

# ANALYSIS CHARACTERISTICS WORK AND THE IMPACT OF NON-PHYSICAL WORK ENVIRONMENT ON PERFORMANCE AT PT. ALVA KARYA PERKASA MEDAN

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## Abstract

This research was conducted at PT. Alva Karya Perkasa Medan with the aim of the research to determine the influence of job characteristics and non-physical work environment partially and simultaneously on employee performance in carrying out their duties. The population is all employees working in the company as many as 120 people and sampling using the Slovin formula so that the number of research samples used is 55 respondents. The type of data used is primary data and the data source used is secondary data, data collection techniques using literature studies, surveys. Data analysis techniques are multiple linear regression, classical assumption tests and hypothesis tests. The results of the study show that job characteristics and non-physical work environment partially and simultaneously have a positive and significant effect on employee performance. There is a sufficient correlation between job characteristics and non-physical work environment with employee performance and the percentage is 16.3% and the remaining 83.7% can be explained by other variables not studied.

**Keywords:** *Job Characteristics, Non-Physical Work Environment, Performance.*

## INTRODUCTION

In today's era, companies face a great deal of competition in achieving success. The primary factor determining a company's success is employee performance. While every company hopes for optimal employee performance, this doesn't always translate well, and it's a highly relevant topic in modern management, particularly in efforts to improve employee performance. In a job, employee performance... the important thing is that the level of success is influenced by employee performance. Sutrisno (2016:151) performance is "the result that a person has achieved from his work behavior in carrying out work activities". Employee can Work with Good when own performance tall, so that it can produce good performance too. In the opinion of performance expert Sutrisno (2016:172) is a person's success in carrying out tasks, concerning the work results achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities . Job characteristics is an approach to designing jobs that shows how jobs are described in five core dimensions, namely diversity skills, identity task, meaning task, autonomy And Robbins and Judge (2015:124) feedback. Sedarmayanti (2011:26) states that the non-physical work environment includes "all situations related to work interactions, whether interactions with superiors, between colleagues, or with subordinates." PT. Alva Karya Perkasa Medan is a company engaged in field resources or source Power man as well as sales And product distribution. PT Alva Work Mighty provide service power Work professional for help process business company, especially in field sales and marketing. The success of an organization is greatly influenced by employee performance. Every company will always strive to improve employee performance. If an employee is able to complete tasks according to the assigned workload, then it can be said that the employee is performing well and optimally.

## Research purposes

Work characteristics and non-physical environment for employees at PT. ALVA KARYA PERKASA MEDAN To find out and analyze how work characteristics partially influence employee performance at PT. Alva Karya Perkasa Medan. To find out and analyze how the influence of the non-physical work environment partially

affects employee performance at PT. Alva Karya Perkasa. The purpose of this study is not to run away from the title of how the impact of Medan's influence is. To find out and analyze how the influence of work characteristics and the non-physical work environment simultaneously affects employee performance at PT. Alva Karya Perkasa Medan. In writing this final assignment journal The author really hopes that this research will be useful for all groups considering the influence connection And job description in company very important to maximize performance employee Hopefully beneficial For reader with the research title: "**ANALYSIS OF WORK CHARACTERISTICS AND NON-PHYSICAL WORK ENVIRONMENT ON PERFORMANCE**" PT. ALVA KARYA PERKASA".

## **LITERATURE REVIEW**

### **A. Understanding Performance**

Performance is the work results that a person has achieved from their behavior. in demand his work in carry out activity Work Which in accordance with the standard Which desired company. Employee Which have performance Which tall become factor Which can support achieving the task, concerning the work results achieved by a person, the organization's goals both in the short term, namely achieving organizational targets and in the long term, becoming a competitive advantage. In the opinion of employee performance expert Sutrisno (2016:172) is the success of an individual or group of individuals within a company in accordance with their respective authorities and responsibilities. Employee performance is something that is actually done by people and can be observed. Improving high employee performance is very important in an organization, because with high employee performance, employee work productivity will be increased. With increased productivity, organizational goals will be achieved automatically companies in competing with other companies. Sedarmayanti (2017:341) According to experts , employee performance is a person's success in carrying out tasks, concerning the work results achieved by a person or a group of people in a company that is in accordance with their respective authority and responsibilities .

### **B. Factors Which influence performance**

According to Sutrisno (2016:9), employee performance has supporting factors, the factors that influence performance are as follows :

1. Effectiveness and Efficiency In relation to organizational performance, the measure of good and bad performance is measured by effectiveness and efficiency. It is said to be effective if it achieves goals, and it is said to be efficient if it is satisfactory as a driver to achieve goals, regardless of whether it is effective or not.
2. Authority and Responsibility, In relation to organizational performance, the measure of good and bad performance is measured by effectiveness and efficiency. It is said to be effective if it achieves goals, it is said to be efficient if it is satisfactory as a driver to achieve goals, regardless of whether it is effective or not.
3. Discipline In a way general, discipline show something condition or respectful attitude on self employees to regulation And company regulations. Discipline includes obedience and respect for agreements made between the company and employees.
4. Initiative A person's initiative is related to thinking power, creativity in the form of idea For plan something Which related with the intention of organization. Every initiative should get attention or positive feedback from superiors.

From the factors above, it can be concluded that employee performance is the work characteristics and non-physical work environment.

### **C. Types Performance**

Types of work According to Sutrisno (2016:172) Performance is the result of work employee seen from aspect quality, quantity, time Work, and cooperation to achieve the goals set by the organization

### **D. Performance Indicators**

According to experts, employee performance is a person's success in carrying out tasks, concerning the work results achieved by a person or group of people in a company. Which in accordance with authority And not quite enough answer each one. According to experts, employee performance is a person's success in carrying out tasks, concerning the work results achieved by a person or group of people in a company. Which in accordance

with authority And not quite enough answer each one. According to experts, employee performance is a person's success in carrying out tasks, concerning the work results achieved by a person or group of people in a company. Which in accordance with authority And not quite enough answer each one.

(Sutrisno, 2016) that there are six employee performance indicators, namely:

- 1) Work results, including the level of quantity and quality that has been produced and the extent of supervision.
- 2) Knowledge work, that is knowledge Which related with work tasks that will directly affect the quantity of work results.
- 3) Initiative, namely the level of initiative during carrying out work tasks, especially in terms of handling problems that arise.
- 4) Attitude is work enthusiasm and a positive attitude in carrying out work tasks

## **Job characteristics**

### **A. Understanding Characteristics work**

Robbins and Judge (2015:124) performance characteristics are an approach to designing jobs that shows how jobs are described in five core dimensions, namely skill diversity, task identity, task meaning, autonomy and feedback. job characteristics is a person's assessment of what they do at work to support improvement performance which consist from form work, authority, and conditions inherent in each job which ultimately has a positive impact on Rahmadalena's performance, (2020) Approaches to job design that demonstrates the methods described in the Five-Way, namely the diversity of skills and task identity, the meaning of tasks, autonomy and comments

### **B. Factors Which influence characteristics work**

Robbins & Judge (2015:125) explain that job characteristics are an approach to enriching jobs that are structured into five core dimensions, namely skill diversity, task identity, task significance, autonomy, and feedback.

#### **1. Diversity skills (skill variety)**

The number of skills required to perform a job. The more diverse the skills used, the less boring the job. Indicators for this dimension include :

- a. Diversity work
- b. Diversity skills

#### **2. Teak self from the task**

(task identity) The identity of a task that enables an employee to perform the job as a whole. Employees who individually perform small parts of a job cannot identify any product with that employee's efforts. When a task is expanded to produce a whole product or an identifiable part of it, a task identity has been formed. Indicators for this dimension are:

- a. Possibility settlement task
- b. Compliance task with employee position

#### **3. Signification task (task significance)**

Task significance refers to how much impact the work has on others, as perceived by society. This impact can be on others within the organization or it can involve parties outside the company . What matters is that employees believe they are doing something important for the organization and/or society. Indicators of task significance include :

- a. Interest task
- b. Impact task for company
- c. Impact task for Conformity society

#### **4. Autonomy**

Autonomy in the context of job characteristics dimensions is a characteristic work Which give policy And control certain responsibilities for employees regarding work-related decisions, and this is fundamental to fostering a sense of responsibility in employees. Indicators of autonomy include:

- a. Freedom employees do their jobs

- b. Authority employee in his job
  - c. Job responsibilities
5. Bait come back (feed back).
- 1. Feedback refers to information that tells employees how well they have performed during their work.
  - 2. Feedback comes from the work itself, superiors or supervisors, and other employees. Furthermore, employees need to know how well they've performed over a period of time as often as possible, as they recognize that performance varies and one way to make adjustments. Feedback indicators include:
    - a) Bait come back Which arise The importance of a job refers to how much influence the job has on others, as perceived by society. This influence can be on others within the organization or on parties outside the company.
    - b) Bait come back Which given colleague Work
    - c) Bait come back Which given superior

### **C. Objective And characteristic benefits work**

#### **1. Objective**

Job characteristics is an approach to designing jobs that shows how jobs are described in five core dimensions, namely skill diversity, task identity, task meaning, autonomy and feedback Robbins and Judge (2015:124)

#### **2. Benefit**

Job characteristics are a person's assessment of what they do in a job. work to support improvement performance Which consists of from form work, authority, and conditions inherent in each job which in the end give impact positive on the performance of Rahmadalena, (2020).

### **D. Indicators job characteristics**

From opinion expert indicator Which influence characteristics is as following Robbins and Judge (2015:132):

#### **a) Award,**

Wages based on general wage standards, individual skill levels, and job demands can lead to satisfaction. High job satisfaction will lead to employees having a positive attitude toward their work.

#### **b) Relations ,**

Have clear goals, influence each other, provide information to each other, help each other.

#### **c) necessities ,**

Life necessities are things every individual requires to survive physically and emotionally. These necessities are prerequisites for living a healthy and productive life.

#### **d) Success in Work**

success in work or employee performance is the result of work Which achieved by employee. Performance employee Which both can help the development and progress of the company Based on the expert opinion above, the characteristic indicators can be obtained in conclude Quality Work, Quantity, Punctuality Effectiveness ,Independence

### **Environment Work Non Physique**

#### **A. Understanding the Environment Work Non Physique**

Environment Work non -physique is condition environment place Work staff in form atmosphere Which harmonious, including connection or communication between subordinate And superior (connection vertical) And between employee Which can Work in House . , so Employees will feel at home in the workplace so that it can increase employee work productivity because the work they do can be carried out well, efficiently and effectively. Sedarmayanti, (2017) The intangible work environment is all conditions that occur related to work relationships, both relationships with superiors and colleagues, or relationships with subordinates. To manage good work relationships with others, it is necessary. The intangible work environment is "all conditions that occur related to work relationships, both have relationships with their superiors and colleagues, or relationships with subordinates sedarmayanti (2017:301)".

**B. Factors Which affecting the environment Work Non Physique**

There are several factors outlined by Sedarmayanti (2017: 301) which can influence the formation of a non-physical work environment, including the following:

- a) Harmonious labor relations are harmonious social relations within the organization, staff and managers, as well as between colleagues are very important factors in the work environment.
- b) Opportunities for career advancement or progressive opportunities are also crucial for any company. This factor relates to employees' need for rewards and attention.
- c) By completing different safety conditions, every employee will be calm in the workplace.

**C. Types Environment Work Non Physique**

The intangible work environment is "all conditions that occur related to work relationships, both have relationships with their superiors and colleagues, or relationships with subordinates Sedarmayanti (2017: 301)".

**D. Indicator Work environment Non- Physical**

Sedarmayanti (2017) mentions indicators that can influence the non-physical work environment, namely:

- a. structure Work, distribution Work Which structured clear is part of a good working environment,
- b. work responsibility, because employee success in work is due to the nature of being able to solve and face various problems at work
- c. attention and support from leaders, employees need encouragement as well as Spirit from environment his work especially to leaders in an agency, such as giving awards to high-achieving employees,
- d. Work The same group, with existence Work The same on unit small ones will provide an understanding of the importance of cooperation so that will Keep going brought until to unit Work Which large or one agency,
- e. smooth communication, the key to success or failure in work is the provision of information from one party to another openly

Based on opinion expert in on can in conclude that Indicators of a non-physical work environment are work structure, work responsibilities, attention and support from leaders, group cooperation, smooth communication.

**METHOD**

Based on the data used, this research is quantitative research. Theo (Sugiyono, 2019), quantitative methods can be understood as studies based on data collection with research tools, data analysis is quantitative/statistical to test the specified hypothesis. Based on the level of explanation, this research method is a combination study. Theo (Sugiyono, 2019), a combination study is a study to determine the relationship between two or more variables with a causal relationship with other variables. This research was conducted at PT. Alva Karya Perkasa Medan, Jl. Kapten Muslim, Mutiara Indah 2 Complex No. 35, Medan Helvetia District, North Sumatra. The population is the total number of employees working in the company. company Which made into as respondents study. Sugiyono (2017) A population is a generalized area consisting of objects or subjects that have certain quantities and characteristics determined by the researcher. The population in this study was all 120 employees at PT. Alva Karya Perkasa Medan. Person Researchers used a sample of 55 respondents to collect data. The sample selection, with the characteristics described above, was conducted using the probability sampling method with stratified random sampling. with taking sample researchers use formula Slovin. Thus, the sample required by the researcher is 120 with a sample of 55 people. Research variables include the variables to be studied. This research uses 2 (two) independent variables, namely: Job characteristics. characteristics work (X1), And environment Work non physique (X2), and 1 (one) dependent variable Employee Performance (Y ). I Data Quality Test:



## RESULTS AND DISCUSSION

### A. Performance Validity Test Results

		<i>Corrected Item Total</i>	
Questionnaire Item Variable		Correlation	Conclusion
		rhitung	rtable
Performance	Performance_1	.639	Valid
	Performance_2	.610	Valid
	Performance_3	.370	Valid
	Performance_4	.764	Valid
	Performance_5	.386	Valid
	Performance_6	.621	.260 Valid
	Performance_7	.622	Valid
	Performance_8	.559	Valid
	Performance_9	.361	Valid
	Performance_10	.717	Valid
	Performance_11	.466	Valid
	Performance_12	.344	Valid

source: data processed by SPSS, 2025

### B. Job Characteristics Validity Test Results

Questionnaire Item Variables		<i>Corrected Item-Total</i>		Conclusion
		Correlation		
		rhitung	rtable	
Characteristics Work	Job characteristics_1	.667		Valid
	Job characteristics_2	.512		Valid
	Job characteristics_3	.673		Valid
	Job characteristics_4	.580	.260	Valid
	Job characteristics_5	.384		Valid
	Job characteristics_6	.466		Valid
	Job characteristics_7	.460		Valid
	Job characteristics_8	.496		Valid

source: data processed by SPSS, 2025

### C. Results of the Non-Physical Work Environment Validity Test

Variables	Questionnaire Items	Corrected Item Total		Conclusion
		Correlation		
		rhitung	rtable	
Work environment Non-physical	Non-physical work environment_1	.380		Valid
	Non-physical work environment_2	.551		Valid
	Non-physical work environment_3	.536		Valid
	Non-physical work environment_4	.382		Valid
	Non-physical work environment_5	.348	.260	Valid
	Non-physical work environment_6	.399		Valid
	Non-physical work environment_7	.551		Valid
	Non-physical work environment_8	.612		Valid
	Non-physical work environment_9	.349		Valid
	Non-physical work environment_10	.528		Valid

source: data processed by SPSS, 2025

Age Characteristics		
Age (years)	Number of respondents	%
20 – 25	15	27.27
26 – 30	28	50.91
> 30 years	12	21.82
Total	55	100.00

source: processed data, 2025

Characteristics of Education

Education	Amount respondents	%
High School	18	32.73
Diploma	27	49.09
Bachelor	10	18.18
Amount	55	100.00

Source : data  
processed, 2025

Characteristics Long Work

Long Work (year)	Amount respondents	%	
1 - 3 year	10		18.18
4 - 6 year	18		32.73
7 - 11 year	21		38.18
> 11 year	6		10.91
Total	55	100.00	

Source : data processed, 2025

Results Test Reliability Reliability statistics

Cronbach's Alpha	Variable	Mark standard coefficient	Conclusion	
	Job characteristics_X1	.809	Reliable	Non-
	physical work environment_X2	.793	Reliable	
	Performance_Y	.859	Reliable	
source: data processed SPSS, 2025				

Results Test Kolmogorov Smirnov Test

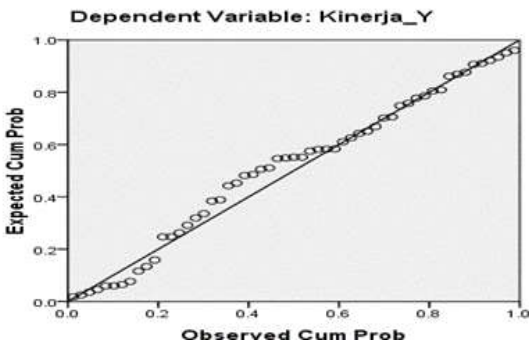
Unstandardized

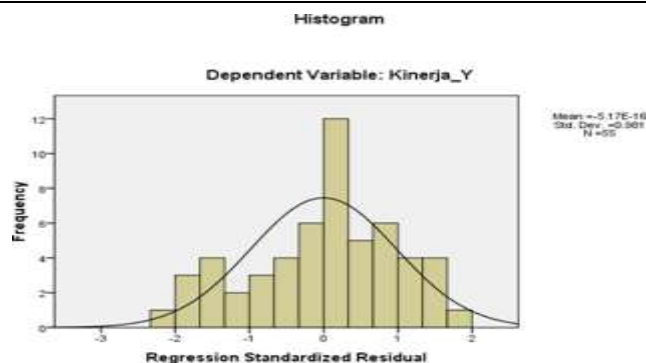
One Sample Kolmogorov Smirnov Test

Residual

N		55
Normal Parameters	Mean	.0000000
	Std Deviation	5.55049262
Most Extreme Differences	Absolute	.100
	Positive	.072
	Negative	-.100
Kolmogorov Smirnov Z		.739
Asymp.Sig. (2-tailed)		.646
source: data processed SPSS, 2025		

Normal P-P Plot of Regression Standardized Residual





#### D. Results Test Multicollinearity

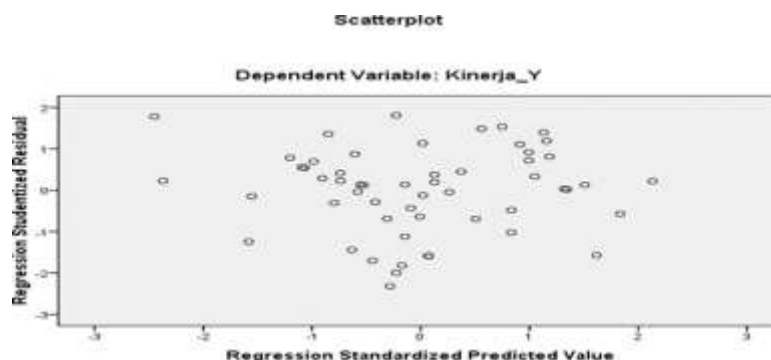
*Coefficients*

Collinearity Variables	Statistics	
	Tolerance	VIF
Characteristics job_X1	.882	1.134
Environment Work non physical_X2	.882	1.134

source: data processed SPSS, 2025

Results Test Glacier					
Coefficientsa					
Unstandardized			Standardized		
Model	Coefficients		Coefficients	t	Sig.
B	Std. Error		Beta		
1 (Constant)	6.324	5.194		1.217	.229
Characteristics job_X1	-.177	.128	-.200	1.384	.172
Environment Work non physical_X2	.100	.114	.127	.880	.383

Dependent Variable: Performance\_Y Source: data processed by SPSS, 2025



#### E. Regression Results Linear Multiple

*Coefficientsa*

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	
1 (Constant)	20,992	8,738		2,402 .000
Characteristics job_X1	.332	.216	.208	2,875 .002
Environment Work non physical_X2	.398	.191	.281	1,946 .015

a. Dependent Variable: Performance\_Y

Source: data processed SPSS, 2025



## F. Results Test Partial

*Coefficients<sup>a</sup>*

*Standardized*

Model	Coefficients	t	Sig.
Beta			
1 (Constant)			2,402,000
Characteristics job_X1	.208	2.875	.002
Environment Work non physical_X2	.281	1.946	.015

*Dependent Variable: Performance\_Y*

Source: data processed SPSS, 2025

## G. Results Test Simultan

*ANOVA<sup>b</sup>*

Model	Sum of	df	Mean	F	Sig.
1 Regression	323,352	2	161,676	5,053	.010 <sup>a</sup>
Residual	1663.630	52	31,993		
Total	1986.982	54			

a) Predictors: (Constant), Environment Work non physical\_X2, Characteristics job\_X1

b) Dependent Variable: Performance\_Y Source: data processed by SPSS, 2025

## CONCLUSION

Based on results testing statistics And discussion Which put forward above, the following conclusions can be drawn: Job characteristics partially have a positive and significant effect on employee performance at PT. Alva Karya Perkasa Medan ( t -count value > t -table , 2.875 > 1.673 at sig. 0.000 <0.05). Non-physical work environment partially has a positive and significant effect on employee performance at PT. Alva Karya Perkasa Medan ( t- count value > t -table , 1.946 > 1.673 at sig. 0.015 <0.05). Job characteristics and non-physical work environment simultaneously have a significant effect on employee performance at PT. Alva Karya Perkasa Medan ( calculated F value) > F table , 5.033>3.18 at sig. 0.010<0.05).

## SUGGESTION

Leaders should consistently monitor changes in employee performance every year, so that if significant changes are detected, preventive and anticipatory measures can be taken immediately to prevent harm to the company in the future. Leaders should routinely and continuously provide outreach to employees regarding job characteristics so that there is no misunderstanding. misunderstanding on employee moment do his duties. Matter This intended so that employees can focus on carrying out and completing their tasks as best as possible. Leaders should be able to maintain and preserve the existing non-physical work environment optimally so that employees will remain They feel happy and comfortable while carrying out their duties. This condition will provide many benefits and advantages for the company in the future, enabling it to progress and develop even better .

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<https://jurnal.unusultra.ac.id/index.php/jisdik>
- Borneo Student Research eISSN: 2721-5727, Vol 1 No 3, 2020 , The Influence of Non-Physical Work Environment on Employee Performance at PT. Salim Surya Phone in Samarinda Aan Supriadi1\*, Vera Anitra2 1,2 Muhammadiyah University of East Kalimantan, Samarinda, Indonesia  
<https://journal.unismuh.ac.id/index.php/kimap/index> , THE EFFECT OF NON-PHYSICAL WORK ENVIRONMENT ON EMPLOYEE COOPERATION IN THE TAKA BONERATE DISTRICT OFFICE, SELAYAR ISLANDS REGENCY Rayu Ati1 □, Ihyani Malik2, Hafiz Elfiansya Parawu
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