

Analysis of Organizational Culture, work environment and Stress Work On Employee Performance at the BPJS Office Meulaboh Branch Employment**Rawizah**¹

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*Submitted: 05/05/2024**Accepted: 17/05/2024**Published: 27/05/2024***ABSTRACT**

At BPJS Employment Meulaboh, in the organizational culture between employees there are gaps in communication, and the work environment involves high workloads such as working hours that are longer than working hours which require employees to go home at 22.00 WIT which has an impact on stress levels and employee performance . This research aims to determine the impact of organizational culture, work environment and work stress on employees at the BPJS Employment Meulaboh Branch office. This type of research is qualitative research with a descriptive approach. The data in the research are 26 BPJS Employment employees. Using purposeful sampling technique, 4 key informants were obtained. Data collection uses direct interview techniques, documentation and participatory observation. The results of research on organizational culture variables have a positive impact on employee performance. The results of research on work environment variables have a positive impact on employee performance. The research results of the work stress variable have a negative impact on employee performance. So it can be concluded that organizational culture and environmental variables have a positive impact while work stress has a negative impact. Researchers hope that BPJS Employment will re-evaluate the role demands of employees in carrying out tasks that result in work stress.

Keywords: *Work Environment, Organizational Culture, Job Stress, Employee Performance*

ABSTRAK

Pada BPJS Ketenagakerjaan Meulaboh pada budaya organisasi antar karyawan terjadi kesenjangan dalam berkomunikasi, dan dalam lingkungan kerja terlibat beban kerja yang tinggi seperti waktu kerja yang lebih dari jam kerja yang mengharuskan karyawan pulang jam 22.00 wib yang berdampak pada tingkat stres dan kinerja karyawan. Penelitian ini bertujuan untuk mengetahui dampak budaya organisasi, lingkungan kerja dan stres kerja terhadap karyawan pada kantor BPJS Ketenagakerjaan Cabang Meulaboh. Jenis penelitian ini adalah penelitian kualitatif dengan pendekatan deskriptif. Data dalam penelitian adalah karyawan BPJS Ketenagakerjaan berjumlah 26 karyawan. Dengan teknik *purpose sampling* didapatkan 4 Informan kunci. Pengumpulan data menggunakan teknik wawancara langsung, dokumentasi, dan observasi partisipatif. Hasil penelitian variabel budaya organisasi memberikan dampak positif terhadap kinerja karyawan Hasil penelitian variabel lingkungan kerja memberikan dampak positif terhadap kinerja karyawan. Hasil penelitian variabel stres kerja memberikan dampak negatif terhadap kinerja karyawan. Sehingga dapat disimpulkan bahwa variabel budaya organisasi dan lingkungan berdampak positif sedangkan stres kerja berdampak negatif. Peneliti berharap BPJS Ketenagakerjaan melakukan evaluasi ulang terhadap tuntutan peran bagi karyawan dalam mengerjakan tugas yang berakibat stres kerja.

Kata kunci: Lingkungan Kerja, Budaya Organisasi, Stres Kerja, Kinerja Karyawan

INTRODUCTION

Comfort, work environment, and company culture are major concerns in the business sector. Motivated employees are less likely to experience stress on the job if this gets them pumped up. Workers will put forth more effort and produce better results if they are happy in their working conditions. Culture is a set of norms for how people behave that have evolved over time in response to shared experiences and information gathered from different parts of the world. When implemented inside a company, this culture will eventually become the norm. The organizational culture implemented in the workplace will create unity for employees which can trigger good performance so that stress at work is also reduced.

Human resource management or what is usually called HRM is a very important internal factor in an organization. Human resource management, or HRM, is the practice of organizing a company's personnel and their responsibilities in a way that maximizes their potential to achieve organizational, individual, and societal objectives.⁽¹⁾ Effective and efficient use of human resources is the purpose of human resource management, which entails identifying, attracting, developing, and directing the whole range of human potential. Human resource management encompasses a wide range of activities, including hiring, paying employees, providing them with training, and evaluating their performance.⁽²⁾

What constitutes performance is the output that an individual or team within an organization is capable of producing when given the opportunity to do so in a way that is both lawful and ethical, taking into account their specific roles and duties.⁽³⁾ One definition of employee performance is "the degree to which an individual meets or exceeds expectations in the course of carrying out the duties and responsibilities assigned to them by their employer over a specified time frame."⁽⁴⁾

One of the factors that influences employee performance is organizational culture, namely the values and standards implemented for workers have the potential to significantly impact their productivity. Statistical test results corroborate these findings by showing that factors of corporate culture significantly and positively affect employee performance. According to studies conducted by experts, company culture has a significant impact on how closely workers work together to produce excellent and better performance.⁽⁵⁾

The beliefs and practices held by a company's workers to such an extent that they influence their actions and demeanor on the job constitute its culture. Employees will be led to think, act, and behave in line with their beliefs by the attitudes and values that have crystallized inside the firm.⁽⁶⁾ To rephrase, the degree to which individuals in an organization are able to accomplish its objectives is contingent upon its culture. There are a number of factors that affect employee performance on the job, including corporate culture and the physical workplace. An improvement in productivity is directly proportional to the degree to which workers report feeling secure and comfortable on the job. When workers have high-quality work environments, such a cozy office, they are more likely to like coming to work each day. The term "work environment" refers to the sum of all things that an employee may come into contact with on the job, including the physical space in which they operate, the techniques they use, and the arrangements they make for themselves and their coworkers. The term "work environment" refers to the physical setting in which an employee is required to perform his job duties.⁽⁷⁾

Work environmental factors are the workplace atmosphere experienced or felt by employees when working both individually and with groups or organizations in a company. In a nutshell, there are two parts to every given workplace: the physical and the psychological. Everything in the immediate vicinity of an employee is considered part of his physical work environment. Employees' happiness on the workplace may be impacted by their working circumstances. At the same time, connections at work—with superiors and peers as well as subordinates—make up what is known as the "non-physical/psychological work environment."⁽⁸⁾

In addition to that, employee performance may be impacted by variables related to job stress. Workplace stress is defined as "a state of tension that influences a person's emotional well-being, cognitive functioning, and general mental health and wellness." Stress Work as individual feelings to related work with violence, tension, anxiety, worry, emotional exhaustion and pressure. Stress at work can arise in several ways, for example urgent work times such as short rest periods, coming to work too early. This can affect employee performance both directly and indirectly and can cause stress to employees because they cannot manage their time optimally⁽⁹⁾.

This research was conducted with the aim of determining the impact of organizational culture, work environment and stress on employee performance at BPJS Employment Meulaboh. In the initial survey at BPJS Employment Meulaboh it was found that in the organizational culture between employees there were gaps in communication, and in the work environment there was high work

pressure such as working hours that were longer than working hours which required employees to go home at 22.00 WIB which had an impact on employee stress levels. Based on these problems, the author is interested in conducting further research on how organizational culture, work environment and work stress on employee performance at BPJS Employment Meulaboh branch.

METHOD

Research employs a descriptive technique typical of qualitative research. An examination of the effects of organizational culture, work environment, and stress on employee performance at the Meulaboh branch of BPJS Employment is an example of descriptive study. The study was place in March 2024 at the Meulaboh BPJS Employment Office.

The data source in the research is 26 BPJS Employment employees. In this study, the researcher chose informants using *purposive sampling*, where the informants were chosen deliberately according to the researcher's needs, namely with the criteria of an employee's service period of 3 years and those who knew the most information about BPJS Employment to obtain correct and accurate data. So that the number of informants in this research was 4 key informants who met the criteria, namely. To obtain accurate data, researchers collected data using direct interviews, documentation and participant observation for 4 months. The data analysis techniques used in this research are *reduction* (data reduction), *data display* (data presentation), *conclusion verification* (drawing conclusions).

RESULTS

In Below are the results of an interview with informant who works at the Meulaboh branch of BPJS Employment. The office has four areas, namely membership, general and HR, service, and finance.

1. Results of Organizational Culture Analysis of BPJS Employee Performance Meulaboh Employment
 - a. The results of interviews with key informant 1 showed that , *"The organizational culture is disgusting at BPJS Employment better regulate behavioral values such as, we, act, move, and behave in accordance with the cultural values that have been established in BPJS of Employment. Culture organization has a very good impact on our performance as employees as a foundation for improving skills and competence . We feel more motivated, and very enthusiastic when working and the work spirit is right because it directs us to many things and also makes us fellow employees more harmonious . "*
 - b. The results of the interview with key informant 2 showed that , *" Organizational culture has a very good impact on our performance because with organizational culture we can balance work life and personal life. Good HR management also pays attention to this balance, this includes policies that support work flexibility, fair leave and welfare for us. The organizational culture also strengthens collaboration to encourage cooperation between employees, by working together we can utilize each other's skills and experience to achieve common goals well."*
 - c. The results of the interview with key informant 3 showed that, *"Organizational culture is quite important for providing innovation, encouraging us to look for new ways to improve services, processes and so on. Then the organizational culture that is in place This office emphasizes quality service . This will encourage us to provide the best in serving BPJS Employment Meulaboh Branch participants, employees who feel have responsibility towards quality service will be more motivated to work effectively and efficiently " .*
 - d. The results of the interview with key informant 4 were that *"In the financial sector , reliability and integration are the keys for us, the organizational culture here is enough to make us aware of how important integration, transparency and honesty are. Moreover, the financial part is not an easy part, we have to be responsible for all income and expenditure Here, this organizational culture has really helped us in our work."*

2. Results of Work Environment Analysis of BPJS Employee Performance Meulaboh Employment
 - a. Results interviews with key informant 1 found that , *"The working environment at BPJS Employment is physical quite adequate, both in terms of lighting, air ventilation and other facilities which are quite complete. This of course really supports our performance to get better, as well as non-physical things which really help our performance to get better . "*
 - b. The results of interviews with key informant 2 showed that , *"the work environment does play an important role in determining our welfare and performance in this office. A comfortable work environment includes factors such as a comfortable temperature, adequate lighting, and good ventilation. It will increase employee comfort workplace. Employees who feel comfortable tend to be more focused and productive in completing their tasks. "In my opinion, in terms of facilities, this office is quite adequate and the non-physical environment is also very comfortable, yes, with good colleagues, one of the good factors in our performance ."*
 - c. The results of the interview with key informant 3 showed that, *"The work environment really determines employee performance, for example good lighting, comfortable room temperature, not crowded work space, adequate facilities and a clean and orderly work area. All of this can support our health and well-being. Employees who feel healthy and comfortable will be more productive at work. "In this office, if there are problems with facilities and other things like the example above, they are very adequate."*
 - d. The results of the interview with key informant 4 showed that, *"the working environment in this office is quite comfortable in terms of facilities, light ventilation and air temperature. Of course the work environment is very good for our performance as employees. With complete facilities , our work will automatically be very good ."*
3. Results of Job Stress Analysis of BPJS Employment Meulabo Employee Performance
 - a. The results of interviews with key informant 1 showed that , *"One of the factors that can cause work stress is pursuing targets, with a lot of work We have to complete the work within the specified time Moreover, those of us in the membership section often carry out socialization at field. With this workload, we often do overtime so time off we become less, not only stress can sometimes also cause illness. Because of this, our performance is disrupted or less than optimal."*
 - b. The results of interviews with key informant 2 showed that , *"It's actually what causes work stress employees, including me personally, have a problem with the target of completing a lot of work that must be completed within the specified time by superiors. Indeed, it is our obligation to complete work on time, but this is one of the factors that causes stress for us as employees."*
 - c. The results of interviews with key informant 3 showed that, *"Work stress can also have a fatal impact on employee performance. Things that stress us out are excessive workloads, such as high work demands, large volumes of work and tight time targets. Therefore, of course our responsibilities are also very heavy, causing stress and decreased performance. we felt there was too much to do in the limited time."*
 - d. The results of the interview with key informant 4 showed that, *"Work stress plays a big role in increasing or decreased performance for us as employees. "Things that can make us stressed at work include a large workload with limited time and a poor work environment."*

DISCUSSION

1. Analysis of Organizational Culture on Employee Performance

Work practices and employee demeanor are both impacted by an organization's culture, which is its set of core values. ⁽¹⁰⁾ Findings from interviews with BPJS Employment Meulaboh Branch informants point to the favorable effect of organizational culture on staff performance. Embracing a common objective fosters involvement, loyalty, and devotion to the company. As is evident from the way BPJS Employment personnel carry out their duties in conformity with the established policies, a strong organizational culture is essential for productive employees.

According to studies done by Harahap & Nasution , organizational culture greatly influences employee performance, particularly when it comes to making changes that are associated with bureaucratic ideas, values, and attitudes. ⁽¹¹⁾ . Sari and Nasution (2018) found that corporate culture has a significant effect on performance for the better, therefore this makes sense ⁽¹²⁾ . Consequently, if this variable can be raised, employee performance will soar, and if it can be lowered, employee performance will plummet. Put another way, the Meulaboh branch of the BPJS Employment office has a strong organizational culture, which directly correlates to the level of automated performance and how well employees carry out their duties.

Findings from the study indicate that company culture has the potential to encourage workers to work together toward a shared objective and foster the growth of individual performance. Therefore, when an organization's culture is strong, it may influence employee actions to align with the aims of the business and boost productivity.

2. Analysis Work Environment on Employee Performance

According to Samson, Waiganjo, workers are able to keep up their productivity and efficiency thanks to the well-designed workplace ⁽¹³⁾ . Employee performance may be enhanced by creating a positive work environment, according to Raziq & Maulabakhsh. ⁽¹⁴⁾ . According to Samson, Budianto, and Katini, there are two parts to each workplace: the physical and the non-physical. ⁽¹⁵⁾ . The physical work environment encompasses all external factors that have the potential to have an impact on workers, according to Sedarmayanti (2013). ⁽¹⁶⁾ . The working environment at BPJS Ketenagakerjaan cabang Meulaboh has a significant positive influence on staff performance, according to interviews with informants. We can see that the environment, including physical and non-physical aspects, has a significant impact on employee performance. Good employee performance is the result of this. It is proven, in accordance with a study conducted by Kurniawati, that the work environment (X) directly affects the performance of employees (Y) for PT. Kampung Coklat Blitar⁽¹⁷⁾ . Indeed, this is in agreement with the findings of Sihaloho & Siregar (2020), who found that PT workers' performance is positively and significantly impacted by their work environment. Extremely Reliable Medina Sagita ⁽¹⁸⁾ . Back by studies done by If businesses want to get the most out of their human resources, they should make sure their workers are physically and mentally secure in the workplace, and that they have access to the tools they need to do their jobs properly. ⁽¹⁸⁾ .

Researchers found that employees' performance was positively affected by a variety of factors related to the quality of their work environment, including physical features, the atmosphere in which they worked, and the quality of their coworkers. Workplace performance and productivity may both benefit from a pleasant working environment.

3. Analysis Job Stress on Employee Performance

Colquitt & Lepine (2015) The psychological reaction of an employee to the demands of their job is known as work stress. Furthermore, stress is a person's overreaction to unbalanced work situations ⁽¹⁹⁾ . Handoko (2017) stresses out a person's emotional state, cognitive abilities, and overall mental health. Findings from interviews with informants indicate that employees' performance suffers when they are under too much stress from their jobs. ⁽²⁰⁾ . Having multiple work completion targets is one of the factors that plays a big role in stress at work. Work stress too reducing the quality of work for employees and interfere with employees' ability to complete tasks well thereby reducing the quality of their work. This of course has a very negative impact on the mental health and performance of employees at BPJS Employment Meulaboh Branch . This is in line with research conducted by Celine (2018) It is essential that BPJS Employment be free of job stress in order to enhance employee performance, since it leads to depression and lowers morale. In other words, workers' productivity drops when their stress levels rise on the job ⁽²¹⁾ . Employees who experience excessive work stress will have an impact on employee psychology to create encouragement for progress in achieving performance.

According to the results of the analysis carried out by researchers , if the body is forced to carry out excessive work demands, even working overtime, it will result in an increase in a person's stress level. The occurrence of stress in a person will cause various other problems such as physical and mental illness and stress can also cause worker productivity to decrease.

conclusion

The findings of this study's analysis allow us to draw the following conclusions:

1. Organizational culture has a positive impact on employee performance at BPJS Employment Meulaboh Branch
2. Staff morale and productivity are both boosted by the pleasant atmosphere at BPJS Employment Meulaboh Branch.
3. Work stress has a negative impact on employee performance at BPJS Employment Meulaboh Branch.

Suggestion organizational culture positively affects employee performance, according to the study. Employee performance may be positively impacted by an organization's culture, and researchers are hoping that BPJS Employment will step up its efforts to provide activities like counseling on how to be cultured in the workplace.

Workplace conditions positively affect productivity, according to the study's authors. The study's authors are crossing their fingers that BPJS Employment will bring about additional tangible and intangible improvements to the workplace for the benefit of workers' comfort and productivity.

Research indicates that employees' performance is negatively affected by job stress. Researchers hope that BPJS Employment Meulaboh needs to re-evaluate the role demands for employees in carrying out tasks, by rotating work or adjusting workload to employee abilities so that it does not interfere with employee performance.

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