

## **The Effect of The Human Relations, The Physical Conditions of The Work an Environment and Leadership on The Employee Work Ethic in UPT The Regional Health Laboratory in North Sumatra**

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**Abstract:** *The work ethic in UPT the Regional Health Laboratory In North Sumatra still needs to be improved so that employees can work with responsibility, work optimally, and can issue abilities and creativity in work. This study aims to find out and analyze the influence of Human relations, physical conditions of work environment and leadership towards employee work ethic. The population in this study were 80 employees. The sampling technique used a census. Data is taken by distributing questionnaires to employees. The method of data analysis uses descriptive analysis and multiple linear regression analysis. Human relation and leadership have a positive and significant influence on the work ethic in the UPT Regional Health Laboratory of North Sumatra. The physical conditions of the work environment have a positive but not significant influence on the work ethic.*

**Keywords:** *Work Ethic, Human Relations, The Physical Conditions of The Work Environment, Leadership*

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Date of Submission: 23-01-2019

Date of acceptance: 07-02-2019

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### **I. Introduction**

The work ethic must be explicitly socialized and linked with efforts to increase public knowledge in all fields. The development of work ethics have to carried out in the context of management education and training in the broadest sense to obtain high-quality organizational skills [17], this experiment examines the relationship between employees and other employees as well as their leaders accompanied by an adequate physical work environment and leaders who set an example so that the employee work ethic can be realized. The results of other experiment that investigated the influence of variables on human relations, the physical conditions of the work environment, and leadership on employee work ethics were positive and significant supported by several studies [12], [14].

[1] the existence of leadership is reflected in the interactions that occur then lead to followers. Leadership is a nature of being born. this is because some important traits for leaders who sociable, disciplined and work hard. [14] This experiment that investigated with the results of research showed that leadership was strong influenced by work ethic. This experiment confirms the physical conditions of the work environment and human relations is influenced by work ethic. Research by [9], [10], [12], [16], [19], [22] provides evidence that human relations has a positive and significant effect on work ethic, the physical conditions [9], [12], [18], and leadership [14], [18], [20]. But in the research [6], [14], [21] showed the results of human relations did not have a significant effect on work ethic, and the physical condition too [6], [21].

Some factors that can influence the formation of a good work ethic include relationships that were the relation between employees (human relations), the physical situation and conditions of the work environment , good job security, social conditions of the work environment, spiritual needs, leadership factors, provide salary for workers [14].

One of the employee work ethics seen in terms of art work shows that is a good work of the UPT Regional Health Laboratory in North Sumatra work passionately. So that employees can work passionately and create new creations and innovative ideas. If we seen in terms of work from the actualization, employees are given the opportunity to show their abilities.

### **II. Theoretical Review**

#### **2.1 Human relations**

All relations between formal and informal will run by leader to employee, by employees to others employee in an effort to made intimate and harmonious to achieve the stated goals [13].

**2.2 Physical conditions of the work environment**

All physical conditions that exist around the workplace can affect employees either directly or indirectly [15]. If the employee likes the work environment where they works, the employee will feel at home at work, do some activities so that time can be used effectively [2].

**2.3 Leadership**

Individual abilities affect the activities of group members, as well as related people to achieve common goals to provide individual, related to people and organization [6]. Leadership is identical with influence of a capable person move the masses or groups of people to do something. Leadership is the core of organization and management [1].

**2.4 Work Ethics**

A positive and high-quality work have a good behavior in a good awareness and a strong belief in a holistic work paradigm [17].

**III. Research Metodology**

This quantitative research aims to test hypotheses and analyze the influence of human relations, the physical condition of the work environment and leadership on the work ethic of employees. This research was conducted at the UPT Regional Health Laboratory of North Sumatra, Indonesia for three months. The technique of collecting samples using a census.

The population were 80 employees so the author uses a census so that all employee populations were used in this study. Data types are primary and secondary data. Data were collected using interviews and questionnaires with quantification of the interval scale.

Testing the hypothesis in this experiment using multiple linear regression analysis. This analysis is a tool used to determine how much influence more than one independent variable has on one dependent variable [7]. This method connects one dependent variable with many independent variables. The accuracy of sample regression in estimating the actual value can be measured by its goodness of fit.

This experiment used validity and reliability tests of 35 respondents from outside of this experiment. There were 34 questionnaire questions: variable of human relations (8 items), The Physical Condition Of The Work Environment (8 items), leadership (8), and work ethic (10 items) obtained all questions were valid  $r_{count} > r_{table}$  (0.361) and reliable (Cronbach Alpha value  $> 0.60$ ).

**Table 1. Research Table**

Variabel	Dimension
Human Relations	Communication Group Discussion
The Physical Conditions Of The Work Environment	Lighting Temperature Air Circulation Workplace decoration
Leadership	Interpersonal role Informational role Desicion maker
Work Ethic	Trusteeship work Self-actualization work Art work Service work Mercy work

Source: Researcher, 2018

**IV. Research Results and Discussion**

**4.1 Descriptive Statistics**

**Table 2. Research Respondents Descriptive Statistics**

Variabel	Frequency	(%)
Age		
18-25	9	11
26-33	35	44
34-41	16	20
42-49	17	21
50-59	3	4
Sex		
Male	20	25
Female	60	75
Education Level		

JHS	5	6
SHS	10	12
Diploma's degree	14	18
Bachelor's Degree	43	54
Master's Degree	8	10
Work Experience		
1-6	21	26
7-13	30	36
14-20	29	38

Source: Researcher, 2018

**Table 3. Descriptive Statistic of Human Relations**

Statements	Frequency of respondent's response										Mean	Conclusion
	SA		A		N		NA		SNA			
	f	%f	F	%f	F	%f	F	%f	f	%f		
Communications	26	32,5	28	35	18	22,5	8	10	-	-	3,90	Agree
Communications	22	27,5	33	41,3	17	21,3	8	10	-	-	3,86	Agree
Communications	12	15	36	45	25	31,3	7	8,8	-	-	3,66	Agree
Group Disscusion	19	23,8	37	46,3	17	21,3	7	8,8	-	-	3,85	Agree
Group Disscusion	16	20	27	33,8	24	30	13	16,3	-	-	3,58	Agree
Group Disscusion	16	20	35	43,8	22	27,5	7	8,8	-	-	3,75	Agree
Group Disscusion	12	15	43	53,8	16	20	9	11,3	-	-	3,73	Agree
Group Disscusion	16	20	17	50	17	21,3	7	8,8	-	-	3,81	Agree

Source: Researcher, 2018

**Table 4. Descriptive Statistic of The Physical Condition Of The Work Environment**

Statements	Frequency of respondent's response										Mean	Conclusion
	SA		A		N		NA		SNA			
	f	%f	F	%f	F	%f	F	%f	F	%f		
Lighting	27	33,8	27	33,8	11	13,8	14	17,5	1	1,3	3,81	Agree
Lighting	20	25	27	33,8	22	27,5	10	12,5	1	1,3	3,69	Agree
Temperatur e	25	31,3	20	25	23	28,8	11	13,8	1	1,3	3,71	Agree
Temperatur e	9	11,3	29	36,3	34	42,5	8	10	-	-	3,49	Agree
Air Circulation	19	23,8	37	46,3	20	25	4	5	-	-	3,89	Agree
Air Circulation	31	38,8	26	32,5	11	13,8	12	15	-	-	3,95	Agree
Workplace decoration	26	32,5	24	30	18	22,5	12	15	-	-	3,80	Agree
Workplace decoration	19	23,8	36	45	21	26,3	4	5	-	-	3,88	Agree

Source: Researcher, 2018

**Table 5. Descriptive Statistic of Leadership**

Statements	Frequency of respondent's response										Mean	Conclusion
	SA		A		N		NA		SNA			
	f	%f	F	%f	F	%f	F	%f	f	%f		
Interpersonal role	27	33,8	28	35	18	22,5	7	8,8	-	-	3,94	Agree
Interpersonal role	20	25	36	45	16	20	8	10	-	-	3,85	Agree
Interpersonal role	10	12,5	36	45	25	31,3	9	11,3	-	-	3,59	Agree
Informational role	26	32,5	37	46,3	11	13,8	6	7,5	-	-	4,04	Agree
Informational role	17	21,3	38	47,5	18	22,5	7	8,8	-	-	3,81	Agree
Informational role	18	22,5	33	41,3	21	26,3	8	10	-	-	3,76	Agree
Desicion maker	29	36,3	31	38,8	15	18,8	5	6,3	-	-	4,05	Agree
Desicion maker	12	15	45	56,3	19	23,8	4	5	-	-	3,81	Agree

Source: Researcher, 2018

#### 4.2 Result Of Multiple Linear Regression Analysis

Testing the hypothesis in this experiment using multiple linear regression analysis. This analysis was a tool used to determine how much influence more than one independent variable has on one dependent variable [7].

**Table 6. Result Of Multiple Linear Regresion**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	7,832	4,727		1,728	,088
Human Relations	,482	,109	,435	4,120	,000
physical condition of the work environment	,033	,083	,031	,391	,697
Leadership	,515	,153	,354	3,373	,001

Source: Researcher, 2018

Based on Table 5 can be explained as follows :

1. The value of calculated < t-table of human relations is 4,120 > 3,120 and significant value for the product was 0,000 < alpha 0,05, so that the human relations variable has a positive and significant effect on the work ethic of the employee, thus then the hypothesis was accepted.
2. The value of t-count > t-table of the physical condition of the work environment is 0.391 < 3.120 and the significant value for the physical condition of the work environment is 0.697 > alpha 0.05, so the physical conditions of the work environment has a positive and not significant effect on the work ethic employees thus the hypothesis was rejected.
3. The value of tcount < t-table of the leadership variable is 3.373 > 3.120 and the significant value for the leadership variable is 0.001 < alpha 0.05, so the leadership variable has a positive and significant effect on the work ethic of the employee, thus the hypothesis was accepted.

**Tabel 7. R-Square**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,722 <sup>a</sup>	,521	,502	3,854

Source: Researcher, 2018

It is known that the independent variables in this experiment which consisted of human relations, physical conditions of the work environment, and leadership contributed influence of 52.1% of the work ethic level of employees. While the remaining 47.9% is influenced by other factors not examined in this model.

#### 4.3 Discussion

The results of this experiment were in accordance with [9], [10], [12], [16], [19], [22]. This condition effect have to indicate that human relations is one of the factors that can affect the work ethic. Because every employee realize of need to work with other employees that's why they can know how to communicate and participation in discussions. From the education level of the employees of the UPT health laboratory in North Sumatra, the dominant level is 43 peoples for bachelor, while the Master is 8 peoples, diploma is 14 peoples, SHS is 10 people and JHS is 5 people. so that it can be concluded that the relationship between employees to the leadership and to other employees is good. Because employees are able to communicate well and employees participate in group discussions. According to [3], [4] employees who have the quality of higher education can communicate well so that they can express their opinions in discussions and it can made strengthens working relationships between other employee so that called a work ethic.

Based on the regression value, the physical condition of the work environment of 0.033 indicates that every increase in the variable physical condition of the work environment of one unit, the work ethic will an increase or decrease of 3.3%. This value shows the influence eventhough it is not too large, but as long as possible it should be utilized by the leadership of the laboratory UPT to improve the work ethic of its employees. It means that the physical conditions of the work environment is not a variable that makes employee work ethics better. And it can be seen that the relationship between the physical conditions of the employee's work environment and the work ethic are in the same direction. It means that the more the physical conditions of the work environment, made better work ethics. For employees the work environment from lighting, temperature, air circulation and workplace decoration makes employees more passionate in their work so that it increases the work ethic of employees. This research same with the research of [6], [21].This shows that the physical condition of the environment is not one of the factors that influence the work ethic. According to [3], [4], [11] internal factors that can determine employee work ethic are the quality of education, expertise, and skills. Eventhough external factors can influence work ethic such as discipline and work environment which consist of work facilities, salary and work relations. From the descriptive respondents based the work experience, 30 employees (37.5%) have worked for 7 years to 13 years, 29 employees (36.3%) worked for 14 years to 20 years and 21 employees (26.3%) work for 1 year to 6 years. Employees who have worked for a long

time with a working period of 7 years to 13 years. Based on the experiment the employee has received work with conditions that have been provided by the UPT Regional Health Laboratory of North Sumatra which is good in terms of light contained in the work space, temperature, air circulation and decoration in the workplace

Leadership is the way a leader influences the behavior from the employee to work together and work productively to achieve organizational goals. A leader, how great his intelligence, but if he is not responsible, undisciplined or disloyal, and not being able to work together, it made a bad the organization. Without a high work ethic, the company cannot increase productivity as expected. Growing the work ethic for employees is not easy. Because the work ethic cannot be forced. It must grow from two peoples, namely the leadership and employees. This experiment supports research by [14], [18], [20].

## V. Conclusion

Human relations partially has a positive and significant effect on work ethic, the physical condition of the work environment partially has a positive but not significant effect on the employee work ethic, and leadership partially has a positive and significant effect on the work ethic of employees. The UPT Regional Laboratory of Health of North Sumatra should provide education about the importance of Inter-Human Relations in organizations so that in process organizational activities always implement Human relations well, the Organization should improve the quality of air circulation in the workplace so that employees can work comfortable by checking AC routine, the leadership should be increase the employee with a good cooperative relationships.

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IOSR Journal of Business and Management (IOSR-JBM) is UGC approved Journal with SI. No. 4481, Journal no. 46879.