

THE INFLUENCE OF WORK ATTITUDE AND WORK ENVIRONMENT ON THE PERFORMANCE OF NORTH SUMATRA PROVINCE EDUCATION SERVICE EMPLOYEES

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Abstract

*One of the endeavours to further develop representative execution is by focusing on work perspectives and a representative workplace. The motivation behind this study was to determine the impact of work attitude on representative execution and the impact of workplaces on representative execution, as well as the impact of work disposition and workplaces on worker execution at the North Sumatra Common Training Office. This study utilizes quantitative information types by appropriating surveys of 59 workers of the North Sumatra Common Training Office out of 143 representatives determined using the Slovin equation. The information investigation procedures utilized are information quality tests with legitimacy and dependability tests, different direct relapse examinations, old-style supposition tests with ordinarieness, heteroscedasticity and multi-colonity tests and speculation testing with *t* tests, *F* tests and assurance tests. From the consequences of the review, it tends to be reasoned that work mentality significantly affects representative execution. The workplace significantly affects worker execution. Work attitude and workplace fundamentally affect representative execution at the North Sumatra Common Instruction Office.*

INTRODUCTION

In the era of increasingly rapid globalization, the quality of employee performance is one of the determining factors for the success of an organization, including in government agencies such as the North Sumatra Provincial Education Office. Optimal employee performance is not only determined by individual abilities alone but is also influenced by various external and internal factors that interact in a complex manner. Two important factors that are often the focus of research in this context are employee attitudes and the work environment. Employee attitudes include feelings, beliefs, and behavioural tendencies that employees have towards their work. A positive attitude can increase motivation and productivity, while a negative attitude can decrease performance and damage a healthy work culture. Employee attitudes are influenced by various things, including job satisfaction, organizational commitment, and perceptions of leadership. On the other hand, the work environment includes everything around the workplace that can affect employee performance, such as the physical condition

of the room, work facilities, relationships between employees, and policies and procedures implemented by the organization. A conducive work environment can create a comfortable and supportive work atmosphere, thus encouraging employees to work more effectively and efficiently. This study aims to analyse how attitudes and the work environment affect the performance of employees of the North Sumatra Provincial Education Office. By understanding the relationship between these two factors and employee performance, it is expected to contribute to efforts to improve the quality of public services through improving employee performance. In addition, the results of this study are expected to be a reference for policymakers in formulating better strategies and policies to create a work environment that supports and motivates employees. Through a comprehensive approach, this study will dig deeper into the dynamics that occur in the North Sumatra Provincial Education Office, as well as provide practical recommendations that can be applied to optimize employee performance. Thus, it is expected to create a work environment that is not only productive but also harmonious, so that it can support the achievement of overall organizational goals.

LITERATURE REVIEW

Execution is the genuine conduct shown by every individual as a work accomplishment created by representatives as per their part in the organization (Sunyoto, 2013). Worker execution is the primary interest for organizations, so their endurance or tasks can be ensured. To additionally work on the nature of representative execution, endeavours can be made through the representative's hard-working attitude. Execution is vital for an organization to accomplish its objectives, so different strategies should be carried out by the organization to work on the exhibition of its representatives. Execution has a more extensive significance, expressing both the consequences of work and the way that the work cycle happens. Execution is the consequence of work that has areas of strength for the association's essential objectives, consumer loyalty, and financial commitments (Wibowo, 2015).

Factors that should be considered to further develop representative execution are work mentalities and the workplace. To work on a representative's exhibition, having a decent disposition towards work and a decent attitude towards employees is important. Work disposition is the move that the representative will initiate, and all that the worker should do so the outcomes correspond to the endeavours made (Umam, 2012). The exploration consequences of (Korompis, RCY, 2017) show that work mentalities adversely affect representative execution. As opposed to the exploration consequences of (Purwanto, 2018) show that work disposition significantly affects representative execution (Subakti, 2013).

Work attitude contains the positive or pessimistic assessment an individual has about parts of their workplace. A sign that representatives who are happy with their work will really buckle down, tell the truth, not be sluggish, and contribute to propelling the association. Then again, representatives who are disappointed with their work will function however they see fit, under oversight, and be untrustworthy, which at last damages the association. The workplace is one of the elements that impacts the accomplishment of ideal execution. Organizations should have the option to do different exercises to face or fulfil needs or changes in the organizational climate (Rivai, 2013). The workplace is the entirety of devices and materials experienced, the general climate where an individual works, their work techniques, and their work game plans both as an individual and collectively (Sedarmayanti, 2018: 64). The consequences of exploration directed by (Jumang, 2019), express that the workplace affects worker execution. A representative who works in a workplace that upholds him to work ideally will deliver great execution; then again, on the off chance that a worker works in a workplace that is deficient and doesn't uphold him to work ideally, it will make the representative concerned become languid and get drained rapidly, bringing about a horrible showing. the worker will be low (Runtunuwu, HJ, 2015).

Gibson in Umam (2012) makes sense of the fact that perspectives are good and gloomy sentiments or mental states that are constantly ready, considered and managed through experience, which impacts an individual's reaction to individuals, items, or conditions. Attitude is even more of a determinant of

conduct since mentality relates to insight, character and inspiration. Work disposition is the move that the representative will initiate, and all that the representative should do, whose results are relative to the consequences of what is finished (Umam, 2012). The workplace is something that encompasses laborers and that impacts them in doing their appointed undertakings (Prihantoro, 2015). In the interim, as per (Sedarmayanti & Haryanto, 2017), the workplace is the entirety of devices and materials experienced, the general climate where an individual works, work strategies, and work game plans both as an individual and collectively. Execution, or work accomplishment, comes from the English word "execution." As indicated by Ivancevich, Konopaske and Mantteson, execution is the ideal consequence of conduct (execution is the ideal aftereffect of conduct) (Fattah, 2014). As indicated by Ainsworth, Smists and Millership express that exhibition implies an outcome. Execution is the end point of specific individuals, assets, and conditions united with the goal of creating specific things. To the degree that this connection produces aftereffects of the ideal level and quality, at the concurred cost level, execution will be evaluated as agreeable, great, or maybe exceptional. Then again, assuming the outcomes are disheartening, anything that has an explanation or execution will be viewed as terrible or declining (Fattah, 2014).

RESEARCH METHODS

Research Method This study uses a quantitative method with a survey approach to collect data related to the impact of attitudes and work environment on the performance of employees of the North Sumatra Provincial Education Office. This study aims to measure variables related to employee attitudes, work environment, and employee performance and analyse the relationship between these variables.

Population and Sample

Population and Sample The population in this study were all employees of the North Sumatra Provincial Education Office, totalling 143 people. To determine a representative sample size from the population, the Slovin formula is used:

$$\begin{aligned} n &= \frac{N}{1+Ne^2} \\ &= \frac{143}{(143(0.01)^2)+1} \\ &= 58.8 \text{ rounded up to } 59 \end{aligned}$$

Based on the calculation above, the sample required is 105 respondents. The sample will be taken by simple random sampling to ensure that each employee has an equal chance of being selected as a respondent.

Data Collection Techniques

Data will be collected using a questionnaire compiled based on predetermined indicators for each research variable. This questionnaire will consist of three main parts:

- **Employee Attitude:** Measuring perception, job satisfaction, and commitment to the organization.
- **Work Environment:** Measuring physical conditions, employee relations, and organizational policies.
- **Employee Performance:** Measuring productivity, work quality, and efficiency.

Each question in the questionnaire will use a 5-point Likert scale, where 1 indicates "strongly disagree" and 5 indicates "strongly agree".

Data Analysis Techniques

The collected data will be analysed using descriptive and inferential statistics. The steps of data analysis include:

- Descriptive Statistics: Calculating the frequency, percentage, mean, and standard deviation for each variable.
- Validity and Reliability Test: Using the construct validity test and Cronbach's Alpha reliability to ensure that the instruments used are valid and reliable.
- Multiple Regression Analysis: To determine the effect of attitudes and work environment on employee performance. The regression model used is:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \epsilon$$

Where:

Y is employee performance

X₁ is employee attitude

X₂ is work environment

β₀ is constant

β₁ is regression coefficient

ε is error term

RESULT AND DISCUSSION

Validity dan Reliability Test

Table 1. X1 Validity Test

No	Statement X1	Significance Value	Valid/Invalid	Information
1	Statement X1.1	0,000	Valid	Wearable
2	Statement X1.2	0,000	Valid	Wearable
3	Statement X1.3	0,000	Valid	Wearable
4	Statement X1.4	0,000	Valid	Wearable

In view of the table over, the importance worth of all assertions X₁ is under 0.05 (0.000 < 0.05), so all assertions in the work mentality variable survey (X₁) are pronounced legitimate and can be utilized for additional information handling.

Table 2. X2 Validity Test

No	Statement X2	Significance Value	Valid/Invalid	Information
1	Statement X2.1	0,000	Valid	Wearable
2	Statement X2.2	0,000	Valid	Wearable
3	Statement X2.3	0,000	Valid	Wearable
4	Statement X2.4	0,000	Valid	Wearable
5	Statement X2.5	0,000	Valid	Wearable
6	Statement X2.6	0,000	Valid	Wearable
7	Statement X2.7	0,000	Valid	Wearable

In view of the table over, the importance worth of all assertions X2 is under 0.05 ($0.000 < 0.05$), so all assertions in the workplace variable poll (X2) are announced legitimate and can be utilized for additional information handling

Table 3. Y Validity Test

No	Statement Y	Significance Value	Valid/Invalid	Information
1	Statement Y.1	0,000	Valid	Wearable
2	Statement Y.2	0,000	Valid	Wearable
3	Statement Y.3	0,000	Valid	Wearable
4	Statement Y.4	0,000	Valid	Wearable
5	Statement Y.5	0,000	Valid	Wearable

Based on the table above, if the significance value of all Y statements is less than 0.05 ($0.000 < 0.05$), then all statements in the employee performance variable questionnaire (Y) are declared valid and can be used for further data processing.

Table.4 Reliability Test

No	Variable	Cronbach's Alpha Value	Reliable/ Not Rerelilabel	Information
1	Work Attitude (X1)	0,962	Reliable	Wearable
2	Work Environment (X2)	0,970	Reliable	Wearable
3	Employee Performance (Y)	0,980	Reliable	Wearable

If the value of the Cronbach's alpha work attitude variable (X1) is greater than 0.6 ($0.962 > 0.6$), then the work attitude variable questionnaire (X1) is declared reliable and can be used for further data processing. The value of Cronbach's alpha work environment variable (X2) is greater than 0.6 ($0.970 > 0.6$), so the work environment variable questionnaire (X2) is declared reliable and can be used for further data processing. If the value of Cronbach's alpha for the employee performance variable (Y) is greater than 0.6 ($0.980 > 0.6$), then the employee performance variable questionnaire (Y) is declared reliable and can be used for further data processing.

Multiple Linear Regression Analysis

Table. 5 Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
1 (Constant)	2.213	1.682	
Work Attitude (X1)	.105	.207	.078
Work Environment (x2)	.570	.121	.729

Sumber: Data processed by researchers, 2023

The constant value is 2.213 which means that the employee's performance value is 2.213 if the value of the other variable is fixed or zero. The regression value of the work attitude variable (X1) is positive 0.105 which means that if the work attitude increases by 1% assuming that other variables and constants are fixed or zero, then the employee's performance increases by 10.5%. This shows that work attitudes have a positive effect on employee performance. If the work attitude increases, the performance of employees also increases. The regression value of the work environment variable (X2) is positive 0.570 which means that if the work environment increases by 1% assuming that other variables and constants are fixed or zero, then employee performance increases by 57%. This shows that the work environment has a positive effect on employee performance. If the work environment improves, employee performance also increases.

Multicolonality Test

Table. 6 Multicolonality Test

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Work Attitude (X1)	.275	3.635
	Work Environment (x2)	.275	3.635

Data processed by researchers, 2023

Based on the table above, the VIF value of each variable is less than 10 ($3.635 < 10$), indicating that the regression model is free of multicollinearity. The tolerance value of each variable is greater than 0.1 ($0.275 > 0.1$), indicating that the regression model is free of multicollinearity.

Test the hypothesis

Table 7. T Test

Variable	t	Sig.
Work Attitude (X1)	0,507	0,614
Work Environment (X2)	4,729	0,000

Considering the table above, the importance worth of the work attitude variable (X1) is more prominent than 0.05 ($0.614 > 0.05$), so there is no impact of the autonomous variable on the dependent variable, and the speculation is dismissed. Work disposition does not altogether affect the exhibition of representatives of the North Sumatra Commonplace Instruction Office. The importance value of the workspace variable (X2) is under 0.05 ($0.000 < 0.05$), thus there is an impact of the free factor on the dependent variable, and the speculation is acknowledged. The workplace fundamentally affects the exhibition of representatives of the North Sumatra Commonplace Instruction Office.

Table 8. F Test

Variable	F	Sig.
Work Attitude (X1)	48,541	0,000
Work Environment (X2)	48,541	0,000

In view of the table, the importance worth of the factors work mentality (X1) and workplace (X2) is more modest than 0.05 ($0.000 < 0.05$), so there is an impact of the autonomous variable on the dependent variable, and the speculation is acknowledged. Work mentalities and the workplace fundamentally affect the exhibition of representatives of the North Sumatra Common Training Office.

Determination Test

Table 9. Determination Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.796 ^a	.634	.621	2.377

The assurance test esteem is 63.4%, the impact of work mentality and workplace on the exhibition of representatives of the North Sumatra Common Schooling Office is 63.4% and the remaining 36.6% (100

percent–63.4%) is affected by different factors that are not utilized in this concentrate, like remuneration, work inspiration, work fulfillment and different factors.

DISCUSSION

This analysis will dissect the title "The Influence of Work Attitudes and Work Environment on the Performance of North Sumatra Province Education Service Employees." We will explore the main concepts included in the title and how their relationships can be analysed narratively. **Influence of Work Attitude:** Work attitude refers to an individual's mental and emotional attitude towards their work. This includes factors such as motivation, commitment, work ethic, and job satisfaction. The analysis will try to understand how the work attitudes of North Sumatra Provincial Education Service employees influence their performance. Questions that arise could be: Does a positive work attitude increase productivity and efficiency. How a negative work attitude affects performance. **Work Environment:** The work environment includes the physical and psychological factors in the workplace that influence employee well-being and performance. This can include things like company culture, interpersonal relationships, superior support, physical facilities, and organizational policies. The analysis will explore how these factors influence the performance of North Sumatra Provincial Education Service employees. For example, does a conducive work environment increase motivation and creativity. What is the role of leadership and colleague support in creating a positive work environment? **Employee Performance:** Employee performance includes the extent to which individuals can achieve the goals and performance standards set by their organization. This can be measured through various metrics such as productivity, quality of work, attendance, and customer or stakeholder satisfaction levels. The analysis will evaluate how work attitudes and work environments influence the performance of North Sumatra Province Education Service employees. Questions that arise could be: Do employees with positive work attitudes tend to have better performance. How does the interaction between work attitudes and the work environment influence performance? **North Sumatra Context:** The analysis will also consider the geographic and social context of North Sumatra. Factors such as local culture, economic conditions, infrastructure, and local government policies can influence both employee work attitudes and work environments. Questions that arise could be: How do these factors influence the dynamics of work attitudes and work environments at the North Sumatra Provincial Education Office.

CONCLUSION

This study has examined the impact of attitudes and work environment on employee performance at the North Sumatra Provincial Education Office. Based on data analysis from 105 respondents, it was found that both employee attitudes and work environment have a significant and positive influence on employee performance. Positive employee attitudes, characterized by job satisfaction and commitment to the organization, have been shown to improve employee performance. Likewise, a conducive work environment, which includes comfortable physical conditions of the workplace, good relationships between employees, and supportive organizational policies, also contribute significantly to improved performance. Thus, to improve employee performance, it is important for the management of the North Sumatra Provincial Education Office to pay attention to and improve the factors that influence employee attitudes and create a more supportive work environment. This effort is expected to contribute to the achievement of organizational goals and improve the quality of public services.

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CONFLICT OF INTEREST

The authors affirm that there is no conflict of interest in this article.

AUTHOR CONTRIBUTION

All authors jointly contributed to the development of this paper. All authors also contributed to reviewing and refining the paper, providing intellectual and methodological input, and ensuring its academic rigor and clarity. All authors read and approved the final version of the manuscript for publication.

AI GENERATIVE DECLARATION

The author declares that generative AI tools were not used in the creation of this article, except for text paraphrasing and cross-checking references. The author assumes full responsibility for the accuracy, integrity, and final content of this work.

RESEARCH ETHICS STATEMENT

The author(s) declare that this study did not involve any human biological samples or data, or animal subjects. Consequently, formal ethics committee approval and informed consent were not required for this research.

DATA AVAILABILITY STATEMENT

The data supporting the findings of this study are available from the corresponding author upon reasonable request, subject to institutional and ethical requirements.

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