

## THE INFLUENCE OF WORK ENVIRONMENT AND WORKLOAD ON EMPLOYEE PRODUCTIVITY AT SALOBULO PUBLIC HEALTH CENTER, SAJOANGING DISTRICT, WAJO REGENCY

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### **Abstract**

*This study aims to determine the influence of work environment and workload on employee productivity at the Salobulo Public Health Center, Sajoanging District, Wajo Regency. The background of this research is based on the importance of a quality work environment and effective workload management in supporting the effectiveness and efficiency of employee performance, particularly in the health service sector. The method used in this research is a quantitative method with a descriptive associative approach. Data collection techniques include observation, interviews, documentation, and the distribution of questionnaires to 43 employees of the health center, selected using a saturated sampling technique. The results of the study indicate that, partially, the work environment has a positive and significant influence on employee productivity. This is demonstrated by the comfort of the workspace, harmonious relationships among colleagues, and support from superiors. Workload also affects employee productivity, as some employees experienced an imbalance in task distribution and fatigue due to additional responsibilities beyond their main duties. Simultaneously, the work environment and workload have a significant effect on employee productivity. Therefore, improving employee productivity requires better management of the work environment and a more proportional distribution of workload. This research is expected to serve as a reference for the health center in formulating policies related to human resource management and as a foundation for future researchers in developing studies related to factors that influence employee productivity in the health service sector.*

**Keywords:** Work Environment, Workload, Productivity, Public Health Center Employees.

## INTRODUCTION

Human resources are one of the most important factors that cannot be separated from an organization, whether it is an institution or a company. HR is also the key that determines the development of the company. The resources referred to in this context are the employees who work. The role of human resources is so important and plays a significant part in achieving the company's goals, making it necessary to handle and maintain human resources well. Various factors can influence employee work productivity, one of which is the work environment. A good work environment greatly affects employee work productivity, as seen from the improvement in technology, facilities and equipment used, work safety and health levels, as well as the atmosphere of the work environment itself. In enhancing employee work productivity, the work environment is one of the factors that must be given attention, because the work environment factor has a significant impact.

Community Health Center (Puskesmas) is a healthcare facility that provides public health efforts and first-level individual health services, with a greater emphasis on promotive and preventive efforts, to achieve the highest possible degree of public health. These health efforts are organized with an emphasis on services for the wider community to achieve an optimal level of public health, without neglecting the quality of individual services. The Community Health Center (Puskesmas) is responsible to the District/City Health Office. The Community Health Center (Puskesmas), as one of the health facilities providing health services to the community, plays a very strategic role in accelerating the improvement of public health. Therefore, Puskesmas is required to provide quality services that satisfy its patients according to the established standards and can reach all layers of society.

The presence of Puskesmas in the region certainly has a positive impact on the development of public health. The functions of the Puskesmas are as follows:

1. As a center for community health development in its working area.
2. Fostering community participation or educating the community in its working area to enable them to live healthily.
3. Providing comprehensive health services to the community in its working area.

Puskesmas Salobulo is the main health center located in Salobulo Village, Sajoanging District. Puskesmas Salobulo is a health unit situated in the midst of the community with easy access. Puskesmas Salobulo is one of the facilities provided to the general public and the community of Sajoanging District, overseeing 25 villages within its working area with a population of 27,828 people (based on 2020 data).

In this study, the attendance data and patient service data of Puskesmas Salobulo have a close relationship with research variables that focus on the work environment, workload, and employee work productivity. Attendance data reflects the level of employee presence, which is a key indicator in measuring their discipline and work commitment. Optimal employee attendance is an important factor in ensuring that healthcare services run effectively and efficiently. Meanwhile, patient service data reflects the volume and types of healthcare services provided, which contribute to the workload of the community health center staff.

Employee productivity is the result of individual work within an organization. If there

are employees who perform poorly in an organization, it will affect the organization's goals, conversely, if employees can produce good performance, the organization's goals will be achieved. The increase in employee productivity is one of the factors that supports the overall improvement in organizational performance. According to Sinungan in (Andriyany, 2021), "work productivity is the ability of an individual or a group of individuals to produce goods and services within a specified time or according to plan." In this context, the higher the absenteeism rate, the greater the potential disruption to work productivity, because employee absenteeism can lead to an increased workload for the employees who are present. An unbalanced workload can impact the quality of patient service and employee job satisfaction. Based on employee productivity, employees must always serve patients coming to the community health center. One of the efforts that the organization must undertake to improve employee productivity is by observing the employees' work environment. According to Mangkunegara in (Hikma, 2022), the work environment encompasses all the tools, equipment, and materials encountered, the surrounding environment where a person works, their work methods, and their work arrangements, whether as individuals or groups. Both the physical and non-physical work environments significantly affect employees in their work at a community health center.

In this study, the working conditions at Puskesmas Salobulo, which is undergoing renovation, can contribute to increased work stress and inefficiency in patient services, ultimately affecting employee productivity. In addition to the working environment, the workload factor is also very influential.

Based on the results of observations and interviews conducted by the researcher in the working environment of Puskesmas Salobulo, it was found that the working conditions at the health center were inadequate. The available workspaces are relatively cramped, causing work programs to often overlap with one another. This is happening because the Salobulo Health Center building is undergoing renovation, so several activities have to be carried out in the same room. This situation has the potential to disrupt work effectiveness and comfort. As for the results of the observations conducted by the researcher, there are several issues related to the workload. The workload is felt to be quite heavy because it does not align with the main duties and functions (tupoksi). Additionally, there are employees who have a double workload, and the workload assigned is often disproportionate due to a lack of human resources (HR). This results in an uneven distribution of workload, where some employees have to perform tasks outside their primary duties.

## **RESEARCH METHOD**

The type of research in this study is quantitative research. Quantitative research is research that obtains data in the form of numbers (Sugiyono, 2019). This research aims to determine the relationship between two or more variables. The variables being connected are: the independent variables in the form of work environment ( $X_1$ ) and workload ( $X_2$ ), with the dependent variable being employee work productivity ( $Y$ ).

### **a) Population**

(Imron, 2019) defines population as a generalization area consisting of objects/subjects

that have certain qualities and characteristics determined by the researcher to be studied and then concluded. Population is related to data; if a person provides data, then the size or number of the population corresponds to the number of people. The population in this study consists of Health Workers employed at Puskesmas Salobulo, totaling 43 individuals.

#### **b) Sample**

(Imron 2019) states that a sample is a part of the number and characteristics possessed by the population. The sample in this study includes all Health Workers (Doctors, Midwives, Nurses, and Pharmacists) working at Puskesmas Salobulo.

#### **c) Sampling Method**

In this study, the researcher used the "Saturated Sampling" method. According to (Sabilla & Wijayangka 2019), saturated sampling is a sampling technique where all members of the population are used as the sample. In this study, the entire population was used as respondents, specifically the 43 health workers employed at Puskesmas Salobulo.

### **1. Descriptive Analysis**

Descriptive Analysis is a statistic used to analyze data by describing or depicting the collected data as it is, without intending to draw general conclusions or generalizations. The research data will be analyzed using descriptive statistical methods regarding the research variables, namely Work Environment, Workload, and Work Productivity.

### **2. Multiple Linear Regression Analysis**

The analysis method used in this research is multiple linear regression analysis, which is a technique to test the influence of two or more independent variables on the dependent variable. This method allows researchers to evaluate the relationship between independent variables and the dependent variable, as well as measure the extent of the influence of each independent variable on the dependent variable. Multiple linear regression is used to analyze the relationship between more than one independent variable and the dependent variable in a single analysis model.

## **RESULT AND DISCUSSION**

This study aims to determine the extent to which the work environment and workload affect employee productivity at the Salobulo Health Center in Sajoanging District, Wajo Regency. The results obtained through the distribution of closed and open questionnaires provide a fairly comprehensive picture of the real conditions faced by employees in carrying out their daily tasks.

The results of the quantitative data analysis show that the work environment has a significant impact on work productivity. Most respondents feel that their work environment is quite supportive, particularly in terms of harmonious relationships among employees and a pleasant work atmosphere. This is also reinforced by open statements from several respondents who mentioned that their work environment is "comfortable," "good," and even "safe and conducive." However, many also expressed shortcomings, particularly in terms of physical facilities such as inadequate air conditioning systems, suboptimal lighting, and limited work support equipment like laptops and communication tools. One respondent stated that "the hot conditions" are an obstacle, and others complained that "the facilities are still lacking

and need improvement." This shows that although the social work environment is quite supportive, the physical environment still leaves issues that need to be addressed.

As for the workload, it has also been proven to affect employee productivity. These findings are based on questionnaire data showing that although most employees feel their workload aligns with their job descriptions, a significant number of respondents believe they have to perform tasks beyond their professional responsibilities. For example, a nurse or midwife who is assigned to manage finances or administration, which should not be part of their main duties. This is emphasized in open statements such as: "Nurses/midwives are made administrators or financial managers, whereas they should focus on their main tasks." Additionally, many respondents also complained about the lack of workforce, with statements such as "the workforce is still lacking," "additional staff are needed," and "double work causing delays in tasks." This condition indicates that suboptimal workload management is a factor that directly impacts employee work effectiveness and productivity.

Furthermore, when work stress arises due to an imbalance in workload and suboptimal physical environmental conditions, overall productivity will be affected. Although some respondents stated that they remain motivated to develop, as reflected in the closed-ended answers on the productivity variable, open-ended statements indicate that this motivation is often overshadowed by fatigue, boredom, and tasks that do not match their capacity. One respondent said that "additional work is quite exhausting both physically and mentally," while others complained about "too much work outside of their main duties" and "a packed on-call schedule."

Factors that respondents believe most influence work productivity include teamwork, discipline, work facilities, and an adequate number of human resources. Most respondents stated that "cooperation" is the key factor in maintaining productivity, followed by "a comfortable work environment" and "supportive facilities." Some also mentioned the importance of training and capacity development, which reinforces the significance of improving employee competence as an intervention to sustainably enhance productivity. Thus, the results of the open and closed questionnaires synergistically illustrate that work productivity at Puskesmas Salobulo is not only influenced by objective conditions such as room temperature or the number of tasks but also by employees' subjective perceptions and experiences of their environment and workload. This clarifies that productivity improvement must be carried out holistically by considering the physical, psychological, structural, and cultural aspects of the work environment.

### **1. The Influence of the Work Environment on Employee Work Productivity**

Based on the results of the descriptive analysis, the work environment at Puskesmas Salobulo falls into the high to very high category. The majority of respondents stated that the work atmosphere, relationships among colleagues, and support from superiors were good. This indicates that, in general, the working environment conditions are already supportive of increasing employee productivity.

This result is in line with Nitisemito's (2015) opinion in Mayana (2022), which states that a good work environment can enhance employee morale and comfort. In addition, non-physical work environment factors such as harmonious relationships among

coworkers and with superiors have been proven to contribute to work comfort and effectiveness.

Thus, it can be concluded that the work environment has a positive influence on employee productivity. Employees who feel comfortable with the physical and social environment of their workplace will be more motivated and able to complete tasks well.

## **2. The Influence of Workload on Employee Work Productivity**

Based on the results of the partial test (t-test), workload shows a significant influence on employee work productivity at Puskesmas Salobulo. This is evident from the significance value being below 0.05. These findings support the hypothesis that a high workload, especially if it is unbalanced and not in accordance with the capacity or job functions of the employees, can reduce overall work productivity.

The results of interviews and observations conducted by the researcher revealed that most employees feel the workload they receive exceeds the ideal limit. Many employees are assigned tasks that are not their primary responsibilities, and there are also conditions where the number of employees does not match the volume of work, leading to overload for certain employees. This triggers work-related stress, fatigue, and a decline in work motivation, which ultimately affects employee performance.

Researchers also found that the lack of clarity in task distribution, the mismatch between job descriptions and actual conditions on the ground, as well as time constraints, are important factors that make the workload heavier. Poorly organized workloads not only impact employees individually but also affect the quality of service to the community, as employees cannot provide optimal service under excessive workloads.

These findings align with Koesomowidjojo's (2017) opinion, which states that high workloads not supported by a good task distribution system can cause work pressure, reduce efficiency, and decrease employee productivity. Therefore, it is important for the Puskesmas management to conduct regular evaluations of the work system and human resource needs, so that the workload can be distributed fairly and in accordance with each employee's competencies.

## **3. The Influence of Work Environment and Workload on Employee Work Productivity**

The results of the multiple linear regression analysis show that the work environment and workload variables simultaneously have a significant influence on employee work productivity at Puskesmas Salobulo. This is indicated by a significance value smaller than 0.05, thus the alternative hypothesis (H1) is accepted and the null hypothesis (H0) is rejected. This means that an increase or decrease in the variables of the work environment and workload will directly affect the level of employee work productivity.

This significant correlation reinforces the view that in the context of healthcare service organizations such as community health centers (Puskesmas), employee productivity is greatly influenced by a combination of a supportive work environment and effective workload management. A comfortable work environment, both in terms of physical aspects (work facilities, cleanliness, lighting, room temperature) and non-

physical aspects (interpersonal relationships, leadership support, and work atmosphere), plays a crucial role in creating a sense of security and high work motivation. Meanwhile, a workload that is distributed fairly and in accordance with the primary duties and functions of employees will prevent the occurrence of work fatigue (burnout), stress, and boredom that can reduce productivity.

In addition, qualitative data from respondents also reinforce this finding. Many employees expressed the need for improved work facilities and additional manpower to reduce the workload, which is currently felt to be excessive. One respondent even emphasized the importance of proportional work distribution so that not only a handful of employees are burdened with additional tasks outside their main duties. Thus, these results indicate that a holistic managerial approach focused on balancing working conditions and workload is essential to boost overall organizational performance.

Furthermore, the results of this study are in line with the findings of Mahmudah et al. (2023), which also show that the work environment and workload simultaneously affect the productivity of medical staff in healthcare units. This emphasizes that human resource management in the public sector, particularly in the health field, cannot be separated from attention to both aspects simultaneously.

## **CONCLUSION**

This research was conducted with the aim of understanding and analyzing the influence of the work environment and workload on employee productivity at the Salobulo Health Center, Sajoanging District, Wajo Regency. Based on the data analysis results obtained through the distribution of questionnaires to 43 employees and statistical data processing using a multiple linear regression approach, several important findings can be concluded as follows.

1. The work environment has been proven to have a positive influence on employee work productivity. Most respondents provided feedback indicating that a comfortable work atmosphere, harmonious relationships with colleagues, and support from superiors have boosted work spirit and motivation. The non-physical aspects of the work environment are generally categorized as high to very high. However, there are still physical aspects that are considered suboptimal, particularly the room temperature, which is perceived as uncomfortable by some employees. This indicates that although the overall work environment has supported productivity, there is still room for improvement in terms of physical comfort in the workplace.
2. The workload also affects work productivity. Most employees feel that their workload is in line with their main duties and functions as well as their capacity. However, several respondents indicated that work pressure arises due to assignments outside their main duties, high overtime frequency, and a packed work schedule. This indicates that the management of the workload is not yet fully balanced and proportional. This imbalance has the potential to cause fatigue, which affects work effectiveness and efficiency.
3. Simultaneously, the work environment and workload have a significant impact on

employee work productivity. The results of statistical testing indicate that the combination of a good work environment and a proportional workload is an important factor in enhancing productivity. This indicates that an integrated human resource management approach, which includes physical, psychological, and structural factors, is essential in creating optimal organizational performance.

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