

ANALYSIS OF EFFECT HUMAN RELATIONS AND WORKING ENVIRONMENT CONDITIONS ON EMPLOYEE WORK ETHICS AT THE OFFICE SOCIAL SECURITY ADMINISTERING AGENCY (BPJS) BINJAI

Feby Milanie¹, Ayu Kurnia Sari², Hendra Saputra²

¹Magister Management Universitas Pembangunan Pancabudi Medan

² Faculty Social Science, Universitas Pembangunan Pancabudi Medan

Abstract

The Agency Organizing Social Security (BPJS) for Health is a legal entity formed to organize a health insurance program. The problem that underlies this research is whether human relations and work environment conditions simultaneously and partially affect the work ethic of employees at the Office of the Agency Organizing Social Security (BPJS) of Binjai Employment. This paper described data collection techniques carried out with a questionnaire by distributing a list of questions to respondents of 50 respondents, From the results of the F test or simultaneously / simultaneously independent variables (Human Relations and Work Environment) have a positive and significant effect on the Work Ethic variable, it can be concluded that hypothesis 1 is accepted. While the results of the partial test (t-test) of the Human Relations variable partially have a negative and not significant effect on the work ethic, it can be concluded that hypothesis 2 is accepted. And Work Environment Variables partially have a positive and significant effect on work ethic, it can be concluded that hypothesis 1 is accepted. While the Determination Test results show an adjusted R square of 0.975, this means that 97.5% of the variation in Work Ethics can be explained by the independent variables Human Relations and Work Environment while the rest (100% - 99.4% = 0.4%) can be explained by other independent variables such as incentives , work environment and awards.

Key-words: Human Relations, Work Environment and Work Ethic

1. INTRODUCTIONS.

Human Relations in employee organizations interactions between people in formal structures that are functionally structured to achieve an institution or company goal. Human Relations in the management activities of organizations or institutions focuses on an effort so that employees are integrated into the situation to work together between employees in a team work (team work), increase productivity, and obtain satisfaction at work.



Human Relations activities are inseparable from the concept of management that helps direct every Human Relations activity in progress. Human Relations is an activity to humanize humans by using persuasive communication techniques and communication that is done informally. Humanizing humanity here means how the company considers the employees in this company as psychologically whole human beings, not only prioritizing the physical but also pay attention to the psychological and psychological aspects of the employees.

Persuasive communication is emphasized here so that a leader can express ideas or ideas that can motivate the work of his employees, both in his work or outside of work that can affect the work performance of his employees.

Establishing a good relationship with employees is highly recommended, because employees are part of the internal organization / company that can not be separated, because the most important public employees in an organization / company. The most important aspect for the success of an organization / company is employees, before there is a relationship with consumers, customers, the environment, investors, and other parties outside the organization / company, the company must first pay attention to the people who work for them namely employees. Activity.

Human Relations can run well if within a company is made into a company policy so that employees can be motivated and can increase work productivity.

The conditions that should be created are a family atmosphere, good communication and self-control. According Sedarmayanti (2017: 125), the indicators of the work environment are: lighting, air temperature, air circulation, size of the workspace, layout of the workspace, privacy of the workspace, cleanliness, noisy space, use of color, office equipment, security work, workplace music, peer relations and work relationships between superiors and subordinates.

According to Sinamo (2011: 64) work ethic is a set of positive work behavior that is rooted in strong cooperation, fundamental beliefs, accompanied by total commitment to an integral work paradigm. Work ethic is a basic attitude towards self that forms positive work behavior that is rooted in mental awareness, fundamental beliefs, accompanied by total commitment to the integral work paradigm. If it is related to the situation of developing human life, then a high work ethic will be used as an absolute requirement, which is grown in life. Because it will open views and attitudes to people to highly value hard work and earnestly, so that it can erode careless work attitudes.

II. LITERATURE REVIEWS.

A. History of BPJS Employment

The implementation of social security programs is one of the responsibilities and obligations of the State - to provide social and economic protection to the community. In accordance with the condition of the financial capacity of the State. Indonesia, like other developing countries, develops social security programs based on funded social security, which is social security funded by participants and is still limited to the working community in the formal sector.

Recognizing the magnitude and nobility of these responsibilities, BPJS Employment continues to improve competence across service lines while developing various programs and benefits that can be enjoyed directly by workers and their families.

Now with an increasingly advanced implementation system, the BPJS Employment program not only provides benefits to workers and employers, but also makes an important contribution to improving the nation's economic growth and the welfare of the Indonesian people.

B. Human Relations

Human Relations (Human Relations) is the interaction between a person and others both in work situations or in work organizations. Judging from the leadership that is responsible in a group is the interaction of people towards work situations that motivate to work equally productive, so as to achieve economic, psychological and social satisfaction. As a logical consequence of an organization is the relationship of people who are in it in order to achieve goals. These relationships, both formal (Impersonal) and non-formal (Personal) are one of the ways people or between work units work together in order to achieve organizational goals. Especially when it is observed that organizational tasks are divided into specific people or work units. Thus the process of interaction between one person and another is an act that cannot be abandoned.

Human Relations in the organization are considered very important in creating work relationships, work atmosphere and work motivation. And in creating passion and enthusiasm for work.

According to S.P. Siagian (2014:7) Human Relations is the overall human relations of a good series of relationships, both formal and informal, that is, between superiors and subordinates who are nurtured and nurtured in such a way as to create a goal.

According to Wursanto (2010: 169) "Human relations are relationships between one person and another in an organization or office that aims to provide employee satisfaction to have a high work spirit of high cooperation and high discipline"

Based on the opinion of the experts above, it can be concluded that what is meant by human relations in this study is the relationship between people or individuals in an organization in integrating to achieve a goal.

C. Function and Purpose of Human Relations

The function of Human Relations for the organization and its implementation is identical to the intent and purpose of making it Human Relations as stated by H.R Danan Djaja (2010: 195):

- 1) Prevent misunderstanding between leaders and subordinates
- 2) Develop cooperation between leaders and subordinates
- 3) Can form an effective work group or dynamic group or team work.
- 4) Directing individuals in groups to one goal.

From the above it can be concluded that Human Relations cannot be separated from individuals who have to carry out their functions by following rules oriented towards achieving goals. Achieving this goal allows people to work by obtaining satisfaction from the results. Then Keith Davis gave an understanding of Human Relations in terms of the leadership who has the task of leading the group and is responsible for it quoted by Oemi Abdurrachman.

According to Onong (2013: 50) Human relation barriers generally have two attributes: objective and subjective. Obstacles which are objective are obstructions and obstacles to the way in which human relations are unintentionally made by others but may be caused by unfavorable circumstances. Weather disruption to radio speeches, traffic disruption to talks at a roadside stand are objectionable obstacles.

This objective obstacle or obstacle may be due to lack of communication skills such as "field of experience" that is not in tune with communicators, poor presentation approaches, incompatible timing, misuse of media, and so on. Subjective barriers are those that are deliberately committed by others to the point of disrupting, opposing a communication effort.

When a person is confronted with a form of communication that he or she does not like because it impairs their educational status, or their importance, the person usually denigrates the communication or perhaps avoids and indiscriminately discredits communication messages as difficult to understand. Symptoms of derogation and avoidance of a communication to subsequently discredit or mislead communication messages, are called evasion of communication.

III. METHOD OF RESEARCH.

According to Sugiyono (2013: 13) Quantitative research method is one type of research whose specifications are systematic, planned and clearly

structured from the beginning to the design of the research. This type of research used in this research is quantitative research with a descriptive approach.

Population can be measured with an object and other natural objects, population also includes all the characteristics or properties possessed by a subject or object.

According to Sugiyono (2015: 80) the population is "a generalization area consisting of objects / subjects / which have certain qualities and characteristics determined by researchers to study and then draw conclusions".

In writing this thesis, the author determines the population is in the Office (BPJS) Binjai Employment of 50 people, Variables are things in the form of what is determined by researchers to be studied, what will be investigated by researchers in order to obtain information about it, then conclusions drawn. Based on the relationship between one variable with another variable in this study consists of independent variables and dependent variables.

IV. ANALYZE AND RESULT.

Data obtained during the study will be presented to all employees in the Office of the Social Security Organizing Agency (BPJS) of Binjai Employees as many as 50 people who are respondents. With the total number of questions as many as 20 items, consisting of Variable X question items namely: Human Relations (X1) and Work Environment (X2), and Variable Y namely: Work Ethic (Y).

A description of the sex of the respondent can be seen in table 4.1 below:

Tables 4.1. Composition of Respondents by Gender

Genders	Frequency	Presentation (%)
Man	32	55
Woman	18	45
Total	50	100

From the above table it can be concluded that the respondents in this study were more male employees than female employees. This is due to the large number of jobs that require labor or physical use.

Tables 4.2. Composition Of Respondent By Ages

Ages	Value	Presentation (%)
21 – 30 years	21	52,5
Totals	50	100

The table data above can be concluded that the respondents in this study were more employees aged 21 years to 30 years. This is because aged 21-30 years are still productive and have high endurance at work.

Tables 4.3. Composition of Respondent By Educated

Education	Value	Presentation (%)
D3	15	37,5
S1	35	62,5
Totals	50	100

From the above table it can be concluded that the respondents in this study were more employees who had an undergraduate level of education. This is because the type of work offered by companies with a high educational level.

Tables 4.4. Value of Validitas

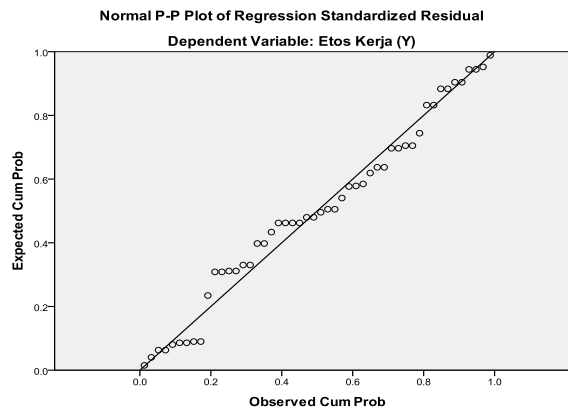
Item-Total Statistics

	Scale Mean if Deleted	Scale Variance if Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X1.1	55.90	428.418	.705	.	.972
X1.2	56.06	430.017	.763	.	.971
X1.3	56.20	421.061	.885	.	.970
X1.4	56.56	422.945	.930	.	.969
X1.5	55.74	438.278	.669	.	.972
X1.6	56.06	430.017	.763	.	.971
X2.1	56.12	423.985	.845	.	.970
X2.2	55.64	433.909	.709	.	.972
X2.3	56.34	420.474	.843	.	.970
X2.4	56.36	423.337	.844	.	.970
X2.5	55.50	448.051	.540	.	.973
X2.6	56.44	419.721	.915	.	.969
X2.7	56.20	421.061	.885	.	.970
Y1	56.12	423.985	.845	.	.970
Y2	55.64	433.909	.709	.	.972
Y3	56.34	420.474	.843	.	.970
Y4	56.36	423.337	.844	.	.970
Y5	55.50	448.051	.540	.	.973
Y6	56.56	422.945	.930	.	.969
Y7	55.74	438.278	.669	.	.972

From the data obtained all coefficient values exceeding 0.30, it can be stated that all questions and scores obtained are valid.

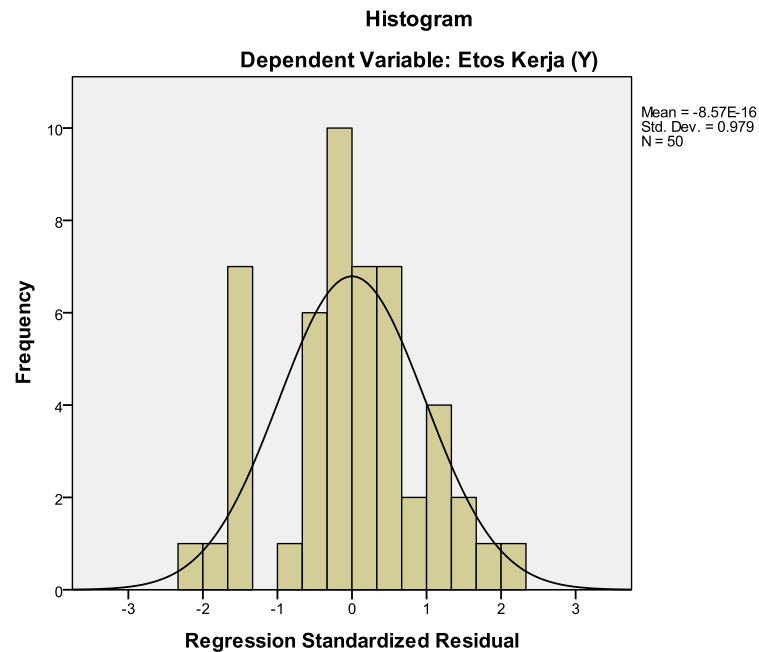
a. Normality test

The normality test aims to test whether it is feasible to use multiple regression, as it is known that the partial effect test assumes that the residual value follows the normal distribution.



Figures 4.1. Normality Test

Based on the figure, it can be concluded that the data distribution is normal because the histogram graph shows the normal distribution pattern, the regression model meets the normality assumption and vice versa if the data spreads far from the diagonal line and does not follow the direction of the diagonal line or the histogram graph does not show normal data distribution patterns that do not deviate right or turn left. So, it means that the residual data is normally distributed. It is proven that both the data and the model used fulfill the normality assumption.



Figures 4.2. Testing Normalitas P-P plot

In the P-P Figure the plot shows that the points spread around the diagonal line and tend to follow the direction of the diagonal line. This shows that the data used in this study meets the assumption of normality that it is feasible to be tested with a regression model.

V. CONCLUSION.

Based on the results of research and discussion that has been done, the following conclusions can be drawn:

1. Simultaneous Test (Test-f)

Based on the results of the analysis in simultaneous or simultaneous test (f test) the independent variable (Human Relations and Work Environment) has a positive and significant effect on the variable Work Ethic, it can be concluded that hypothesis 1 is accepted

2. Partial Test (t-Test)

The results showed that:

a) The Human Relations variable partially has a negative and not significant effect on the work ethic, it can be concluded that hypothesis 2 is accepted.

b) Work Environment Variable partially positive and significant effect on work ethic, it can be concluded that hypothesis 1 is accepted.

3. Determination Test

Based on the amount of adjusted R square of 0.975 this means that 97.5% variation of Work Ethic can be explained by the independent variables Human

Relations and Work Environment while the rest ($100\% - 99.4\% = 0.4\%$) can be explained by other independent variables such as incentives, work environment and appreciation.

REFERENCES

- Abdurrachman, 2013, *Manajemen Strategi Pemasaran*, Bandung, CV Pustaka Setia.
- Danan Djaja, 2010, *Perilaku Keorganisasian*. Yogyakarta: Graha Ilmu
- Daryono, 2016, *Manajemen Sumber Daya Manusia*, Jakarta, Bumi. Aksara.
- Isyandi, 2014, *Pemimpin dan Kepemimpinan*, PT. Rajawaligrafindo Persada, Jakarta
- Mardiana, 2015, *Perilaku dan Budaya Organisasi*. Bandung:PT. Rafika Aditama
- Mochtar Buchori, 2017, *Perilaku Organisasi*. Gadjah Mada Press, Yogyakarta.
- Nuraini, 2013, *Manajemen Sumber Daya Manusia*, Yayasan Aini Syam: Pekanbaru.
- Onong, 2013, *Kebijakan Kinerja Karyawan*, BPFE, Yogyakarta
- Puspitasari, 2010, *Performance Appraisal*. Jakarta: PT Raja Grafindo Persada
- Rachmadi, 2012, *Kebijakan Kinerja Karyawan*, BPFE, Yogyakarta.
- Sedarmayanti, 2017, *Sumber Daya Manusia dan Produktivitas Kerja*, CVMandar Maju, Bandung
- Sinamo, 2011, *Manajemen Sumber Daya Manusia. Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil*, Cetakan Kelima, PT Refika Aditama, Bandung.
- Salamun, 2015, *Pengantar Manajemen Sumber Daya Manusia*, Prestasi Pustaka, Jakarta.
- S.P. Siagian, 2014, *Tata Keraja dan Produktifitas Keraja*. Mandar Maju: Bandung.
- Simanjuntak, 2013, *Manajemen Sumber Daya Manusia*. Jakarta:BumiAksara..
- Suwatno dan Priansa, 2011, *Tata Keraja dan Produktifitas Keraja*. Mandar M: Bandung.
- Sajidah, 2010, *Manajemen Dumber Daya Manusia: Prespektif Partnship dan Lektifitas*.Yogyakarta: Tugu Publisher.
- Sugiyono, 2013, *Metode Penelitian Pendidikan (Pendekatan Kualitatif, Kauantitatif, dan R&D)* Alfabet: Bandung.
- Wulan, 2011, *Manajemen Kinerja*. Jakarta: PT. Raja Grapindo Persada.
- Wursanto, 2010, *Manajemen Sumber Daya Manusia*. Jakarta: Mitra Wacana Media
- Wirawan, 2011, *Dasar-Dasar Manajemen*, Cetakan Kesebelas, PT Bumi Aksara, Jakarta.