

## The Relationship Between Work Attitudes and Work Environment on Employee Performance at the Talang Jambe Health Center, Palembang

### *Hubungan Sikap Kerja dan Lingkungan Kerja Terhadap Kinerja Karyawan di Puskesmas Talang Jambe, Palembang*

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#### ABSTRACT

Employee performance (work achievement) as a result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. This study aims to determine the relationship between work attitudes and work environment on employee performance at the Talang Jambe Health Center, Palembang in 2024. The research was conducted on August 12, 2024, where the research was conducted at the Talang Jambe Health Center, Palembang City. The population in this study were all employees working at the Talang Jambe Health Center, a total of 32 employees. The sample in this study was taken from the total population, namely 32 people with a sampling technique using Total Sampling or the entire population. Based on statistical tests, there is a relationship between attitude ( $p$  value = 0.002 < 0.05), work environment ( $p$  value = 0.013 < 0.05) on employee performance at the Talang Jambe Health Center, Palembang City in 2024. It is hoped that more attention will be paid to good work attitudes and work environments, so that employees work optimally.

#### ABSTRAK

*Kinerja karyawan (prestasi kerja) sebagai hasil kerja secara kualitas dan kuantitas yang dicapai seorang karyawan dalam melaksanakan tugasnya sesuai dengan tanggung jawab yang diberikan kepadanya. Penelitian ini bertujuan untuk mengetahui hubungan sikap kerja dan lingkungan kerja terhadap kinerja karyawan di Puskesmas Talang Jambe Palembang tahun 2024. Pelaksanaan penelitian dilakukan pada 12 Agustus 2024, tempat penelitian dilaksanakan di Puskesmas Talang Jambe Kota Palembang. Populasi pada penelitian ini adalah seluruh karyawan yang bekerja di puskesmas Talang Jambe sebanyak 32 orang karyawan. Sampel dalam penelitian ini diambil keseluruhan dari total populasi yaitu 32 orang dengan teknik pengambilan sampel secara Total Sampling atau seluruh jumlah populasi. Berdasarkan uji statistik ada hubungan antara sikap ( $p$  value = 0,002  $\leq$  0,05), lingkungan kerja ( $p$  value = 0,013  $\leq$  0,05) terhadap kinerja karyawan di Puskesmas Talang Jambe Kota Palembang tahun 2024. Diharapkan lebih memperhatikan tentang sikap kerja dan lingkungan kerja yang baik, agar karyawan bekerja secara maksimal.*

**Kata Kunci:**

Sikap, Lingkungan,  
Kinerja, Karyawan,  
Puskesmas



## 1. INTRODUCTION

The success and sustainability of an organization are closely linked to the role and performance of human resources through the quality of work they provide. In addition, the quantity of work done and the timeliness of task completion contribute to the performance and success in achieving organizational goals. Human resources with good and high-quality performance are expected to drive the attainment of competitive advantage for the organization. Along with this, there is a need for performance demands and the continuous improvement of each individual's performance to achieve these goals<sup>1-10</sup>.

Employee performance (work achievement) refers to the quality and quantity of work achieved by an employee in carrying out their tasks in accordance with the responsibilities assigned to them. Employee performance emphasizes both maximum quality and quantity in achieving targets. Performance is the result of an employee's work, evaluated based on aspects such as quality, quantity, work time, and teamwork, all aimed at achieving the objectives set by the organization<sup>11-15</sup>.

In 2023, the number of healthcare workers in Indonesia serving in community health centers (puskesmas) was 530,338, an increase compared to the previous year, which had 521,304 workers. The highest number of healthcare workers at the puskesmas are midwives, with a total of 221,323, followed by nurses with 165,742<sup>16</sup>. In South Sumatra, the total number of healthcare workers is 41,016, with 8,888 healthcare workers in the city of Palembang. Puskesmas plays a crucial role as the frontline in providing healthcare services to the community. The quality of service provided by Puskesmas significantly impacts public satisfaction and health outcomes. Studies show that patient satisfaction with healthcare services at Puskesmas is closely related to the quality of administration and efficient service processes<sup>17,18</sup>. The better the quality of service, the faster and more effectively the community receives care, which in turn contributes to the improvement of public health status<sup>19</sup>.

Suboptimal employee performance in providing services can create a negative image of healthcare services, as patient dissatisfaction tends to encourage them to share their bad experiences with others. On the other hand, if the service performance improves, it will create a positive perception of the healthcare facility, leading to patient satisfaction with the services they receive<sup>20</sup>.

Based on a preliminary study conducted by the researcher on March 2, 2024, through interviews with 10 employees of Puskesmas Talang Jambe, the results indicated dissatisfaction regarding the work attitudes and work environment. The work environment at Puskesmas Talang Jambe was deemed inadequate, particularly due to the noise and mechanical vibrations from nearby aircraft at the airport. According to the initial survey, a good work environment can enhance employee performance. To achieve the goals set by Puskesmas Talang Jambe, it is essential to provide a sufficiently adequate work environment and keep up with current technological developments, ensuring that work processes can be carried out effectively and efficiently. Based on this background, the author is interested in conducting research titled "The Relationship Between Work Attitudes and Work Environment on Employee Performance at Puskesmas Talang Jambe in 2024".

## 2. METHODS

The method used in this study is quantitative, employing a cross-sectional research design. The research was conducted on August 12, 2024, at Puskesmas Talang Jambe, Palembang City. The population for this study consists of all employees working at Puskesmas Talang Jambe, totaling 32 employees. The sample in this study was taken from the entire population, meaning all 32 employees were included using a Total Sampling technique. The research instrument used was a questionnaire, and the data analysis employed the Chi-Square test with a significance level of 0.05.

## 3. RESULTS

### 1) Frequency Distribution of Respondents Based on Characteristics, Work Attitudes, and Work Environment at Puskesmas Talang Jambe in 2024

**Table 1. Frequency Distribution of Respondents**

Characteristic	n = (32)	%
<b>Gender</b>		
Male	8	25,0
Female	24	75,0
<b>Age</b>		
Adult	10	31,3
Elderly	22	68,8
<b>Work Attitude</b>		
Poor	18	56,3
Good	14	43,8
<b>Work Environment</b>		
Poor	16	50,0
Good	16	50,0

Source: Primary Data, 2024

Based on the table above, the frequency distribution of respondents shows that out of the 32 respondents, 24 (75.0%) were female, 22 (68.8%) were elderly, 14 (43.8%) had good work attitudes, and 16 (50.0%) rated the work environment as good.

### 2) The Relationship Between Work Attitudes, Work Environment, and Employee Performance at Puskesmas Talang Jambe in 2024

**Table 2. The relationship between work attitude, work environment and employee performance at the Talang Jambe Health Center in 2024**

Variable	Employee Performance				<i>p-value</i>	PR (95%CI)
	Good		Poor			
	n	%	n	%		
<b>Work Attitude</b>						
Good	15	83,3	3	18,8	0.0002	

Variable	Employee Performance				p-value	PR (95%CI)
	Good		Poor			
	n	%	n	%		
Poor	3	21,4	11	78,6		18,333 (3,094-108,65)
<b>Work Environment</b>						
Good	13	81,3	3	18,8		9,533
Poor	5	31,3	11	68,8	0.013	(1,847-49,204)

Source: Primary Data, 2024

Based on the table above, the results show that out of 18 respondents, the majority had poor work attitudes, with 15 (83.3%) indicating poor attitudes compared to 3 (21.4%) with good attitudes. Regarding employee performance, more respondents had good performance, with 11 (68.8%) showing good performance compared to 3 (18.8%) with poor performance. The statistical test yielded a p-value of  $0.002 < 0.05$ , indicating a significant relationship between work attitudes and employee performance at Puskesmas Talang Jambe, Palembang City, in 2024, with an OR value of 18.333. Additionally, the table shows that out of 16 respondents, the majority rated the work environment as poor, with 13 (81.3%) indicating a poor work environment compared to 5 (31.3%) indicating a good work environment. For employee performance, 11 (68.8%) respondents had good performance compared to 3 (18.8%) with poor performance. The statistical test yielded a p-value of  $0.013 < 0.05$ , indicating a significant relationship between the work environment and employee performance at Puskesmas Talang Jambe, Palembang City, in 2024, with an OR value of 9.533. Overall, both work attitudes and the work environment are related to employee performance, with work attitudes having a stronger influence.

#### 4. DISCUSSION

##### 1) The Relationship Between Work Attitudes and Employee Performance at Puskesmas Talang Jambe in 2024

Based on the statistical test, the p-value was obtained as  $0.002 < 0.05$ , indicating a significant relationship between work attitudes and employee performance at Puskesmas Talang Jambe, Palembang City, in 2024. From the analysis, an OR value of 18.333 was found.

Attitude is a term that reflects a person's feelings of like, dislike, or neutrality toward something. Work attitudes have a positive influence on employee performance, and motivation can strengthen this effect. Positive work attitudes lead to higher work commitment, which in turn enhances job satisfaction<sup>21</sup>.

The findings of this study align with research by Salim (2025), which showed that work attitudes significantly affect employee performance, as seen from the t-test results, where the calculated t-value (6.509) is greater than the table value (1.995) with a significance level of 0.05. The coefficient of determination test ( $R^2$ ) showed an R-square value of 0.602 or 60.2%, indicating that 60.2% of the performance variable (Y) can be explained by work attitude (X), while the remaining influence is from other variables not explained in this study<sup>22</sup>.

This study is also consistent with research by Isnan Permatasari and Dompok (2023) on "The Influence of Job Satisfaction and Work Attitudes on Work Motivation and Its Impact on the Performance of Non-Medical Staff at the Babusalam City General Hospital." The findings showed that work attitudes significantly affect performance, as seen from the significance value of the facility variable, which is  $0.000 < 0.05$ . Since this value is smaller than  $\alpha = 0.05$ , the null hypothesis was accepted<sup>23</sup>.

Based on the findings, theory, and related research, the researcher concludes that there is a relationship between work attitudes and employee performance. This is because positive work attitudes make employees more likely to enjoy their work, become more engaged in their tasks, feel connected with colleagues and supervisors, have higher self-confidence, and recognize that the work environment plays a crucial role in achieving the highest level of community health<sup>24</sup>.

## **2) The Relationship Between Work Environment and Employee Performance at Puskesmas Talang Jambe in 2024**

Based on the statistical test, the p-value was obtained as  $0.013 < 0.05$ , indicating a significant relationship between the work environment and employee performance at Puskesmas Talang Jambe, Palembang City, in 2024. The analysis yielded an OR value of 9.533.

Employee performance is the application of knowledge and skills acquired through education, which can be used to provide services and fulfill responsibilities in improving health standards and serving patients according to their roles, functions, and competencies. Employee performance varies between individuals because it is influenced by several factors, including the employee's nature, behavior, motivation, attitudes, actions of coworkers, subordinates, or superiors, work facilities, and organizational climate<sup>25</sup>

Low employee performance in delivering services can create a poor perception of healthcare services, where unsatisfied patients may share their bad experiences with others. Conversely, when service performance improves, it creates a positive perception of healthcare, leading to patient satisfaction with the services provided by the healthcare facility<sup>26</sup>.

This study is in line with Fadel (2025), which found a significant relationship between the work environment and employee performance. The study showed that the significance value was  $0.000 < 0.050$ , meaning there is a significant impact of the work environment on employee performance. The coefficient of determination (R-Square) was 0.462, indicating that the work environment influenced employee performance by 46.2% at the Department of Agriculture and Animal Husbandry, Musi Banyuasin Regency, while the remaining 53.8% was influenced by other variables not included in the study<sup>27</sup>.

The findings are also supported by Maulana et al. (2017), who concluded that the work environment has a significant impact on employee performance. This was proven by the probability value of 0.000 with an alpha of 0.05 ( $0.000 < 0.05$ ), meaning the alternative hypothesis was accepted. This indicates that a better work environment improves employee performance<sup>28</sup>.

Based on these findings, theories, and related research, the researcher concludes that there is a relationship between the work environment and

employee performance. A good work environment is a factor that influences employee performance and must be considered by Puskesmas. This is because a positive work environment provides motivation for employees in completing their tasks. A conducive atmosphere fosters comfort and safety, enabling employees to work optimally. A good work environment can influence employees' perspectives and attitudes, thus improving their performance.

## 5. CONCLUSION

Based on the research conducted on 32 employees at Puskesmas Talang Jambe, a significant relationship was found between work attitudes and employee performance, with a p-value of 0.002 ( $p < 0.05$ ) and an Odds Ratio (OR) of 18.333, indicating that a positive work attitude increases the likelihood of good performance. Additionally, a good work environment was also significantly related to employee performance, with a p-value of 0.013 ( $p < 0.05$ ) and an OR of 9.533, showing that a supportive work environment enhances employee performance. These results demonstrate that positive work attitudes and a good work environment contribute to better employee performance, which positively impacts service quality. Therefore, it is recommended that management focus on improving work attitudes and creating a more supportive work environment to enhance employee performance and service quality.

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### Author's Contributions

L: Conceptualized and designed the research; ZA: Collected and analyzed data; RD: Reviewed empirical studies; SAH: Designed the methodology; HF: Wrote the introduction and edited the manuscript.

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