

THE INFLUENCE OF HUMAN RELATIONS AND THE WORKING ENVIRONMENT TOWARDS EMPLOYEE WORK ETHIC (Case Study at the South Coast District Inspectorate)

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Abstract

This study aimed to analyze and prove the influence of human relations and work environment on employee work ethics in the Inspectorate Office of Pesisir Selatan District. The sampling technique used is saturated sampling, while the number of samples used for analysis is 47 people. The data analysis technique used to test the hypothesis is multiple linear regression. In this study, there are two independent variables: human relations and work environment. Based on the results of multiple linear regression analysis, it was found that the human relations variable has a positive and significant effect on work ethic, work environment has a positive and significant effect on work ethic, and human relations and work environment simultaneously has a positive and significant effect on Employee Work Ethics in the Inspectorate Office of Pantai Selatan District. South. This study provides practical recommendations to the Inspectorate Office of Pesisir Selatan District to continue to improve work ethic in the future.

Keywords: work ethics, work environment, human relations

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I. Introduction

Work ethic is an individual's view and attitude towards what he does. If individuals in organizations view their work as sublime to human existence, then the work ethic they have tends to be high. On the contrary, if the attitudes and views of the individual over his work are of low value to life, then the work ethic by itself will be low (Anoraga in Priansa, 2016). For Civil Servants, referring to Government Regulation (PP) No. 42 of 2004, improving the work ethic of civil servants is the purpose of fostering the soul of the civil servant corps, so its achievement can be done with the civil servant code of ethics, namely a guideline for the attitudes, behaviors and actions of civil servants in carrying out their work duties and daily life associations.

The formation of work ethic in an organization is influenced by several factors, including harmonious relations between employees (*human relations*), situations and physical conditions of the work environment, work security and safety for employees, social conditions in the work environment, attention to spiritual and physical, self-esteem, leadership, and incentives received by employees (Muliyani, 2019).

The South Coast District Inspectorate is tasked with assisting the Regent in formulating policies and technical planning and supervising the implementation of government management in the District and supervision of government affairs in line with laws and regulations. The implementation of the primary duties and functions of the South Coast District Inspectorate is supported by 47 Civil Servants. The results of the initial *survey* on the work ethic of employees of the South Coast District Inspectorate in December 2020 can be explained that employees' work ethic is still relatively low. This can be seen from the percentage on the work indicator is grace where 52% of employees do not want to accept negative criticism of their work, the work indicator is a mandate shows that 56% of employees do not want to do other things outside of their job responsibilities, work indicators are calls where 52% of employees do not complete work by predetermined work procedures. In addition, the work indicator is self-actualization shows that 64% of employees produce bad results in every job done, the work indicator is worship shows 56% of employees do not carry out tasks based on conscience not compulsion, work indicators are art where 44% of employees feel that *bercanda* with friends cannot get rid of boredom when working, the work indicator is honor shows that 60% of employees think the position does not make themselves valued by colleagues, and the work indicator is service shows that 48% of employees do not want to help colleagues who have difficulties while working. It can be concluded that from the results of the initial survey, employees have work ethic problems.

proved that work ethic can be improved through *human relations*. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. However, the research of Suryani & Aji (2020) still found differences in research results, namely that human relations did not significantly affect work ethic. Kaburito et al. (2020) stated that *human relations* has a significant effect on the smoothness of the cooperation process in the organization, good relations

between leaders and subordinates make it easier to understand work and provide their enthusiasm to carry out their respective duties and responsibilities. This condition is thought to affect the work ethic of employees. The survey results prove from the percentage of indicators of communication relationships with colleagues prove that 52% of employees feel that communication with colleagues is not well established and open. The behavioral relationship indicators with colleagues show that 60% of employees feel that they cannot foster a sense of brotherhood and improve work ethic. Indicators of communication relationships with superiors prove that 68% of employees find it challenging to communicate with superiors. Furthermore, the indicators of behavioral relationships with superiors prove that 60% of employees feel that their superiors do not want to listen to employee complaints.

Work environment factors also affect the work ethic of employees. A comfortable work environment will create a working group with high solidarity and high work ethic, where the ultimate goal is the formation of employee attitudes and behaviors that are by the vision and mission determined in advance to achieve organizational goals (Muliyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research Evendi et al. (2018) also proved that the work environment significantly affects work ethic. The results of the work environment survey at the South Coast District Inspectorate are still not conducive in terms of the physical work environment and non-physical work environment, 44% feel that the work environment is in the excellent category and 56% in the wrong category. This is also strengthened from the results of interviews with several employees related to the work environment, where the non-conducive work environment can be seen from the workplace conditions that do not have good air circulation. The felt workspace is sometimes too cold or hot, making employees uncomfortable while working. In addition, the uneven communication between employees and colleagues which results in debates and disputes makes the employment relationship not well established. It is not good that the work environment is a serious matter and must be improved immediately because it will affect the work ethic of employees and impact the performance of the South Coast District Inspectorate. In his research, Najib & Ramlawati (2018) stated that the condition of the physical work environment has a significant effect on work ethic, but in conjunction with Suryadin & Mistar (2020) who found that the conditions of the work environment did not have a significant effect on the work ethic of employees.

Work ethic is the morale of employees to be willing to collaborate, argue about things, or achieve that can produce something tangible and contribute to the organisation's progress (Moeheriono, 2014). Anoraga in Priansa (2016) reveals that work ethic is a view and attitude of individuals, nations, and people for their work. If an employee in an organization views his work as something noble for human existence, then his work ethic tends to be high. On the other hand, if the attitude and view of work as something that has a low value for life, the work ethic that results in itself is low. The

meaning of another work ethic is something that can increase an individual's self-esteem as a human being, then the individual tends to be active in working, diligent and bringing out all the potential that exists in him (Sutrisno, Ardiansyah (2017). An employee with a high work ethic in an organization will make himself effective in his work. The attitude of responsibility, desire and courage to make an innovation in work embodies the high work ethic of an employee. As a result, employee performance will continue to experience an increase and the resulting positive impact on the organisation's overall performance (Sugianti et al. , 2020). Sihite (2017) suggests that work ethic is a picture of employee attitudes. In other words, work ethic is an evaluative aspect of an employee's assessment of work.

Noorbaya et al. (2018) stated that *human relations* is a relationship that is established between humans who try to find, identify problems, and discuss them as a way of solving a problem, its form can be in the form of persuasive communication from employees to other employees which is carried out face-to-face in any situation and all areas of life, so that it can cause a sense of happiness and rasa satisfied on both sides. Widjaja in Sugianti et al. (2020) explained what is meant by *human relations*, namely a humanitarian relationship whose direction is towards spiritual elements in the form of traits, dispositions, behaviors of employees, personalities and other psychiatric aspects in humans are focused on happiness and heart satisfaction. Opinion Adawiyah (2019) *human relations* in an organization is persuasive communication between everyone who is in a formal structure for the achievement of goals, for example managers with employees, superiors with subordinates in other organizational structures with subordinates, or in a formal structure of leadership and those who are led. Meanwhile, manuputty's opinion (2018) *human relations* is a harmonious relationship created by awareness to prioritize common interests over individual interests.

According to Bahri (2018), the work environment is everything around the employee that can affect him in doing work. A comfortable and safe physical environment affects employee performance. The physical environment and the non-physical environment, for example, work relationships with colleagues and harmonious work relationships with superiors, also affect employee productivity and performance. Sedarmayanti (2012) stated that the work environment is all equipment and materials around the worker can be in the form of the worker himself, existing work methods, and work arrangements both individually and in groups. Another opinion Sunyoto (2015) states that the work environment is the main component that supports employee work activities. If the work environment is created conducive and able to increase employee work motivation, the employee's work results will be more optimal.

Human relations has a vital role in an organization because it is a liaison between fellow employees and employees with leaders, because by applying *human relations*, leaders and employees can communicate well with each other. Suryadin & Mistar (2020) in his research stated that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between

them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic. Research of Sugianti et al. (2020) proves that *human relations significantly* affect employees' work ethic. In their research, Najib & Ramlawati (2018) show that human relations have a positive and significant effect on employees' work ethic. Sihite (2017) stated that *human relations* have a significant effect on employee work ethic, where the better *the human relations* (human relations) felt by employees, the more it will increase the employee's work ethic and vice versa. Mulyani (2019) proves that *human relations* positively affect employees' work ethic and is expected to increase the company's work productivity.

H₁: Human relations affects the work ethic of employees of the South Coast District Inspectorate

Work ethic is a unique key to success and can be fundamental to success at the personal, social and organizational levels (Sutrisno, 2013). One of the components that affect employees' work ethic is the office work environment (Sinamo in Suryani & Aji, 2020). Environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which will shape the attitudes and behaviors of employees by the company's vision and mission to achieve its goals (Mulyani, 2019). Yonaldi et al. (2018) proved that the work environment affects employees' work ethic. Suryadin & Mistar (2020) in their research stated that the conditions of the work environment have a significant effect on work ethic. Research by Evendi et al. (2018) also proves that the work environment significantly affects work ethic.

H₂: The work environment affects the work ethic of the South Coast District Inspectorate employees.

Human relations is humane interpersonal communication in the psychological stage, where communicators do not communicate with each other understanding thoughts, feelings and taking actions together so that they can affect the work ethic of employees. Furthermore, the work environment is the overall relationship with employees in the workplace. Employees are in a work environment when working and all forms of relationships involving these employees include from the work environment. *Human relations* and the physical environment affect the work ethic of employees. This is evidenced from his previous research conducted by Najib & Ramlawati (2018) that *Human relations* and the physical work environment have a significant effect on work ethic, and in Mulyani's research (2019) it is stated that if there is an increase in *human relations variables* and the work environment, the work ethic of employees will increase. In his research, Kaburito et al. (2020) states that simultaneously human relationships and the physical work environment have a significant effect on employees' work ethic. Another study conducted by Suryadin & Mistar (2020) found that simultaneously human relations and work environment conditions significantly affect work ethic.

H₃: Human relations and the work environment simultaneously affect the work ethic of the South Coast District Inspectorate employees.

II. Material and Method

This type of research is included in the category of quantitative research with a survey approach chosen because it uses questionnaires as research instruments (Arikunto, 2013). In addition, the form of research is descriptive which aims to show the characteristics of each research variable, yes it is *human relations* (relationships between people), work environment and work ethic of Inspectorate employees South Coast District. The research population is all South Coast District Inspectorate employees, which numbers 47 people. The sampling technique is saturated sampling where all employees in the population are taken into a research sample. Therefore, the number of research samples was 47 South Coast District Inspectorate employees.

III. Results and Discussion

Validity Test

Ghozali (2016) revealed that the validity test is a tool for measuring the validity or validity of a questionnaire. The validity tester in this study used item analysis by correlating the score of each item with a total score which is the number of each item (*corrected item total correlation*) > 0.30.

Human Relation Validity Test (X₁)

Table 2.

Human Relatio Variable Validity Test Results <i>n</i> (X ₁)			
Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X1.1	0,527	0,30	Valid
X1.2	0,711	0,30	Valid
X1.3	0,711	0,30	Valid
X1.4	0,719	0,30	Valid
X1.5	0,791	0,30	Valid
X1.6	0,649	0,30	Valid
X1.7	0,528	0,30	Valid
X1.8	0,513	0,30	Valid

Source: Processed primary data, 2022

Based on Table 2 above, all *human relation* variable statements (X₁) are declared valid because the *corrected item-total correlation* (r calculate) value > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Work Environment Validity Test (X₂)

Table 3.

Work Environment Variable Validity Test Results (X ₂)			
Items	Corrected Item-Total Correlation (r calculate)	r table	Information
X2.1	0,536	0,30	Valid
X2.2	0,638	0,30	Valid
X2.3	0,722	0,30	Valid
X2.4	0,722	0,30	Valid
X2.5	0,683	0,30	Valid
X2.6	0,715	0,30	Valid
X2.7	0,597	0,30	Valid
X2.8	0,621	0,30	Valid
X2.9	0,660	0,30	Valid
X2.10	0,636	0,30	Valid
X2.11	0,511	0,30	Valid
X2.12	0,465	0,30	Valid

Source: Processed primary data, 2022

Based on Table 3 above, all statements of the Work Environment variable (X₂) are declared valid because the *corrected item-total correlation* (r calculate) value > a correlation coefficient of 0.30, so that it can be used for subsequent testing.

Work Ethic Validity Test (Y)

Table 4. Work Ethic Variable Validity Test Results (Y)			
Items	Corrected Item-Total Correlation (r calculate)	r table	Information
Y.1	0,589	0,30	Valid
Y.2	0,665	0,30	Valid
Y.3	0,625	0,30	Valid
Y.4	0,709	0,30	Valid
Y.5	0,746	0,30	Valid
Y.6	0,685	0,30	Valid
Y.7	0,580	0,30	Valid
Y.8	0,639	0,30	Valid
Y.9	0,698	0,30	Valid
Y.10	0,688	0,30	Valid
Y.11	0,569	0,30	Valid
Y.12	0,512	0,30	Valid

Y.13	0,405	0,30	Valid
Y.14	0,529	0,30	Valid
Y.15	0,445	0,30	Valid
Y.16	0,497	0,30	Valid

Source: Processed primary data, 2022

Based on Table 4 above, all statements of the Work Ethic variable (Y) are declared valid because the corrected *value of item-total correlation* (r calculate) > a correlation coefficient of 0.30, so it can be used for subsequent testing.

Reliability Test

The reliability test according to Ghazali (2016), is a measure of the consistency of the research measuring instrument, the basis of the analysis is that if the *cronbach alpha* value > 0.6, then the measuring instrument is consistent or reliable. The results of the reliability test can be seen in Table 5 below :

Table 5.
Reliability Test Results

Variable	Cronbach Alpha	Number of Items
Human relations (X_1)	0,878	Reliable
Working environment (X_2)	0,903	Reliable
Work ethic (Y)	0,912	Reliable

Source: Processed primary data, 2022

From the presentation of table 5 above, all research variables are declared reliable, where the results of the reliability test calculations, each variable, shows that *Cronbach Alpha* is more significant than 0.6. This means that the entire variable can be used for further data processing.

Normality Test

Table 6.
Normality Test Results

Unstandardized Residual	
N	47
Mean	,0000000
Std. Deviation	4,54299899
Absolute	,049
Most Extreme Differences Positive	,049
Negative	-,041
Kolmogorov-Smirnov Z	,339
Asymp. Sig. (2-tailed)	1,000
a. Test distribution is Normal.	
b. Calculated from data.	

Source: Processed primary data, 2022

From Table 6 above, the *kolmogorov-Smirnov* Z value is 0.339 with an *asympt.sig* (2 tailed) of $1,000 > 0.05$. Therefore, the normalisation results of all the variables of this study are normally distributed or the classical assumptions about the normality of the data are met.

Multicholnearity Test

Table 7.
Multicholnearity Test Results

Variable	Collinearity Statistics	
	Tolerance	VIF
<i>Human relations</i>	0,443	2,258
Working environment	0,443	2,258

Source: Primary data for processed, 2022.

Based on Table 7, it can be seen that each independent variable used has a *Tolerance* value above 0.10. Meanwhile, the *variance inflation factor* (VIF) value is below 10 so that it can be concluded that all independent variables are free from the symptoms of multicollinearity so that further stages of data processing can be immediately implemented.

Heterochedasticity Test

Table 8.
Heterochedasticity Test Results

Variable	Sig.
<i>Human relations</i>	0,647
Working environment	0,944

Source: Processed primary data, 2022

From Table 8 above, it can be seen that *human relations* and the work environment have a significance value above 0.05 so it can be concluded that all variables do not occur heteroskedasticity.

Multiple Linear Regression Analysis

Multiple regression analysis helps look at the equations of *human relations* and work environment to work ethic, which is carried out using the SPSS Version 23 program as in the following table:

Tabel 9.
Multiple Linear Regression Analysis Results

Constants and Free Variables	Regression Coefficient	Significant	Information
(Constant)	15,605	0,000	-
Human Relations	0,844	0,000	H1 Accepted
Work Environment	0,449	0,000	H2 Accepted

Source: Processed primary data, 2022

Based on the regression results from Table 9 above, the multiple linear regression equations can be determined in this study as follows:

$$Y = 15.605 + 0.844 X_1 + 0.449 X_2 + e$$

The interplay over the regression equation obtained is as follows:

1. The constant of 15.605 states that if *the variables human relations* (X_1) and work environment (X_2) are considered constant or ignored, then the work ethic (Y) is 15.605.
2. The regression coefficient of *human relations* (X_1) is 0.844 meaning that if other independent variables have a fixed value and *human relations* increases by 1 unit of weight, then the work ethic will experience an increase of 0.844, similarly in the opposite. A positive coefficient means that *human relations* positively affect work ethic.
3. The work ethic regression coefficient (X_2) is 0.449 meaning that if other independent variables have a fixed value and the work environment increases by 1 unit of weight, then the work ethic will experience an increase of 0.449, similarly in the opposite. A positive coefficient means that the work environment positively affects work ethic.

T-test (Partially)

Based on the t test carried out, it can be seen in Table 10 below:

Table 10.
Test Results t

Type	t	Sig.	Information
<i>Human relations</i>	4,534	0,000	Influential
Working environment	3,801	0,000	Influential

Source: Processed primary data, 2022

From the results of the study obtained a regression coefficient of 0.844, and the calculated t value $> t_{table}$ ($4.534 > 2.014$) with asignaling sign of $0.000 < 0.05$, then $H\alpha_1$ is accepted. It can be concluded that *human relations* have a positive and significant effect on the ethos of pegawai. The better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

From the results of the study obtained a regression coefficient of 0.449, and the calculated t value $> t_{table}$ ($3.801 > 2.014$) with a significance of $0.000 < 0.05$, then $H\alpha_2$ is accepted. It can be concluded that the work environment has a positive and significant effect on the ethos of employees. The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

F Test (Simultaneously)

Based on the F test carried out, it can be seen in Table 11 below:

Table 11.
F Test Results

Fhitung	Ftabel	Sig.	Information
68,552	3,21	0,000	Influential

Source: Processed primary data, 2022

Obtained the value of $F_{hitung} > F_{tabel}$ ($68.552 > 3.21$) with a significance of $0.000 < 0.05$ (α), then H_3 is accepted. This means that *the variables of human relations* and work environment simultaneously have a positive and significant effect on the work ethic of the South Coast District Inspectorate employees.

DISCUSSION

The Effect of *Human Relations* on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_1 = 0.000 < 0.05$ so that H_1 was accepted Therefore, human relations had a positive and significant effect on employees' work ethic of the South Coast District Inspectorate. This means that the better *the human relations*, the more the work ethic will increase. On the contrary, the less good *human relations are*, the lower the work ethic.

The results of this study are in line with research conducted by Suryadin & Mistar (2020) proving that *human relations* affects the work ethic of staffs significantly. In his research, it was explained that *human relations* is one of the essences of manajemen which is related to humans in other words the need for cooperation, the ability of a person to have a good relationship between others without being accompanied by differences between them. This will be able to create a unique view of life in a working group, where this view of life is a shaper of work ethic.

Also supported by Najib & Ramlawati (2018), their research shows that human relations have a positive and significant effect on employees' work ethic. In this study, it was explained that the high level of human relations caused employees' work ethic to increase. .

The Effect of the Work Environment on Work Ethic

The results of data analysis and the hypothesis proposed by conducting a t test obtained a *variable sig* value $X_2 = 0.000 < 0.05$ so that H_2 was accepted Therefore, the work environment had a positive and significant effect on the work ethic of employees the South Coast District Inspectorate . The more conducive the work environment, the more the work ethic will increase. Conversely, the less conducive the work environment is, the lower the work ethic.

The results of this study are in line with research conducted by Najib & Ramlawati (2018) proving that the work environment has a positive and significant effect on employees' work ethic. This research explains that the work environment is one of the main factorsthat affect work ethic because a safe, comfortable, clean work environment can create morale according to employee wishes. In this case, the physical environment is related to the facilities provided by the company and the environment around the company, such as architectural design, the amount of lighting in the workplace, arrival sounds, and facilities outside the company, otherwise it will have an impact on reducing work ethic.

In line with Mulyani's research (2019), the physical work environment has a positive and significant effect on work ethic. In his research, it was explained that the environmental conditions that make employees comfortable working will be able to create a solid workgroup and have a high work ethic, which in the end will shape the attitudes and behaviors of employees by the vision and mission of the company to achieve its goals (Mulyani, 2019).

The Effect of Human Relations and Work Environment on Work Ethic

Based on the results of multiple regression analysis by conducting an F test, a significant value of $0.000 < 0.05$ was obtained so that H_3 was accepted, which means that *human relations* and the work environment simultaneously have a positive and significant effect on the work ethic of the employees of the District Inspectorate South Coast. From the coefficient of determination test obtained, the *adjusted R square* value showed that the contribution of *human relations variables* and work environment to employees' work ethic of the South Coast District Inspectorate was 74.6%. In comparison, 25.4% was determined by other factors that were not studied, such as training, organizational culture, HR development, work discipline, communication, etc.

IV. Conclusion

In the results of the research that has been carried out, the conclusion in this study is that *human relation* has a positive and significant effect on the work ethic of the South Coast District Inspectorate employees. The better *the human relations*, the more the work ethic will increase.

The work environment has a positive and significant effect on the South Coast District Inspectorate employees' work ethic. The more conducive the work environment, the more the work ethic will increase. Meanwhile, *human relations* and work environment simultaneously have a positive and significant effect on the work ethic of employees of the South Coast District Inspectorate

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