environment variable (X_1) significantly affects employee performance (Y).

The value of t-count > t-table of the variable job satisfaction (X_2) is (4.156 > 1.659) and the significance is in the number (0.000 < 0.05). This means that it can be concluded that H_0 is rejected and H_a is accepted, that the job satisfaction variable (X_2) significantly affects employee performance (Y).

Overall it can be concluded that the work environment (X_1) and job satisfaction (X_2) have a positive and significant effect on employee performance (Y). Among the two independent variables (X), the work environment variable is the variable that has a more dominant influence on employee performance (Y).

Test Results and Coefficient of Determination (R^2)

Table 11
 Correlation Coefficient (R) and Determination (R^2) Test Results
 Model Summary^b

Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
1	,818 ^a	,670	,664	,314471

a. Predictors: (Constant), KP, LK
 b. Dependent Variable: KIN
 Source: Processed primary data (2022)

The value of R (correlation coefficient) is 0.818, so it can be concluded that the level of relationship between work environment (X_1) and job satisfaction (X_2) on employee performance (Y) simultaneously has a solid relationship. While the R-Square value is 0.664, meaning that the independent variables (work environment and job satisfaction) can explain the dependent variable (employee performance) of 66.4%. So, it can be concluded that the regression model is good enough to predict the effect of the dependent variable (employee performance). At the same time, the remaining 33.6% is explained by other variables (such as compensation, work stress, work discipline, and work motivation), which are not included in this regression model (Raziq & Maulabakhsh, 2015; Lu et al., 2005; Beebe et al., 2009).

Multiple Linear Regression Results

Table 12
Multiple Linear Regression Results
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	,594	,188		3,166	,002
Work Environment	,431	,102	,429	4,218	,000
Job Satisfaction	,369	,089	,423	4,156	,000

a. Dependent Variable: KIN
Source: Processed primary data (2022)

41

Based on Table 4.12. It is known that the results of primary data processing on the results of multiple linear regression analysis constant values of 0.594 and the value of the regression coefficient of the work environment variable (X_1) of 0.431 and the regression coefficient of job satisfaction variable (X_2) are 0.369, with the multiple linear regression equation is:

$$Y = 0,594 + 0,431X_1 + 0,369X_2 + \varepsilon$$

Multiple linear regression equation can be interpreted as follows:

- 1) The value of 0.594 means that the employee performance variable is 0.594 units, assuming that the current work environment and job satisfaction variables are constant. This shows that when the value is zero in the absence of work environment factors and job satisfaction, the employee's performance is 0.594.
- 2) The value of the regression coefficient of the work environment variable (X_1) is 0.431, meaning that if the work environment variable is increased by one unit and the value of the job satisfaction variable (X_2) remains, then the employee performance variable (Y) will increase by 0.431.
- 3) The regression coefficient value of the job satisfaction variable (X_2) is 0.369, meaning that if the job satisfaction variable is increased by one unit and the value of the work environment variable (X_1) remains, then the employee performance variable (Y) will increase by 0.369.

4 Conclusion

Based on data analysis as well as the discussion that has been then, it can be concluded that :

- 1) The work environment has a positive and significant effect on the performance of BLUD employees at the Palembang BARI Hospital during the COVID-19 pandemic.
- 2) Job satisfaction has a positive and significant effect on the performance of BLUD employees at the Palembang BARI Hospital during the COVID-19 pandemic.
- 3) The work environment and job satisfaction positively and significantly impact the performance of BLUD employees at the Palembang BARI Hospital during the COVID-19 pandemic.

45 Conflict of interest statement

The authors declared that they have no competing interests.

Statement of authorship

The authors have a responsibility for the conception and design of the study. The authors have approved the final article.

Acknowledgments

This quantitative study received funding support from the government through the Directorate of Higher Education and Research. Therefore, we also thank the professional editors who have supported the implementation of this study.

References

- Abun, D. (2022). The effect of organizational politics on the individual work performance. *Available at SSRN*.
- Agbozo, G. K., Owusu, I. S., Hoedoafia, M. A., & Atakorah, Y. B. (2017). The effect of work environment on job satisfaction: Evidence from the banking sector in Ghana. *Journal of human resource management*, 5(1), 12-18.
- Ahakwa, I., Yang, J., Tackie, E. A., & Atingabili, S. (2021). The influence of employee engagement, work environment and job satisfaction on organizational commitment and performance of employees: a sampling weights in PLS path model. *SEISENSE Journal of Management*, 4(3), 34-62.
- Ahmad, Ahmad Nur Aizat, Md Fauzi Ahmad, Norhadilah Abdul Hamid, Nor Aziati Abdul Hamid, Norziah Ismail, Guzman Nawanir, Adnan Bakri, and Mustaqim Abdul Rahim. (2019). The Influences of Workplace Environment, Job Satisfaction and Organization Commitment on Job Performance in Manufacturing Industry. *International Journal of Supply Chain Management*, 8(6): 944-50.
- Al-Omari, K., & Okasheh, H. (2017). The influence of work environment on job performance: A case study of engineering company in Jordan. *International Journal of Applied Engineering Research*, 12(24), 15544-15550.
- Amabile, T. M., Schatzel, E. A., Moneta, G. B., & Kramer, S. J. (2004). Leader behaviors and the work environment for creativity: Perceived leader support. *The Leadership Quarterly*, 15(1), 5-32.
- <https://doi.org/10.1016/j.leaqua.2003.12.003>
- Badrianto, Y., & Ekhsan, M. (2020). The Effect of Work Environment and Job Motivation on Job Satisfaction and Job Performance in PT. X. *Journal of Business, Management and Accounting 2* (August): 200-205.
- Bedarkar, M., & Pandi, D. (2014). A study on the drivers of employee engagement impacting employee performance. *Procedia-Social and Behavioral Sciences*, 133, 106-115.
- <https://doi.org/10.1016/j.sbspro.2014.04.174>
- Beebe, A., Blaylock, A., & Sweetser, K. D. (2009). Job satisfaction in public relations internships. *Public Relations Review*, 35(2), 156-158. <https://doi.org/10.1016/j.pubrev.2008.09.016>
- Cummings, G. G., MacGregor, T., Davey, M., Lee, H., Wong, C. A., Lo, E., ... & Stafford, E. (2010). Leadership styles and outcome patterns for the nursing workforce and work environment: a systematic review. *International journal of nursing studies*, 47(3), 363-385. <https://doi.org/10.1016/j.ijnurstu.2009.08.006>
- Deng, X. (2020). ABAC ODI Journal Vision. Action. Outcome. Vol 7(2) July-December2020. ABAC Odi Journal Vision 7 (2): 111-29.
- Diamantidis, A. D., & Chatzoglou, P. (2018). Factors affecting employee performance: an empirical approach. *International Journal of Productivity and Performance Management*.
- Diana, E. A., Mukhtadi, & Anwar, A. (2022). Creating the path for quality of work life: A study on nurse performance.
- Eliyana, A., & Ma'arif, S. (2019). Job satisfaction and organizational commitment effect in the transformational leadership towards employee performance. *European Research on Management and Business Economics*, 25(3), 144-150. <https://doi.org/10.1016/j.iedeen.2019.05.001>
- Ferdinand, A. (2014). Metode Penelitian Manajemen, Semarang, Badan. *Penerbit Universitas Diponegoro*.
- Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 25. Semarang: Badan Penerbit Universitas Diponegoro.
- Gilli, K., Veglio, V., Gunkel, M., & Taras, V. (2022). In search of the Holy Grail in global virtual teams: The mediating role of satisfaction on performance outcomes. *Journal of Business Research*, 146, 325-337.
- <https://doi.org/10.1016/j.jbusres.2022.03.056>
- Goet, J. (2022). Workplace Environment and Its Impact on Employee's Performance in Nepalese Commercial Banks. *The EFFORTS, Journal of Education and Research*, 4(1): 1-10.
- Goetz, N., & Wald, A. (2022). Similar but different? The influence of job satisfaction, organizational commitment and person-job fit on individual performance in the continuum between permanent and temporary organizations. *International Journal of Project Management*, 40(3), 251-261. <https://doi.org/10.1016/j.ijproman.2022.03.001>
- Hafeez, I., Yingjun, Z., Hafeez, S., Mansoor, R., & Rehman, K. U. (2019). Impact of workplace environment on employee performance: mediating role of employee health. *Business, Management and Economics Engineering*, 17(2), 173-193.
- Hastuti, H., & Munir, A. R. (2021). The Effect Of Motivation And Work Environment On Performance Through Work Satisfaction As Intervening Variable On Public Health Center Employees In Mamuju District. *Journal of Research in Business and Management*, 9(8): 45-55.
- Hidayati, S. K., Pande, B., & Widiyanti, M. (2019). Effect of work discipline and work environment to performance of employees. *International Journal of Scientific and Research Publications (IJSRP)*, 9(12), p9643.

Asih, N. N., Zunaidah, Z., Widiyanti, M., & Adam, M. (2022). The influence of work environment and job satisfaction on the performance of BLUD employees at the RSUD Palembang BARI during the COVID-19 pandemic. *International Research Journal of Management, IT and Social Sciences*, 9(6), 777-787. <https://doi.org/10.21744/irjmis.v9n6.2192>

- Ibrahim, F. M., Soebyakto, B. B., & Widiyanti, M. (2022). *Pengaruh Motivasi Kerja dan Lingkungan Kerja Fisik terhadap Kinerja Pegawai Dinas ESDM Provinsi Sumatera Selatan* (Doctoral dissertation, Sriwijaya University).
- Ikechukwu, N. P., Achori, T. D., Uchenna, E. S., & Okechukwu, A. K. E. (2019). Work environment as a tool for improving Employees performance and organizational productivity. *IJAR*, 5(8), 241-247.
- Indahyati, N., & Sintaasih, D. K. (2019). The relationship between organizational justice with job satisfaction and organizational citizenship behavior. *International Research Journal of Management, IT and Social Sciences*, 6(2), 63-71. <https://doi.org/10.21744/irjmis.v6n2.611>
- Lee, S. Y., & Brand, J. L. (2005). Effects of control over office workspace on perceptions of the work environment and work outcomes. *Journal of environmental psychology*, 25(3), 323-333. <https://doi.org/10.1016/j.jenvp.2005.08.001>
- López-Cabarcos, M. Á., Vázquez-Rodríguez, P., & Quiñoá-Piñeiro, L. M. (2022). An approach to employees' job performance through work environmental variables and leadership behaviours. *Journal of Business Research*, 140, 361-369. <https://doi.org/10.1016/j.jbusres.2021.11.006>
- López-Cabarcos, M. Á., Vázquez-Rodríguez, P., & Quiñoá-Piñeiro, L. M. (2022). An approach to employees' job performance through work environmental variables and leadership behaviours. *Journal of Business Research*, 140, 361-369. <https://doi.org/10.1016/j.jbusres.2021.11.006>
- Lu, H., While, A. E., & Barriball, K. L. (2005). Job satisfaction among nurses: a literature review. *International journal of nursing studies*, 42(2), 211-227. <https://doi.org/10.1016/j.ijnurstu.2004.09.003>
- Mira, M., Choong, Y., & Thim, C. (2019). The effect of HRM practices and employees' job satisfaction on employee performance. *Management Science Letters*, 9(6), 771-786.
- Na-Nan, K., Saribut, S., & Sanamthong, E. (2019). Mediating effects of perceived environment support and knowledge sharing between self-efficacy and job performance of SME employees. *Industrial and Commercial Training*.
- Narotama, I. B. I., Sintaasih, D. K. (2022). The role of job satisfaction in mediation the effect of self-efficacy and job insecurity on turnover intention. *International Research Journal of Management, IT and Social Sciences*, 9(4), 494-513. <https://doi.org/10.21744/irjmis.v9n4.2108>
- Nemteanu, M. S., Dinu, V., & Dabija, D. C. (2021). Job insecurity, job instability, and job satisfaction in the context of the COVID-19 pandemic. *Journal of Competitiveness*, 13(2), 65.
- Ningsih, S., & Dukalang, H. H. (2019). Application of Interval Successive Method in Multiple Linear Regression Analysis. *Jambura Journal of Mathematics*, 1(1), 43-53.
- Nzewi, H. N., Chiekezie, O. M., Ekene, O., Raphael, A. E., & Ebuka, A. A. (2017). Job enrichment and employee commitment in selected brewing firms in Anambra State. *Journal of Business and Management Studies*, 2(4), 330-337.
- Omar, M. S., Rafe, N., & Selo, S. A. (2020). Job satisfaction influence job performance among polytechnic employees. *International Journal of Modern Trends in Social Sciences*, 3(14), 39-46.
- perman, C. S. (2002). Tropical Business Issues. Partner Price Water House Coopers. *International Business Review*.
- Purwadi; Darma, Dio Caisar; Febrianti, Widya; Mirwansyah, Dedy. (2020). Exploration of leadership, organizational culture, job satisfaction, and employee performance. *Technium Soc. Sci. J.*, 6, 116.
- Raziq, A., & Maulabakhsh, R. (2015). Impact of working environment on job satisfaction. *Procedia Economics and Finance*, 23, 717-725. [https://doi.org/10.1016/S2212-5671\(15\)00524-9](https://doi.org/10.1016/S2212-5671(15)00524-9)
- Riyadi, S. (2019). The Influence of job satisfaction, work environment, individual characteristics and compensation toward job stress and employee performance. *International Review of Management and Marketing*, 9(3), 93.
- Robbins, S. P., & Judge, T. A. (2022). *Organizational Behaviour*. New York: Pearson.
- Sapta, I., Muafi, M., & Setini, N. M. (2021). The role of technology, organizational culture, and job satisfaction in improving employee performance during the Covid-19 pandemic. *The Journal of Asian Finance, Economics and Business*, 8(1), 495-505.
- Shaju, M., & Subhashini, D. (2017). A Study on the Impact of Job Satisfaction on Job Performance of Employees Working in Automobile Industry. *Journal of Management Research (09725814)*, 17(2).
- Siddiqi, T., & Tangem, S. (2018). Impact Of Work Environment, Compensation, And Motivation On The Performance Of Employees In The Insurance Companies Of Bangladesh. *South East Asia Journal of Contemporary Business, Economics and Law*, 15(5), 153-162.
- Solegar, M., Diah, Y. M., & Zunaidah, Z. (2018). *Pengaruh Lingkungan Kerja Fisik Terhadap Kinerja Pegawai UPTD Panti Sosial Marsudi Putra Dharmapala Inderalaya Dinas Sosial Provinsi Sumatera Selatan* (Doctoral dissertation, Sriwijaya University).

- Suparman Dadang, H. (2020). Pengaruh Lingkungan Kerja, Pengetahuan dan Beban Kerja terhadap Kinerja Pegawai di CV. Perdana Mulia Desa Caringin Kulon Kecamatan Caringin Kabupaten Sukabumi. *Jurnal Ekonomedia*, 9(02), 1-16.
- Syafii, L. I., Thoyib, A., & Nimran, U. (2015). The role of corporate culture and employee motivation as a mediating variable of leadership style related with the employee performance (studies in Perum Perhutani). *Procedia-Social and Behavioral Sciences*, 211, 1142-1147. <https://doi.org/10.1016/j.sbspro.2015.11.152>
- Tasman, T., Siregar, Z. M. E., & Nasution, M. F. (2021). The influence of work environment, promotion, and job satisfaction on employee performance. *Budapest International Research and Critics Institute (BIRCI-Journal): Humanities and Social Sciences*, 4(3), 4026-4031.
- Tleuken, A., Turkyilmaz, A., Sovetbek, M., Durdyev, S., Guney, M., Tokazhanov, G., ... & Karaca, F. (2022). Effects of the residential built environment on remote work productivity and satisfaction during COVID-19 lockdowns: An analysis of workers' perceptions. *Building and Environment*, 109234. <https://doi.org/10.1016/j.buildenv.2022.109234>
- Van Dolen, W., De Ruyter, K., & Lemmink, J. (2004). An empirical assessment of the influence of customer emotions and contact on employee performance on encounter and relationship satisfaction. *Journal of Business research*, 57(4), 437-444. [https://doi.org/10.1016/S0148-2963\(02\)00277-1](https://doi.org/10.1016/S0148-2963(02)00277-1)
- Wen, T. B., Ho, T. C., Kelana, B. W. Y., Othman, R., & Syed, O. R. (2019). Leadership styles in influencing employees' job performances. *International Journal of Academic Research in Business and Social Sciences*, 9(9), 55-65.
- Widyastuti, Nanda Dania Ariani, Fatchun - Hasyim, and Suharmanto - Suharmanto. (2021). The Influence of Work Environment, Job Satisfaction, and Organizational Commitment on Employee Performance at PT Sun Star Motor Branch MT Haryono Semarang. *JOBS (Jurnal Of Business Studies)*,6(2): 177.

The Influence of Work Environment and Job Satisfaction on the Performance of BLUD Employees at the RSUD Palembang BARI during the COVID-19 Pandemic

ORIGINALITY REPORT

19%

SIMILARITY INDEX

12%

INTERNET SOURCES

11%

PUBLICATIONS

10%

STUDENT PAPERS

PRIMARY SOURCES

- 1 Iriana Kusuma Dewi, Ading Sunarto, Rio Budi Atmaja. "EMPLOYEE PERFORMANCE BASED ON WORK MOTIVATION AND WORK ENVIRONMENT AT A FOOD/BEVERAGE COMPANY", Indonesian Journal of Social Research (IJSR), 2022
Publication 1%
- 2 Shari S.C. Shang, Shu Fang Lin. "People-driven processes in customer relationship management", The Service Industries Journal, 2010
Publication 1%
- 3 ojs.stikesflora-medan.ac.id
Internet Source 1%
- 4 repository.unmuhjember.ac.id
Internet Source 1%
- 5 عبد العزيز على مرزوق, إنعام السيد فهميم خطاب. "أثر رفاهية العاملين على الأداء الوظيفي للعاملين في البنوك التجارية 1%

6	Submitted to Florida State University Student Paper	1 %
7	Inten Meutia, Mukhtaruddin Mukhtaruddin, Yulia Saftiana, Muhammad Faisal. "CEO's experience, foreign ownership and corporate social responsibility: A case of manufacturing companies", Corporate Ownership and Control, 2017 Publication	1 %
8	Submitted to University of Kentucky Student Paper	1 %
9	Arosha de Silva, Arosha de Silva. "Challenges in Facilitating Online Teaching for Secondary Education during the Covid-19 Pandemic, based on a case study in Sri Lanka.", Research Square Platform LLC, 2022 Publication	1 %
10	liboasis.buse.ac.zw:8080 Internet Source	1 %
11	www.emerald.com Internet Source	1 %
12	Pyoung Jik Lee, Byung Kwon Lee, Jin Yong Jeon, Mei Zhang, Jian Kang. "Impact of noise on self-rated job satisfaction and health in	1 %

open-plan offices: a structural equation modelling approach", Ergonomics, 2015

Publication

13	repository.unsri.ac.id Internet Source	1 %
14	www.ejmcm.com Internet Source	1 %
15	kc.umn.ac.id Internet Source	1 %
16	nepjol.info Internet Source	1 %
17	Submitted to Al Musanna College of Technology Student Paper	<1 %
18	Submitted to American Public University System Student Paper	<1 %
19	Submitted to Liberty University Student Paper	<1 %
20	Tatiana Siregar, Diah Ratnawati. "Analysis of the Readiness of Primary Health Center Nurses in Encountering Community Stigma during the COVID-19 Pandemic", JURNAL INFO KESEHATAN, 2022 Publication	<1 %

21	Septian Handayani, Ni'matush Sholikhah. "Pengaruh Antara Self Efficacy Dan Self Regulated Learning Terhadap Prestasi Belajar Mahasiswa Selama Pembelajaran Daring", EDUKATIF : JURNAL ILMU PENDIDIKAN, 2021 Publication	<1 %
22	www.coursehero.com Internet Source	<1 %
23	jurnal.ahmar.id Internet Source	<1 %
24	ojs.excelingtech.co.uk Internet Source	<1 %
25	Submitted to Regent Independent School and Sixth Form College Student Paper	<1 %
26	jurnal.ulb.ac.id Internet Source	<1 %
27	Submitted to Empire College London Student Paper	<1 %
28	Szymon T. Dziuba, Manuela Ingaldi, Marina Zhuravskaya. "Employees' Job Satisfaction and their Work Performance as Elements Influencing Work Safety", System Safety: Human - Technical Facility - Environment, 2020 Publication	<1 %

29	Submitted to Udayana University Student Paper	<1 %
30	www.statistica.com.au Internet Source	<1 %
31	dspace.cuni.cz Internet Source	<1 %
32	Submitted to School of Business and Management ITB Student Paper	<1 %
33	Submitted to The University of Dodoma Student Paper	<1 %
34	ejournal.unib.ac.id Internet Source	<1 %
35	Budi Yasri, Heru Sujiarto, Ibrahim Danuwikarsa, Adjat Sudrajat. "Effect of Curriculum Implementation, Widyaaiswara Competence, Facilities and Infrastructure Management on Learning Outcomes of Metrological Education and Training Participants", Society, 2022 Publication	<1 %
36	Submitted to Asia e University Student Paper	<1 %
37	core.ac.uk Internet Source	<1 %

38	cris.technion.ac.il Internet Source	<1 %
39	scholarworks.uark.edu Internet Source	<1 %
40	download.garuda.kemdikbud.go.id Internet Source	<1 %
41	jurnal.feb-umi.id Internet Source	<1 %
42	mpge.ou.edu Internet Source	<1 %
43	www.ijraset.com Internet Source	<1 %
44	Nadia Arfan, Mustika Sufiati Purwanegara. "Purchase decision criteria when choosing a bag in Indonesia", Journal of Global Fashion Marketing, 2013 Publication	<1 %
45	Samuel Antwi-Baffour, Benjamin Tetteh Mensah, George Johnson, Dorinda Naa Okailey Armah, Samira Ali-Mustapha, Lawrence Annison. "Haematological Parameters and Their Correlation With the Degree of Malaria Parasitaemia Among Outpatients Attending a Polyclinic", Research Square Platform LLC, 2023 Publication	<1 %

46

Jehuda Aseng, James D.D. Massie, Raymond Ch Kawet. "ANTESEDEN NIAT BELI DI STARBUCKS COFFE KAWASAN MEGAMAS MANADO DALAM KONTEKS PANDEMIC COVID-19", Jurnal EMBA : Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi, 2022

Publication

<1 %

47

Kelli L. LaCroix, Emily Nakkawita, Steve R. Fisher, E. Tory Higgins, David A. Brown. "Promotion vs. Prevention Regulatory Focus in Physical Therapy Students", Research Square Platform LLC, 2022

Publication

<1 %

48

pdfs.semanticscholar.org

Internet Source

<1 %

49

repository.upi.edu

Internet Source

<1 %

50

Mohand Tuffaha. "Adoption Factors of Artificial intelligence in Human Resource Management", Universitat Politecnica de Valencia, 2022

Publication

<1 %

51

Sanaz Ahmadpoor Samani, Siti Zaleha Abdul Rasid, Saudah bt Sofian. "Perceived Level of Personal Control Over the Work Environment and Employee Satisfaction and Work

<1 %

Performance", Performance Improvement, 2015

Publication

52

B. Medina Nilasari, Prastiyo Diatmono, M. Nisfiannoor, Farah Margaretha Leon et al. "Employee Job Satisfaction Levels: Evidence in Private Higher Education Organizations", European Journal of Business and Management Research, 2023

Publication

<1 %

53

Kowo Solomon Akpoviroro, Akinbola Olufemi Amos, Akinrinola Olalekan Oladipo, Adegbite Ganiu Adewale. "Product Branding and Consumer Loyalty in Telecommunication Industry", Economics and Culture, 2020

Publication

<1 %

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off