

THE EFFECT OF WORK ENVIRONMENT AND WORK RESPONSIBILITY ON EMPLOYEE PERFORMANCE AT DEMAK AGUNG MOSQUE

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Abstract. *This study took the object of the Great Mosque of Demak. This study aims to determine the effect of the work environment and work responsibilities on the performance of the employees of the Great Mosque of Demak. The purpose of this study was to determine the effect of the work environment and work responsibilities on the performance of the employees of the Great Mosque of Demak. In this study, the sampling technique used was the saturated sampling technique or the sampling technique where all members of the population were used as samples so that a sample of 40 respondents was obtained. The results of the study indicate that there is a positive and significant influence between the work environment on employee performance and there is a positive and significant influence between work responsibility and employee performance.*

Keywords: *Work Environment, Work Responsibilities, Employee Performance*

INTRODUCTION

According to Harianja, (2002) human resources are one of the most important factors in a company in addition to other factors such as capital. Good human resources can be seen in a good performance as well. Employee performance is an important thing that must be considered in order to achieve the success of a company. And in a simple sense, performance is the result of the work of the organization, which is carried out by employees as well as possible in accordance with the instructions (manual), the direction given by the leader (manager), the competence and ability of employees to develop their reasoning at work (Abdullah 2013). Serdamayanti, (2019) provides an understanding that employee performance is the result of work given to a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve organizational goals, legally, not violating the law, and according to morals and ethics. . Therefore, organizational goals need to be achieved through good and optimal performance. To

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achieve this, the efforts made are initiated by paying attention to the factors that affect employee performance.

One of the factors that affect employee performance is the work environment (Siagara, 2002). Hidayat and Taufik, (2012) state that the work environment is the state of the employee's workplace both physically and non-physically that can affect employees at work. Unfavorable working conditions have the potential to cause employees to fall ill easily, get stressed easily, find it difficult to concentrate, and decrease work productivity. Just imagine, if the workspace is uncomfortable and hot, air circulation is inadequate, the workspace is too crowded, the work environment is not clean, and noisy, and the relationship between employees or the leadership is not good, of course, it will have a big impact on employee work comfort. The work environment can be divided into two types, namely the social work environment and the physical work environment. The social work environment includes working relationships that are fostered within the company. We work in the company and are not alone, and in carrying out activities, we also need the help of others. Thus we are obliged to foster good relationships between colleagues, subordinates, and superiors because we need each other. The working relationship that is formed greatly affects the psychology of employees. Good communication is the key to building a working relationship. A physical work environment is a place where employees perform their activities. The physical work environment affects the morale and emotions of employees. These physical factors include the size of the workspace, lighting, noise, air temperature in the workplace, the color of the room, cleanliness, and music in the workplace.

In addition to the work environment, work responsibilities are also one of the factors that affect employee performance (Thahirah, 2021). Work responsibilities include responsibilities at work, leaders/supervisors, companies, and the community. In working an employee has certain responsibilities on his job. According to Musmulyadi, (2016) responsibility is a person's belief and ability to carry out the duties and obligations assigned according to his abilities.

Like service organizations in general, the Great Mosque of Demak also experiences problems related to employee performance, namely problems regarding the work environment and work responsibilities. If not handled properly, the company is likely to experience a significant decline. decline in the performance of the employees of the Great Mosque of Demak can be seen based on the results of observations from the data

Table 1. Number of Visitors/Pilgrims of the Great Mosque of Demak in the Last Five Years

No.	Year	Number of Visitor (Person)
1.	2017	583.076
2.	2018	661.991
3.	2019	883.466
4.	2020	300.527
5.	2021	367.904

Source: Tata Usaha Masjid Agung Demak tahun 2022

From the table above, it can be seen that the Great Mosque of Demak experienced a decrease in the number of visitors. Although the decrease in the number of visitors is also caused by the Covid-19 pandemic, it does not reduce the objectivity of my research on the work environment and work responsibilities in the Great Mosque of Demak. The number of visitors that continues to decline, of course, causes a decrease in company revenue. In response to this, the manager of the Great Mosque of Demak made various efforts, one of which was work rotation, namely periodic changes of employees from one task to another with the aim of reducing boredom and improving employee performance. However, regarding the phenomenon of work rotation, not all employees of the Great Mosque of Demak can accept this policy, for employees who are happy with the new work environment and according to him it is comfortable, employee performance will increase, but for employees who feel uncomfortable with their work environment and feel a greater responsibility. given to him is large enough then the performance of the employees of the Great Mosque of Demak will decrease. Based on the results of previous research researched by (Pratama, 2018) stated that the work environment positive effect on employee performance. but not with research (Mamangkey and Tumbel, 2015) which states that the work environment has a negative effect on employee performance.

The results of previous studies can be summarized in the research gap table which is presented as follows:

Tabel 2. Research Gap

Research gap	Study	Results
The effect of work environment on performance	(Ferry Pratama and Wismar'ain 2018) (Inuh, 2016) (Mamangkey and Tumbel 2015)	Significantly bring the positive effect Significantly bring the negative effect
The influence of work responsibilities on performance	(Thahirah Thahir et al. 2021) (Lokbere, Soegoto, and Walangitan 2017)	Significantly bring the positive effect Significantly bring the negative effect

The objectives of this research are:

1. To determine the effect of the work environment on the performance of the employees of the Great Mosque of Demak.
2. To find out the effect of work responsibilities on the performance of the employees of the Great Mosque of Demak.

LITERATURE REVIEW

According to Sedarmaryanti (2009), the work environment is the overall tools and materials encountered, the surrounding environment in which a person works, work methods, and work arrangements both as individuals and as groups. Supardi (2003:37), states that the work environment is a state around the workplace both physically and non-physically that can give the impression of fun, security, reassurance, and the impression of feeling at home at work.

Dimensions of the Work

Work Environment are divided into two dimensions, namely the physical and non-physical/social environment. Dimensions of the physical environment with indicators in the form of workspace, lighting, noise, air conditions, color, cleanliness, and music in the workplace (Senata, 2014). While the dimensions of the non-physical work environment with indicators in the form of employee relations, job security, employee feelings, and career paths.

Work Environment Indicator

Work environment is something that is around the workers that affect them in carrying out the tasks assigned by the indicators of the work environment (Sedarmayati, 2011) are as follows:

a. Lighting.

The intensity of light can help employees in expediting their work activities.

b. Job Security.

The percentage of safety in the workplace can make employees comfortable at work.

c. Working Conditions.

Workspace arrangements to make it easier for employees to interact socially with other employees.

d. The relationship between employees and leaders.

Good interaction between employees and leaders is able to create a good atmosphere at work.

e. Use of color.

The use of appropriate colors will make the work atmosphere pleasant and make employees feel at home in the office.

The indicators used in this study are:

1) Lighting.

2) Job Security.

3) Working Conditions.

4) The relationship between employees and leaders.

Work Responsibilities

In general, work responsibilities are defined as the obligation to do something or behave in a certain way not to deviate from existing regulations. It was further emphasized that every implementation of obligations and every use of rights, whether carried out inadequately or adequately, basically still must be accompanied by accountability, as well as the exercise of power (Purbcaraka, 2010). Employee responsibilities include responsibilities at work, leaders/supervisors, the company, and the community. In working an employee has certain responsibilities

on his job. Responsibility is an obligation to do something that arises when a subordinate accepts the manager's authority to delegate certain tasks or functions (Handoko, 2003).

The indicators are:

- a. Have attitude and awareness and show a great sense of responsibility towards his work.
- b. Have the ability to complete assigned work properly and on time.
- c. Dare to take the risk of the decisions taken.
- d. Work diligently and highly dedicated.
- e. Provide optimal service according to the field of work.

And the indicators used in this study are:

- 1) Awareness
- 2) Love or Passion
- 3) Courage
- 4) Providing optimal service

The definition of Employee Performance

Employee performance is a function of the work or activities of a person or group in an organization that is influenced by various factors to achieve organizational goals within a certain period of time. Tika, (2008) stated that the measurement of employee performance is based on: the quantity of work, quality of work, and timeliness.

The indicators used in this study are:

- 1) Punctuality
- 2) Quality of work.
- 3) Quantity of work.
- 4) Work knowledge.
- 5) level of attendance

Hypothesis

The hypotheses developed in this study are:

1. H1: Work environment has a positive and significant effect on employee performance
2. H2: Work Responsibilities have a positive and significant effect on employee performance.

Based on the hypothesis, the framework of this research is as follows:

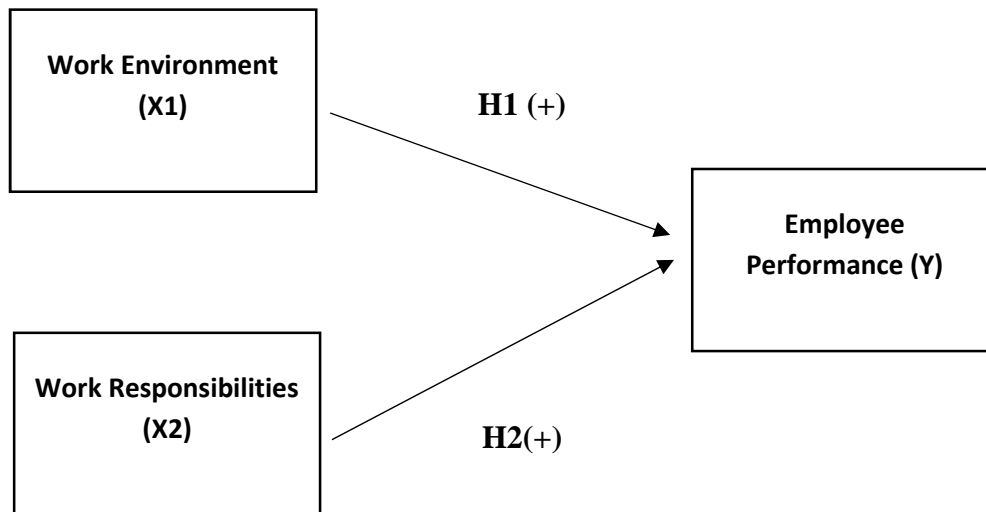


Figure 1. Conceptual Framework

RESEARCH METHODS

The population in this study is 40 people who have different positions/classes at the Great Mosque of Demak. The sampling technique used in this study is a saturated sampling technique or a sampling technique where all members of the population are used as samples (Sugiyono, 2017). So the number of samples used in this study was 40 employees of the Great Mosque.

The analysis technique used in this study was Multiple Linear Regression. According to (Sugiyono, 2012), multiple linear regression analysis is used by researchers, if the researcher intends to predict how the condition (up and down) of the dependent variable (criteria), if two or more independent variables as predictor factors are manipulated (increase in value). So multiple linear regression analysis will be carried out if the number of independent variables is at least 2. The formula for multiple linear regression is:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 +$$

Description:

- Y = Employee Performance
X1 = Work Environment
X2 = Responsibility
b0 = Constant
bi = Regression coefficient of variable
Xi = Effect of other factors

RESULTS AND DISCUSSION

The following are the results of multiple linear regression analysis in this study:

Table 3. Results of Multiple Linear Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	,007	1,334		,005	,996
	Lingkungan_Kerja	,194	,089	,186	2,181	,036
	Tanggungjawab_Kerja	1,065	,115	,790	9,244	,000

a. Dependent Variable: Kinerja_Karyawan

Source: Processed Primary Data, 2022

Based on table 1, the following equation is obtained:

$$Y = 0.007 + 0.194 X1 + 1.065 X2 + e$$

The interpretation is as follows:

1. A constant of 0.007 means that if the score for the work environment and responsibility for cooperation is zero or fixed, then the employee's performance score is 0.007.
2. The value of the work environment coefficient (X1) is positive, meaning that for every unit increase in the work environment variable, the employee performance variable will increase.
3. The value of the work responsibility coefficient (X2) is positive, meaning that with every increase in the work responsibility variable by one unit, the employee performance variable will increase.

The results of this study indicate that the Sig value of the work environment (X1) is 0.036 < 0.05, thus accepting H_a and rejecting H_0 (H_1 is accepted), which means that the work environment has a positive and significant effect on employee performance. This result is consistent with the theory (Bambang, 2011) which states that an employee who works in a work environment that supports him/her to work optimally will produce a good performance, on the contrary, if an employee works in an inadequate and unsupportive work environment to work optimally. This will make the employee concerned become lazy, and tired quickly so the employee's performance will be low.

The work environment relates to or affects employee performance because it is a pleasant work environment for employees through enhancing harmonious relationships with superiors, co-workers, and subordinates, so that employee performance can increase. The relationship between the work environment and employee performance has a positive and unidirectional relationship because a pleasant work environment that provides satisfaction and a sense of security tends to affect performance improvement. Meanwhile, if the work environment is inadequate, it can interfere with the concentration of employees in carrying out work and cause errors in work, and result in decreased performance.

The results of the study support previous research conducted by Ferry Pratama and Wismar'ain (2018) and Inuh (2016) which state that the work environment has a positive and significant influence on employee performance.

The Influence of Work Responsibilities on Employee Performance

The results of this study indicate that the Sig value of work responsibility (X2) is 0.000 < 0.05, thus accepting H_a and rejecting H_0 (H_2 is accepted) which means that work responsibility has a positive and significant effect on employee performance. These results are consistent with the theory put forward by Sultan (2000: 43) stating that responsibilities in improving work performance include: working diligently and highly dedicated, providing optimal service to the community, being responsible, coordinating organizational resources, and working efficiently and effectively. effective according to organizational analysis, providing solutions to organizational management as a responsibility to empower and utilize the organization.

Based on Government Regulation Number 10 of 1979, responsibility is the ability to complete the assigned work as well as possible and on time and dare to take risks for the decisions he makes. The results of the study support previous research conducted by Thahirah Thahir et al. (2021) which states that work responsibilities have a positive and significant influence on employee performance.

CONCLUSION AND RECOMMENDATION

Conclusion

Based on the results of the analysis and discussion above, the conclusions that can be drawn in this study are:

1. The work environment has a positive and significant effect on employee performance, this is indicated by the Sig value of the work environment (X1) of $0.036 < 0.05$, thus accepting H_a and rejecting H_0 which means H_1 is accepted, the work environment has a positive and significant effect on employee performance.
2. Work responsibility has a positive and significant effect on employee performance, this is indicated by the Sig value of work responsibility (X2) of $0.000 < 0.05$, so accepting H_a and rejecting H_0 which means H_2 is accepted, work responsibility has a positive and significant effect on employee performance.

Suggestions

Based on the conclusions from the data analysis carried out, several suggestions are proposed as follows:

a. Work Environment

From the results of the study, it was found that there were still employees/respondents who did not agree that the relationship between employees and leaders was good, to handle this it was better for the leadership to hold activities together with employees to build intimacy between leaders and employees so that later the relationship between employees and leaders became better. . Then there are also respondents who do not agree that the lighting at work is good, so it is hoped that the leadership can immediately respond to requests for repairs, especially in this case lighting because it can cause an uncomfortable environment.

b. Work Responsibilities

From the results of the study, it was found that there were still employees/respondents who did not agree that he loved his job with full responsibility. work according to their duties with full responsibility. In addition, it was also found that employees have not provided optimal service in their work. Therefore, the leadership should be able to provide salary bonuses or prizes for employees who work well so that they are able to provide encouragement for employees to provide optimal service.

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