

THE INFLUENCE OF INDIVIDUAL CHARACTERISTICS AND WORKING ENVIRONMENT ON EMPLOYEES' PERFORMANCE OF EXIM DEPARTMENT AT PT APPAREL ONE INDONESIA 2

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ABSTRACT

This research aims to analyze the influence of individual characteristics and working environment on employees' performance of exim department at PT Apparel One Indonesia 2. Questionnaire was used as an instrument of primary data collection which was distributed to 30 respondents. This research employed a multiple regression analysis method. The calculation results of the method determined that the individual characteristics partially has a positive and significant influence on employees' performance however the working environment has no significant influence on employees' performance. The individual characteristics and working environment simultaneously influenced employees' performance with the contribution of 61.9%, while the remaining 38.1% are influenced by other factors which are not included in this study.

Keywords : *Employees Performance; Individual Characteristics; Working Environment*

PENGARUH KARAKTERISTIK INDIVIDU DAN LINGKUNGAN KERJA TERHADAP KINERJA KARYAWAN TERHADAP DEPARTEMEN EXIM DI PT APPAREL ONE INDONESIA 2

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh karakteristik individu dan lingkungan kerja terhadap kinerja karyawan departemen exim di PT Apparel One Indonesia 2. Kuesioner digunakan sebagai instrumen pengumpulan data primer yang didistribusikan kepada 30 responden. Penelitian ini menggunakan metode analisis regresi berganda. Hasil perhitungan dari metode ini menentukan bahwa karakteristik individu secara parsial memiliki pengaruh positif dan signifikan terhadap kinerja karyawan namun lingkungan kerja tidak memiliki pengaruh signifikan terhadap kinerja karyawan. Karakteristik individu dan lingkungan kerja secara simultan mempengaruhi kinerja karyawan dengan kontribusi 61,9%, sedangkan sisanya 38,1% dipengaruhi oleh faktor-faktor lain yang tidak termasuk dalam penelitian ini.

Kata kunci: *Kinerja Karyawan; Karakteristik Individu; Lingkungan kerja*

INTRODUCTION

The main purpose of a company is achieving optimal performance in order to maintain and improve the company's continuity. Performance is a result of optimum work performance done by a person or group or business entity. The ability of a company to survive certain problems depends on the resources of the company. It starts from the financial, human and technological aspects. Resources owned and needed by the company cannot be seen as the stand-alone parts, they must be seen as a synergy of the formidable entity. In this case, the role of human resources is crucial because it is the only resource that has a sense of feeling, desire, skills, knowledge, encouragement, power, and work.

Therefore, the failure of a company in managing human resources leads to the intervention in achieving the company's goals, both in performance and profit and the survival of the company itself. Human resources are an important and substantial resource for a company since they are the one who manages the financial resources as well as the operations of the company's technology resources. The aim of optimizing the employees' ability is to improve their performance so it will ultimately improve the overall performance of the company.

There are several ways of improving the performance of employees, such as providing education and training to improve their competences and abilities, creating a conducive organizational climate and working environment and many others. The provision of training, as well as a good working environment, is basically the right of the employees. On the other hand, those aspects are the obligation of the company to support the contribution of its employees in order to achieve the goals.

PT. Apparel One Indonesia, abbreviated as PT AOI is an export-import-oriented manufacturing company, producing garment to be sportswear for the Adidas brand. All finished garment products

produced at this company are exported to various countries in the world. Export-Import (Exim) employees' plays an important role in handling the submission of documents related to the export and import process. Achieving the targets is one of the performance indicators of the department. Moreover, the target achievement of this department shows the employees' performance.

The work performance of Exim employees seems fluctuating indicated by the number of submission of document achievement in 2018. It shows that the achievement number was exceeding the targets in certain months. In January, the achievement exceeds to 229, then in July it exceeds to 1183 and in October it exceeds to 773. However, the remaining achievement numbers are lower than the targets. It can be concluded that the achievement of the targets has not been optimal.

Literature Review

Individual Characteristics

According to Robbins (2012: 21), Individual characteristics are abilities, biographical characteristics, learning, attitudes, personality, perceptions, and values. Meanwhile, Husein and Hady (2012: 36) stated that individual characteristics show that each individual has different potential and needs. Based on several definition, it was concluded that individual characteristics describe the real condition of each individual and those are the things that could differentiate with other individual. Individual Characteristics is a psychological process that affects individuals in acquiring, consuming and receiving goods, services and experiences. Individual characteristics are internal (interpersonal) factors that coerce and influence an individual behavior.

Individual Characteristics Indicators

Subyantoro (2009) mentioned the indicators of individual characteristics as follows:

a. Ability to Work

- b. Value
- c. Attitudes
- d. Interest in work

In addition, Nimran (2012:11-13) declared the individual characteristics indicators as mentioned below:

- a. Personality
- b. Perception

Working Environment

According to Sutrisno (2010: 118), work environment is the entire work facilities and infrastructure around the working employees that can affect the implementation of work.

Meanwhile, Sedarmayanti (2011:2) stated that work environment is the entire tools and materials surrounding the workplace, the method of work, and work arrangements both as individuals and as a group.

Sedarmayanti (2011) also mentioned that the physical work environment is divided into two categories, namely:

- a. Physical Work Environment

The physical work environment is the entire physical conditions found around the workplace that can affect employees either directly or indirectly. The physical work environment are as follows:

- 1) Environment which directly related to employees, such as work center, chair, table and etc.
- 2) An intermediary environment, that affects human conditions such as temperature, humidity, air circulation, lighting and noise.

- b. Non-Physical Work Environment

The non-physical work environment is all the conditions occurred that related to work relations, good relationships with superiors as well as relationships with fellow coworkers or relationships with subordinates. The non-physical work environment is a work environment that can only be perceived by feelings.

Based on the definition of the Work Environment above, it can be concluded that the Work Environment is everything that

exists around employees which can support the work performance in the company with facilities and infrastructure that can help the implementation of work.

Working Environment Indicators

Sedarmayanti (2011) stated 7 indicators of the physical work environment as follows:

- a. Color Layout
- b. Lighting
- c. Air Circulation
- d. Noise
- e. Space Layout/Decoration
- f. Security
- g. Cleanliness

While the following indicators of the non-physical work environment are mentioned by Nitisemito (2008:171) :

- a. Relationship between superiors and subordinates
- b. Relationships between workers

Employees' Performance

Referring to Mangkunegara (2009:67), Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given. According to Colquitte (2017:165), performance is formally defined as the value of the set of employee behaviors that contribute, either positively or negatively, to organizational goal accomplishment. On the other hand, Moehariono (2009: 62) explained performance as a general description of achievement level in implementing a program or policy to realize objectives, goals, vision and mission of the organization that performed through strategic planning. Performance could be recognized and measured if an individual or a group of employees has the standard of success as specified by the organization.

Employees' Performance Indicators

Performance indicators according to Mathis and Jackson (2012: 378) are as follows:

- a. Quantity
- b. Quality
- c. Punctuality
- d. Attendance
- e. Ability to cooperate

RESEARCH METHOD

Population and Sample

Population is a complete set of object or subject with certain characteristics and quantities as the generalization to observe and contrive a conclusion (Sugiyono, 2018:136). The population of this research is the employees of Export-Import Department at PT. Apparel One Indonesia 2 in a total of 30 persons. Sample in this study used a total sampling technique, which all the employees of Exim department at PT. Apparel One Indonesia 2 was taken as the sample.

Data Collecting Method

Data collecting method is a technique of collecting required data in order to acknowledge the research problem (Noor,

2014:15). The data collected in this study are using questionnaire and observation. The questionnaire in this research applied a semantic differential scale. The semantic differential scale measures the psychological meanings of an attitude object using bipolar adjectives (Cooper, 2014:280).

Research Analysis Method

Multiple Linear Regression analysis in this research have been conducted in several methods by using IBM SPSS 25. The result were obtained from validity test, reliability test, classic assumption test and goodness of fit test.

FINDINGS AND DISCUSSION

Validity Test

Validity indicates that the instrument is able to reveal what it should measure in it. It is assessed by comparing the sig. value with (0.05). The instrument is valid if the sig. value is < 0.05. (Sekaran 2016:220)

TABLE 1
Validity Test Output

Variable	Item	Sig. (2 tailed)	Result
Individual Characteristics (X ₁)	X _{1.1}	0.000	Valid
	X _{1.2}	0.000	Valid
	X _{1.3}	0.003	Valid
	X _{1.4}	0.000	Valid
	X _{1.5}	0.017	Valid
	X _{1.6}	0.000	Valid
Work Environment (X ₂)	X _{2.1}	0.014	Valid
	X _{2.2}	0.000	Valid
	X _{2.3}	0.000	Valid
	X _{2.4}	0.000	Valid
	X _{2.5}	0.000	Valid
	X _{2.6}	0.001	Valid

Employees' Performance (Y)	Y.1	0.003	Valid
	Y.2	0.001	Valid
	Y.3	0.000	Valid
	Y.4	0.000	Valid
	Y.5	0.000	Valid
	Y.6	0.000	Valid
	Y.6	0.000	Valid
	Y.6	0.037	Valid

Source: Processed Primary Data, 2019

The Table 1 shows that all of the indicators in independent and dependent variable have a significant value less than 0.05, which means that they are proper to construct variables for this research.

To take a measurement, an instrument requires consistency and accuracy. Reliability test was assessed by examining the Cronbach alpha value. According to Ghozali (2018), the instrument is reliable if the Cronbach alpha value is > 0.70.

Reliability Test

TABLE 2
Reliability Test Output

Variable	Cronbach's Alpha	Result
Individual Characteristics (X ₁)	0.755	Reliable
Work Environment (X ₂)	0.721	Reliable
Employees' Performance (Y)	0.795	Reliable

Source: Processed Primary Data, 2019

Table 2 shows that all of the indicators have cronbach's alpha value greater than 0.70 which means that they are reliable. Thereby, this instrument has met the requirement to take a measurement for this research.

Classic Assumption Test
1. Multicollinearity Test

Multicollinearity test is employed to test whether the correlation is found among independent variables in the regression model

(Ghozali, 2018:107). The consideration in detecting multicollinearity could be done by examining the tolerance and VIF value. The tolerance value should greater than 0.1 while the VIF value should be less than 10. Based on the table below, it could be concluded that the tolerance value of both independent variables is greater than 0.10 and the VIF value is less than 10. Since it met the requirement, the regression model is free of multicollinearity tendency.

TABLE 3
Multicollinearity Test Output

Model	Collinearity Statistics	
	Tolerance	VIF
Individual Characteristics	.941	1.063
Work Environment	.941	1.063

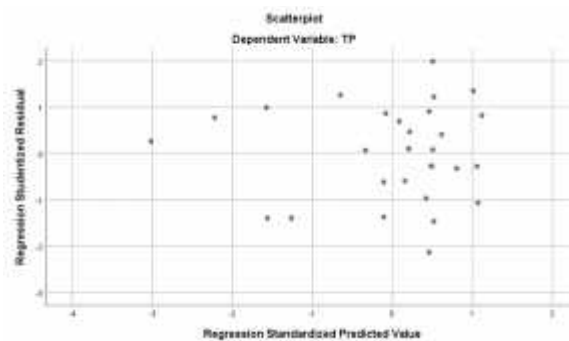
Source: Processed Primary Data, 2019

2. Heteroscedasticity Test

According to Ghozali (2018), the principle of heteroscedasticity test is to ensure

that the variance dissimilarity of residual did not occur in entire regression model observation.

FIGURE 1
Heteroscedasticity Test Output



Source: Processed Primary Data, 2019

The figure 1 shows that the dots are spread randomly at both above and below zero on the vertical and horizontal axis. Thereby, the regression model is free of heteroscedasticity tendency.

3. Normality Test

Normality test is used to detect whether the population data is normally distributed or not. The regression model is said to be normal if it has an asymp.sig value greater than 0.05.

TABLE 4
Normality Test Output

One-Sample Kolmogorov-Smirnov Test	
	Unstandardized Residual
Asymp. Sig. (2-tailed)	.200 ^{c,d}

Source: Processed Primary Data, 2019

Based on the table above, it is obtained asymp.sig value = 0.200 > 0.05 which means the data has been normally distributed.

4. Linearity Test

It is performed to detect whether the model specification could be processed in linear

form. If the sig. value on Deviation from Linearity is more than 0.05, then it is linear.

TABLE 5
Linearity Test of X₁

		df	F	Sig.	
Y * X ₁	Between Groups	(Combined)	10	4.490	.002
		Linearity	1	41.119	.000
		Deviation from Linearity	9	.420	.908
	Within Groups		19		
	Total		29		

Source:Processed Primary Data, 2019

TABLE 6
Linearity Test of X₂

		df	F	Sig.	
Y * X ₂	Between Groups	(Combined)	12	1.972	.098
		Linearity	1	2.179	.158
		Deviation from Linearity	11	1.953	.104
	Within Groups		17		
	Total		29		

Source:Processed Primary Data, 2019

Based on the Table 5, it is obtained 0.908 of Deviation from Linearity value, which is greater than 0.05. In the next table, it is obtained 0.104 which is also greater than 0.05. Therefore, the data obtained could be processed in a linear form.

Goodness of Fit Test

1. F Test

The purpose of the F test is to determine whether individual characteristics and work

environment simultaneously and significantly affect employees' performance. According to **TABLE 7**, the sig. value is 0.000, which is less than (0.05). Thereby, it can be concluded that individual characteristics (X₁) and work environment (X₂) jointly and significantly influenced employees' performance of Exim Department at PT Apparel One Indonesia 2.

TABLE 7
F Test Output

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	356.007	2	178.003	24.522	.000 ^b
	Residual	195.993	27	7.259		
	Total	552.000	29			

Source: Processed Primary Data, 2019

2. T Test

The result of T Test analysis are as follows at Tabel 8.

TABLE 8
T Test Output

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.316	4.827		1.309	.202
	X ₁	1.012	.151	.793	6.706	.000
	X ₂	.042	.127	.039	.328	.745

Source: Processed Primary Data, 2019

Based on the result at tabel 8, it was found that the sig. value of X₁ is 0.000 which is less than $\alpha = 0.05$. Thereby, Individual Characteristics (X₁) partially and significantly influenced Employees' Performance (Y).

However, it was found that the sig. value of X₂ is 0,745 which is higher than $\alpha = 0.05$. It can be concluded that partially there was no significant influence of Work Environment (X₂) on Employees' Performance (Y).

3. Coefficient of Determination

TABLE 9
Coefficient of Determination

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.803 ^a	.645	.619	2.694	2.175

Source: Processed Primary Data, 2019

Based on the amount of the coefficient determination output, the value of the adjusted R square is 0.619. It is conceived that employee performance, which is explained by individual characteristics and work environment has a percentage of 61.9% while the remaining 38.1% is explained by other factors which are not included in this research.

Multiple Linear Regression Result

Based on the **TABLE 8**, from the unstandardized coefficient value, the equation of the regression model is prescribed below.

$$Y = 6.316 + 1.012 X_1 + 0.042 X_2$$

The equation above interpreted as any alteration happened in the individual characteristics, it will increase employees' performance of Exim Department at PT Apparel One Indonesia 2. Since the work environment has no significant influence, it can be said that any alteration happened in work environment, will not have much impact on employees performance. The positive result indicates there was a positive effect occurred between individual characteristics and employees' performance which means employees performance is positive, holding the independent variables constant.

CONCLUSION AND RECOMMENDATION

Conclusion

- Based on the F-test, it was found that jointly Individual Characteristics and Work Environment had a significant influence on Employees' Performance of Exim Department at PT Apparel One Indonesia 2.
- According to the t-test result, it presented that partially not all of the independent variables influenced Employees' Performance. Individual Characteristics was only the one which positively and significantly influenced individual characteristics. However, Work Environment had no significant influence

on Employees' Performance of Exim Department at PT Apparel One Indonesia 2.

- In line with the adjusted R square value, it is conceived that employee performance, which is explained by individual characteristics and working environment has a percentage of 61.9% while the remaining 38.1% is explained by other factors which are not included in this research.
- By interpreting the multiple linear regression, it can be said that any improvement in the individual characteristics will increase employees' performance of Exim Department at PT Apparel One Indonesia 2.

Recommendation

Based on the results of the research analysis, recommendations that can be given are as follows.

- The company needs to pay attention on the employees' Individual Characteristics especially on the work ability through the additional types of training so that their ability, knowledge, skills could improved. Moreover, based on the lowest item score result, the company should should make a strategy in order to improve the employees' responsiveness on every problem that occurs.
- In addition, more employees are required in order to occupy the company's targets. Moreover, in recruiting new employees, it is hoped they will be assigned conveniently according to their competence.
- The working environment have to be considered by the company eventhough the result in this study proved that it has no significant influence on employees' performance. The company should maintain the environment condition in order to improve the employees' performance of Exim Department at PT Apparel One Indonesia. Based on the lowest variable score result, it is hoped

that the company is able to build a soundproof room or in another way, providing a tools that could cover them from noise so that the noise will not distract them during their duties.

- d. Nevertheless, this research still has some limitations. Therefore, it is necessary to explore further factors that predicted could improve employees' performance of Exim Department at PT Apparel One Indonesia 2.

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