

THE INFLUENCE OF HUMAN RELATIONS AND THE PHYSICAL WORK ENVIRONMENT ON MORALE IN EMPLOYEES OF THE REGIONAL REVENUE AGENCY DELI SERDANG

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ABSTRACT

In the maximum work process, every organization strives to produce the ultimate goal with organizational progress driven by workers in the organization. This progress is driven by the work enthusiasm possessed by members of the organization. Employee morale is also influenced by the relationship between employees, organizational culture and work environment. A good relationship between employees, namely fellow employees, can be a good driver or motivation for other employees regarding producing good work achievements. The physical work environment also fundamentally has an impact on employee morale where the conditions of the work environment that support each job will be able to trigger high morale, in practice the completeness or infrastructure that is qualified and supportive can create a motivation to be able to complete a job with high enthusiasm. Every agency always strives so that the performance of its employees can continue to be improved, for this reason, organizations need to find solutions to develop employee morale. This is important because with work enthusiasm, it will encourage employees to work better and more productively, so that organizational goals can be achieved. In this study, the results obtained from human relations and the physical work environment affect work enthusiasm either partially or simultaneously and have a coefficient of determination of 53% for work enthusiasm influenced by human relations and the physical work environment.

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1. INTRODUCTION

Morale describes the feelings associated with the soul of an employee. If employees seem happy, optimistic in their duties and friendly with each other, they will show high morale at work. Conversely, if employees appear dissatisfied, irritable and angry, argumentative and pessimistic in their duties, these reactions can lead to low morale at work. All organizations, whether large or small in scale and private or government institutions, all provide development efforts towards higher professionalism on the basis of knowledge and continuous learning. Efforts in the process of developing the quality of human resources in organizations and society at large are carried out through individualistic development, organizational development, and social development taking place jointly and correlated to provide support so that the synergistic effect of community development will occur on a large scale. The foundation of the rotation of an organization is based on the principles embedded in human resources, often human resources are described as the dominant force of the running of an organization (Hurlock, 2015). Therefore, the company is required to have alternatives and methods in developing the ability and willingness of its human resources in order to achieve the arrangement of the planning set. With regard to how crucial human resources are in the progress of a company or organization, it is fitting that

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companies pay attention to the work enthusiasm of employees in order to create effective and efficient work processes (Hasibuan, 2015).

Morale is the basis for the success of a work plan, with high morale and no matter how tough the conditions and problems in completing the work, it will still be able to be overcome by human resources who have high morale, and vice versa, if morale is low, it is certain that the target achievement will also be low, even though there are not many challenges or problems in the process. This is the reason why a high sense of morale in employees or human resources is very important for an organization to pay attention to. Work morale can be high or low due to several elements, namely from internal and external aspects of the company so that it can affect the work enthusiasm of employees. Internal work enthusiasm in this case is an element of the internal organization or relationships between fellow employees who are able to create a healthy work atmosphere and work environment so that fellow employees realize the importance of creating or stimulating themselves to be able to work with enthusiasm. This is supported by the theory of Busro (2018) which states that work enthusiasm is a work atmosphere that exists in a company or agency that is able to show enthusiasm in doing and completing work and encouraging employees to be able to complete their work better and more productively where this work enthusiasm can be supported by elements of interest or awareness and desire of employees for the work they do, career paths, work environment, good leadership, and compensation or rewards (Jewell dan Siegall, 2015).

Basically, a good relationship between employees will be able to foster high enthusiasm for work, because in addition to being able to establish healthy relationships, good employee relations will be able to create awareness of the importance of employees realizing their important role in organizational movements so that the potential for employee morale can grow in order to get good work results. Therefore, a good relationship between employees will foster work enthusiasm and be able to produce maximum work results. Through healthy human relations, work enthusiasm will be born because there are joint efforts made for the progress of the company (Ferawaty, 2016). Having a good relationship in the work environment opens up the possibility that individuals can know and recognize their own abilities because human relations are human relations, a whole series of good relationships, both formal and informal, namely between superiors and subordinates that are fostered and maintained in such a way as to create a goal. This is supported by Effendi who argues that human relations are human relations or human relations related to happiness based on character, nature, temperament, personality, attitudes, behavior and other psychological aspects contained in humans. In other words, human relations, especially work relations between members of the organization have an effect on morale, if the relationship between coworkers is healthy, it will increase the morale of organizational members in a company and vice versa, poor human relations between employees will cause low morale.

Sinaga, (2015) states that another factor that affects employees in the spirit of work is the physical work environment. In practice, employees are in the work environment for more than eight hours, in other words, the work environment will have an impact on work systems and patterns. A good physical work environment or facility will be able to provide a high level of encouragement to employees in an organization. In producing high work targets, focus and concern are also needed, this is clearly related to the work atmosphere. With a calm working atmosphere, it can provide high work focus, and vice versa a non- conducive work environment or atmosphere will have an impact on low morale, be it from the elements of work environment lighting, noise in the workspace, and air temperature which has a direct impact on the physical (Khawaja, 2014). This must be reorganized by the organization so that work enthusiasm can grow from the physical work environment. The physical work environment is as important as the non-physical work environment, if the non-physical work environment (human relations) has an effect on mentality (Lailatul, 2018; Putra, 2015; Kamruzzaman, 2017; Putra, 2015; Oemar, 2007), the physical work environment has an effect on physical or health directly such as

lighting on computers, inappropriate air temperature, noise in the work atmosphere which can have an impact on physical disturbances, and this can trigger low work focus and decreased morale.

2. METHOD

This research uses quantitative research, quantitative methods are research methods based on the philosophy of positivism, and are used to examine populations or samples with randomly grouped data then the data is compiled with research instruments which are then analyzed through quantitative which is useful for testing all hypotheses or temporary conjectures that are set

This study used a sample of 139 respondents obtained from downsizing the population of 215 employees, this downsizing used the slovin formula with the following calculation

$$n = N / (1 + (N \times e^2))$$

$$n = 215 / (1 + (215 \times 0.0025))$$

$$n = 215 / (1 + 0,5375)$$

$$n = 215 / 1,5375$$

$$n = 139$$

The measurement in this study uses an instrument with an interval size, where the interval scale is a measure used to determine the size of the opinion arranged with a series of numbers as a symbol of the opinion code. The opinion code in question is answer code 1 which means that the respondent strongly disagrees, answer code 2 which means the respondent disagrees, answer code 3 which means the respondent agrees and finally the answer code which means the respondent 4 strongly agrees.

Primary data is data sourced from the main object. Primary data in this case is the basis for determining the phenomenon of problems in the three variables, namely to measure morale, data such as the level of employee attendance recapitulation, employee activeness in participating in activities carried out by the agency and how the physical work environment conditions are contained in the agency so that from these data it can be determined and measured the extent of the problems that occur at the Deli Serdang Revenue Agency. Secondary data in this study functioned to thoroughly support data that requires the validity of a phenomenon or theories that can validate phenomena such as expert sources related to each variable taken from previous books and journals.

The data collection method is intended as an effort in a more in-depth analysis process which is technically carried out through several stages, including The interview method is used as the main alternative that can help collect data. The implementation process in this method is to directly interview related parties such as direct employees and division heads in all divisions. The interview process is structured in advance to see the phenomenon of the problem so that it can reduce the hypothesis at the beginning of the research.

The documentation study method is compiled based on the results of the analysis of existing supporting documents or files related to human relations, physical work environment and morale. Data related in this case such as data on equipment and equipment of office facilities, employee attendance and so on.

3. RELUST AND DISCUSSION

Classic Assumption Testing Output (Normality, Heteroscedasticity)

a. One-Sample Kolmogorov-Smirnov Test Normality

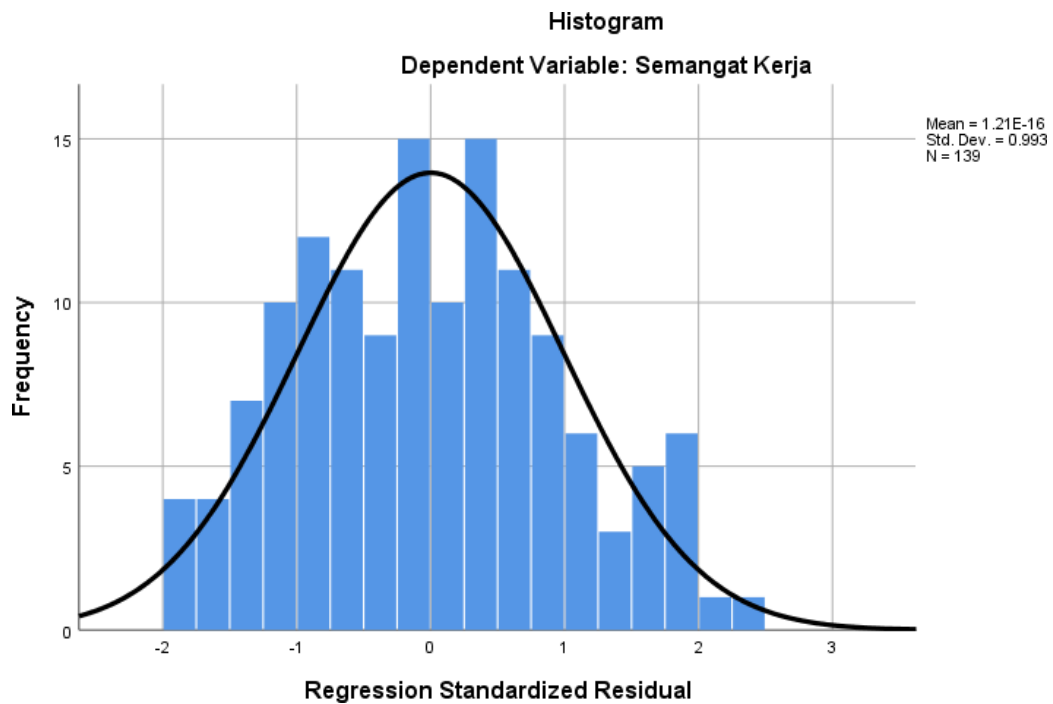
Table 1. One-Sample Kolmogorov-Smirnov Test

N		139
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.74273683
Most Extreme Differences	Absolute	.066
	Positive	.066

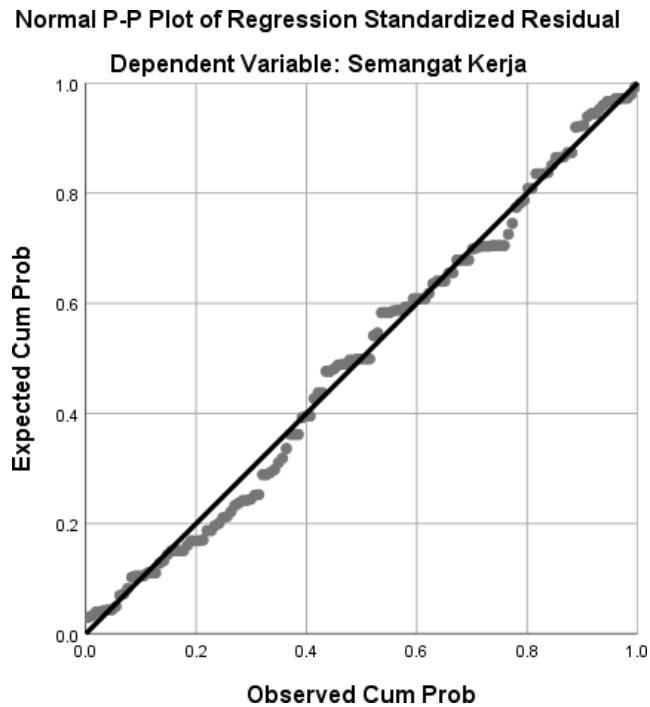
	Negative	-.051
Test Statistic		.066
Asymp. Sig. (2-tailed)		.200c,d

- Test distribution is Normal.
- Calculated from data.
- Lilliefors Significance Correction.
- This is a lower bound of the true significance.

b. Histogram



c. P-Plot



Based on the results of the One-Sample Kolmogorov-Smirnov Test, histogram, P-plot, it can be concluded that the test results from the data are normally distributed. By analyzing the three normality testing methods, one of which can be seen from the results of the One-Sample Kolmogorov-Smirnov Test with the acquisition of the Asymp. Sig. (2-tailed) > than 0.05

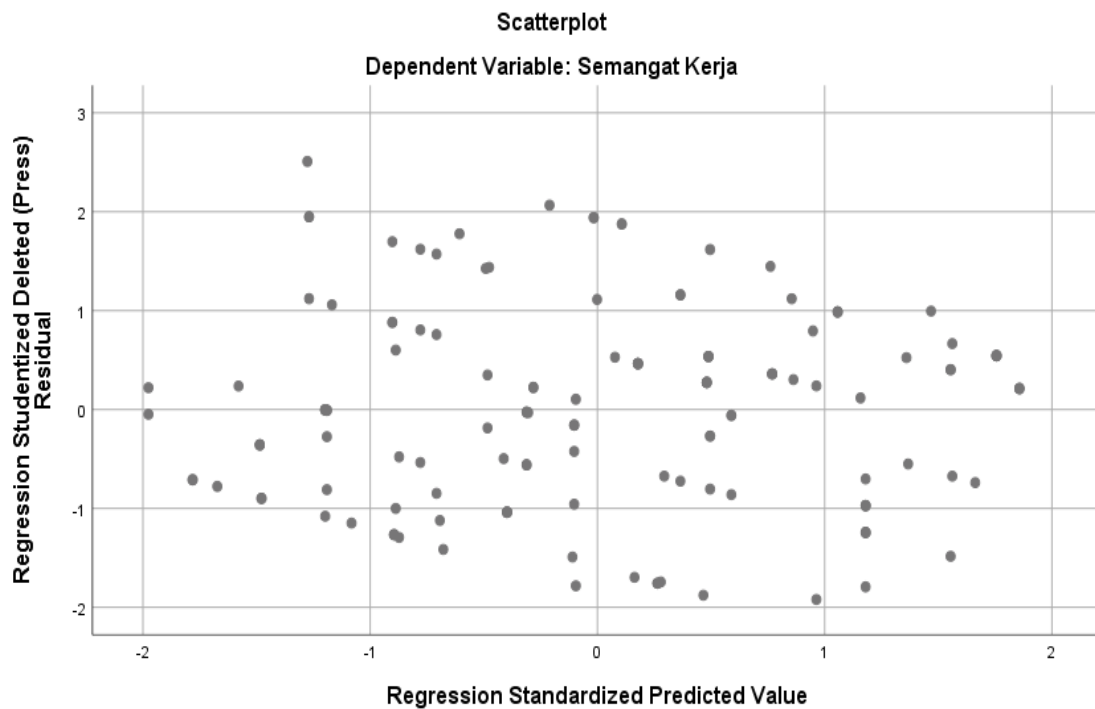
d. Heteroscedasticity

Tabel 2. Glejser Test
Coefficients^a

Unstandardized Coefficients			Standardized Coefficients	t	Sig.	
Model	B	Std. Error	Beta			
1	(Constant)	3.404	1.505		2.262	.025
	Human Relations	.021	.052	.036	.399	.690
	Physical Work Environment	-.030	.046	-.059	-.660	.511

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e. Dependent Variable: RES2



this test it is also seen through the Glejser test method to assess whether there is an inequality of variance from the residuals for all observations in the linear regression model, and the results obtained from the Glejser test are that each variable is 0.690 for the *human relations variable* and 0.511 for the *physical work environment variable*. From these results, it can be concluded that the regression equation model does not experience symptoms of heteroscedicity. This is because the sig value of each variable is greater than 0.05.

Regression Testing Results

a. T Test Output

Table 2. Multiple Regression Test Output Coefficients^a

Model	Unstandardized Coefficients			Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.276	2.623		3.537	.001

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	Human Relations	.238	.090	.200	2.633	.009
	Physical Work Environment	.458	.080	.437	5.737	.000

a. Dependent Variable: Work Morale

From the processing results, the regression equation can be arranged, namely $Y = 9,276$ (Morale) $+ 0.238$ (*human relations*) $X_1 + 0.458$ (physical work environment) $X_2 + e$

Based on the output results, it can be concluded that workload and organizational culture each partially have a positive and significant effect on morale, where the sig value of each variable is $0.000 < 0.05$.

b. F Test Output

Table 3. F Test Output
ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	766.079	2	383.040	26.948	.000b
	Residuals	1933.115	136	14.214		
	Total	2699.194	138			

a. Dependent Variable: Work Morale

b. Predictors: (Constant), Physical Work Environment, Human Relation

Based on the processing of the simultaneous test, it can be seen that together the test results obtained a sig value of 0.000 which means that together *human relations* and the physical work environment have a significant effect on morale because the sig value is smaller than the alpha value, namely 0.05.

c. Coefficient of Determination Output

Table 4. Coefficient of Determination Testing Output
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.533a	.284	.273	3.77016

a. Predictors: (Constant), Physical Work Environment, Human Relation

b. Dependent Variable: Work Morale

In testing the coefficient of determination, the reference is to look at the value of Adjusted R Square, with the value obtained at Adjusted R Square of 0.533. This means that work enthusiasm is influenced by *human relations* and the physical work environment of work enthusiasm by 53%.

4. CONCLUSION

1. Human relations have a positive and significant effect on morale partially. This can be seen from the sig value of 0.000 in the multiple regression output
2. The physical work environment has a positive and significant effect on morale partially. This can be seen from the sig value of 0.000 in the multiple regression output
3. Human relations and physical work environment have a positive and significant effect on morale simultaneously. This can be seen from the sig value of 0.000 in the F test output.

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