



# THE INFLUENCE OF WORK FACILITIES AND WORK ABILITY ON EMPLOYEE PRODUCTIVITY AT BANK CENTRAL ASIA Tbk MANDONGA BRANCH IN KENDARI CITY

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## ABSTRACT

This study aims to determine and explain the effect of work facilities and work ability on employee productivity at Bank BCA KCP Mandonga, Kendari City. The population in this study is all the whole employees at Bank BCA Mandonga in the city of Kendari. The number of samples in this study was 40 employees. This study uses multiple linear regression analysis. The results showed that: (1) work facilities and work ability have a positive and significant effect on employee productivity. (2) Work facilities have a positive and significant effect on employee productivity. (3) Work ability has a positive and significant effect on employee productivity.

**Keywords:** *Work Facilities, Work Ability, Employee Productivity*

## INTRODUCTION

One of the criteria often used to determine the development of a country or region is economic growth. In creating large economic growth, it is inseparable from the production system in a country which consists of 3 components, namely natural resources, capital, and human resources which are factors of production. Growth in the quality and quantity of production factors and technological developments are the roots of economic growth that can increase national economic productivity in the long run. This is one of the reasons why many countries are currently competing to increase their productivity (Arsyad, 2019).

Energy productivity work in Indonesia is still relatively low when compared to other countries. Based on the 2020 World Economic Forum (WEF) report, Indonesia's competitiveness and economic growth are still lower than neighboring countries in Southeast Asia, such as Thailand, Malaysia, and Singapore. Energy productivity work in Indonesia is in position number 59 among 138 countries. This low labor productivity is strongly

influenced by work facilities, income, high unemployment, and the low average education of the Indonesian workforce.

Employee productivity is the result of work that can be achieved by an employee in an organization or company under their authority and responsibility to achieve organizational goals. Of course, employee productivity is influenced by various factors. The factors that serve as indicators of employee productivity are divided into two, namely internal and external factors.

Internal factors are factors related to the nature and ability of individuals to solve work problems. While external factors are salary, co-worker behavior, work climate, and work facilities (Karisma, 2020).

Effective use of work facilities will facilitate the implementation of work so that the work results obtained will be maximized. Vice versa work facilities that are not available properly will hinder the work of employees. The availability of facilities will greatly affect the work productivity of employees. Where the facility itself is a facility that is a must for an agency to provide it (Anam, 2020). This is what was explained by Komariah (2019) where the work facility is very important for the organization because it can support employee work productivity. Work facilities are supporting facilities in physical organizational activities, are used in normal organizational activities, have a relatively permanent term of use, and provide benefits for the future.

Effective use of work facilities will be able to facilitate the implementation of employee work so that the work results obtained will be maximized. On the other hand, work facilities that are not effectively available will hinder the work of employees (Komariah, 2019).

Ability (abilities) can also affect work productivity. Because the ability serves as a driving force for improvement, will, action, or deed. Employees who have good skills will produce good work productivity to improve work productivity. Measuring ability will usually be a complicated thing because it will involve individual factors.

According to Hasibuan (2019), the ability is a gift that is used as a driving force to work effectively and integrated with all efforts to achieve job satisfaction. A person's abilities are positively correlated with quality of work life, quality of life, productivity, and general well-being.

The importance of work ability as the foundation of an employee in increasing the capacity possessed by a person in carrying out tasks related to his work. According to Pertiwi (2019), all individual abilities are essentially composed of two sets of factors, namely intellectual abilities, and physical abilities.

Intellectual ability is the ability required for mental activity. The seven dimensions that make up intellectual abilities are numeracy skills, verbal comprehension, perceptual skills, inductive reasoning, spatial visualization, and memory retention. Physical ability is based on nine dimensions in carrying out physical tasks, namely dynamic strength, body strength, static strength, strength, extended flexibility, dynamic flexibility, body coordination, balance, and stamina. With the ability of a good person, even difficult work can be completed. This means that in completing a job, there must be the ability that is owned and used by someone.

However, based on initial observations made by researchers from February 5 to February 10 2022 regarding the provision of facilities, capabilities, and work productivity of employees at the BCA KCP Mandonga Office, Kendari City, researchers found that the provision of facilities did not meet the expectations of employees at the BCA KCP Mandonga Office Kendall City.

If a division is made based on the organizational structure, then the existing structure consists of 6 (six) sections, namely the Head of KCP, Head of Finance, Head of General Affairs, Head of Personnel, Back Office, and Services. The facilities obtained: The head of KCP gets the facilities of an assistant secretary, an official car, salary, and overtime benefits, as well as 1 separate office room with a size of 6 x 8 M<sup>2</sup>, the Head of Finance gets a shuttle car facility from the office, salary and overtime allowances, a staff of 15 people and a room that functions together with the staff of 12 x 8 meters, the Head of General Affairs gets shuttle car facilities from the office, salary, and overtime allowances, a staff of 10 people and a room that functions together with the staff of 9 x 8 meters,

Based on the data and observations above, the researchers found that there was no match between the availability of workspace and the number of room users based on the organizational structure and the total number of employees, totaling 58 people. In addition, there is still a lack of employee work equipment, such as

the availability of furniture, chairs, and tables for employees so they have to take turns using them, there is still a lack of employee work equipment, such as the availability of computers and printers in each section (especially in the General and Personnel Sections), there is no room support for staff to rest during the day, and there are no official vehicle facilities and infrastructure for ordinary employees to pick up and drop off, while most employees have very far homes, and required to be on time to be able to come in the morning at the office. The lack of the above facilities was recognized by the employees of the BCA KCP Mandonga Kendari City, which greatly affected their productivity. This is with what was explained by Listyani (2016) who said the lack of work facilities can greatly affect the ability of employees because to support and improve employee abilities, it is necessary to have supporting facilities in the form of facilities.

Apart from the inadequate facilities, the low work productivity of employees can be seen from the less optimal quality of work of employees, for example, the quality of work produced is not under predetermined operational standards. One example is that employees still make mistakes at work so the work carried out sometimes requires repeated repairs, which results in a waste of time, effort, materials, and budget costs. As well as the less than optimal quality of employee work, for example, there are still employees who complete a job not fully under a predetermined target time. Looking at the ability of employees, which is supported by the level of education where employees are in the SMA – S2 range with more high school graduates than S1 and S2 graduates.

## LITERATURE REVIEW

### Facility Concept

According to Riva'i (2018), facilities are anything that can facilitate efforts and expedite work to achieve a goal or anything that can facilitate and expedite the implementation of a business can be in the form of goods or money. Arikunto (2016) argues that facilities are defined as anything that can facilitate and expedite the implementation of all efforts. According to Kotler (2015), facilities can be in the form of goods or money, exemplified by the existing facilities in a company where the facilities available will greatly affect the smooth process of a company or banking institution. Meanwhile, according to Subroto (2015), facilities are anything that can facilitate and expedite the implementation of a business in the form of goods or money.

Effective work facilities will facilitate the implementation of work and will greatly affect employee work productivity. Where the facility itself is a facility that is a must for an agency to provide it (Anam, 2020).

Another definition also explains that facilities are everything occupied and in demand by employees, both directly related to work and for the smooth running of work. Thus an employee cannot do the work assigned to him without working tools. So it can be concluded that facilities are everything in the form of facilities and tools used to facilitate the work of employees in carrying out their duties Riva'i (2018).

### Ability Concept

According to Robbins (2017), the ability is the capacity of an individual to perform various tasks in a job. Furthermore, the totality of the abilities of an individual is essentially composed of two sets of factors, namely intellectual abilities and physical abilities. Intellectual ability is the ability to carry out mental activities. Physical ability is the ability needed to perform tasks that require stamina, dexterity, strength, and similar talents. According to Livingstone, as quoted by Stoner (2018), this ability can and should be taught. Therefore in increasing resources, especially human resources, the role of science and technology as one of the development instruments to increase efficiency and effectiveness in various organizations, highly needed personnel who have the ability in their respective fields of work. According to Hasibuan in the book "Human Resource Management" states that ability is a provision of the driving force to work effectively and integrated with all its efforts to achieve job satisfaction. Tsauro (2018) stated that a person's abilities including potential or intellectual abilities are intelligence abilities.

The ability of employees in a company shows the potential to carry out tasks/jobs. Work ability is a dynamic aspect, determination to build, as well as individual characteristics that have been systematically and negatively correlated with age, and also systematically positively correlated with quality of work life, quality of

life, productivity, and general well-being (Fernandes et al, 2019).

### **Productivity Concept**

Productivity is the ratio or ratio between the results of activities (output, output) and all sacrifices (costs) to realize these results (input, input) (Kussriyanto, 2018). Inputs can include production costs (production costs) and equipment costs (equipment costs). Meanwhile, the output can consist of sales, earnings, market share, and defects (Gomes, 2015).

Labor productivity is one measure of the company in achieving its goals. Human resources are the most strategic element in the organization and must be recognized and accepted by management. Increasing work productivity is only possible for humans (Siagian, 2018). Therefore labor is an important factor in measuring productivity. This is caused by two things, among others; first, because of the large costs sacrificed for labor as part of the largest cost for procuring products or services; secondly, due to input on other factors such as capital (Kussriyanto, 2019).

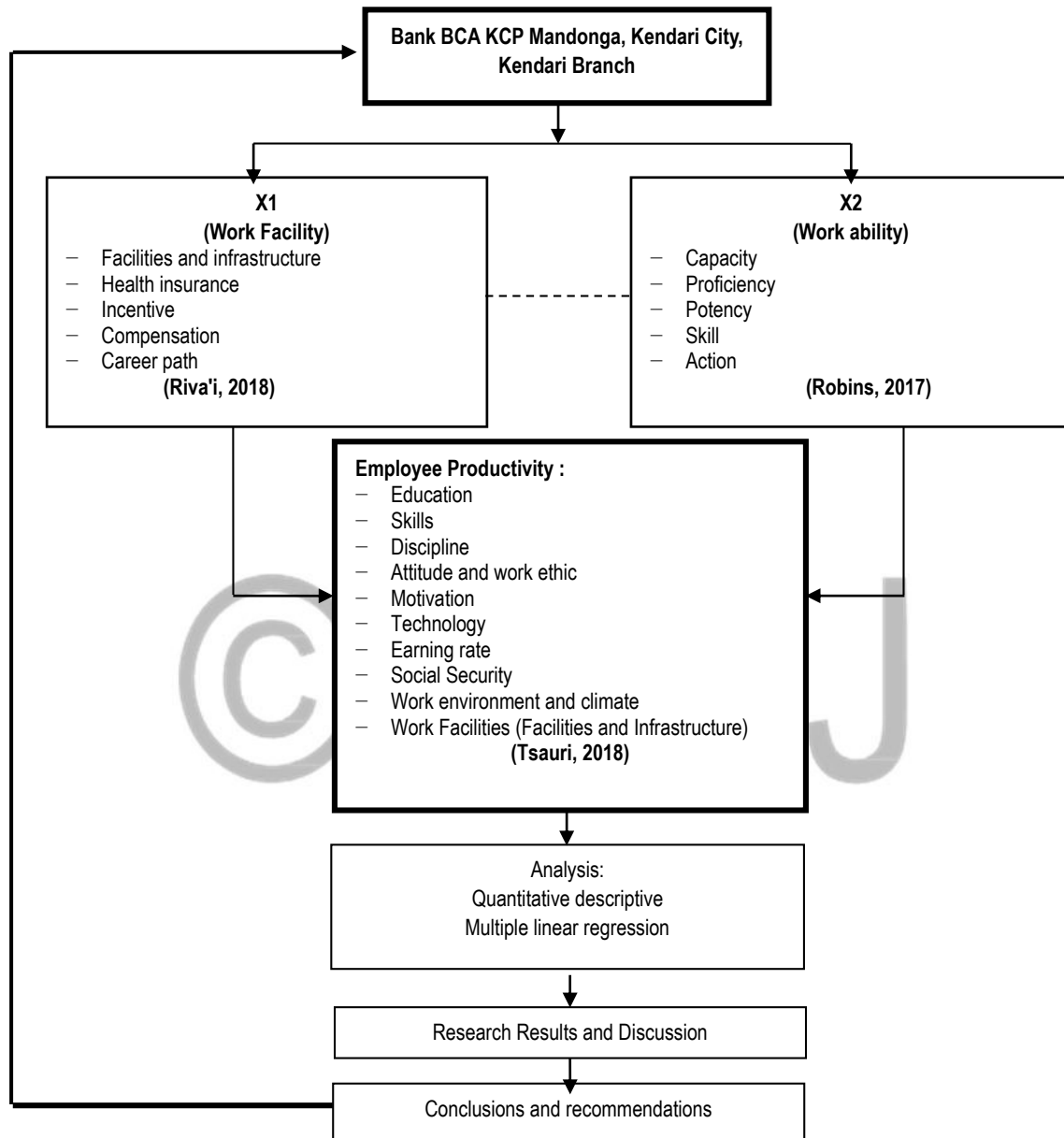
According to Siagian (2018), productivity contains an understanding related to economic, philosophical, and system concepts. As an economic concept, productivity relates to business or human activities to produce goods or services that are useful for meeting human needs and society in general. As a philosophical concept, productivity contains a view of life and a mental attitude that always strives to improve the quality of life where today's conditions must be better than yesterday, and the quality of tomorrow's life must be better than today. This is what encourages you to try and develop yourself. While the concept of the system provides a guideline for thinking that the achievement of a goal must have cooperation or integration of the relevant elements as a system. It can be said that productivity is the comparison between the results of an employee's work with the sacrifices that have been incurred. Robbin's opinion (2017) that productivity is the ability to get the maximum benefit from the available facilities and infrastructure by producing optimal output, even if possible the maximum.

### **Conceptual Framework**

Effective use of work facilities will facilitate the implementation of work so that the work results obtained will be maximized. Vice versa work facilities that are not available properly will hinder the work of employees. The availability of facilities will greatly affect the work productivity of employees. Effective use of work facilities will be able to facilitate the implementation of employee work so that the work results obtained will be maximized. On the other hand, work facilities that are not available effectively will hinder the work of employees.

Ability (abilities) can also affect work productivity. Because the ability serves as a driving force for improvement, will, action, or deed. Employees who have good skills will produce good work productivity to improve work productivity. Some of the above are important aspects for employees at Bank BCA KCP Mandonga, Kendari City. These aspects are reviewed based on several existing indicators of work facilities and work capabilities, to review the positive and significant impact on employee productivity.

Figure 1. Research Conceptual Framework



Information :

- > = Simultaneous Influence
- > = Partial Effect

## Hypothesis

Based on theoretical studies and empirical studies, the hypotheses proposed in this study are as follows:

1. H1: Work facilities and work ability have a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.
2. H2: Work facilities have a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.
3. H3: Work ability has a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.

## RESEARCH METHODS

### Research Design

This type of research is quantitative research. With an approach using quantitative methods where to examine populations or samples, data collection is carried out using measuring instruments (research instruments) that are quantitative, namely survey research methods to obtain data that occurs on past or present, in this study the influence of facilities and motivation on employee work productivity, because later we will find out how much influence the facilities and abilities of employees at Bank BCA have on employee work productivity. Data collection techniques by observation (interviews and questionnaires).

### Population and Research Sample

According to Sugiyono (2018), the population is a generalized area consisting of objects or subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions. Based on the definition above, the population in this study is all employees at Bank BCA KCP Mandonga in Kendari city which totaled 40 people. The sampling technique uses a non-probability sampling technique, namely saturated sampling (Census), namely the sampling method with all members of the population being sampled so that the sample is 40 people at Bank BCA KCP Mandonga, Kendari City.

### Data Types and Sources

#### Data Type

The type of data used in this study are:

1. Quantitative data is data that is measurable and can be seen in the form of numbers, such as data on the age of the respondent, class, and years of service. (Sugiyono, 2018).
2. Qualitative data is data that is not measurable which can be seen in the form of statements, opinions, and responses of respondents (Sugiyono, 2018).

#### Data Source

Sources of data collected in this study are as follows:

1. Primary data, namely data sourced from Bank BCA KCP Mandonga Kendari City in the form of work capacity and work ability of employees.
2. Secondary data, namely data sourced from reports BCA KCP Mandonga Kendari City has been published in the form of office profiles (brief history, organizational structure, job descriptions, and employee conditions).

#### Data Collection Technique

The data collection method to be used in this study is as follows:

1. Questionnaires, namely data collection techniques through distributing questionnaires (list of questions) given to respondents.

2. Documentation namely retrieves data from Bank BCA KCP Mandonga Kendari City which is relevant to research.
3. Interview, namely by conducting questions and answers with employees from Bank BCA KCP Mandonga Kendari City.

## Data Analysis Technique

### Multiple Linear Regression

Before carrying out the multiple linear regression test, the classical assumption test is first used as a condition for using regression analysis as follows:

1. Data Normality Test

According to Ghozali (2016), the normality test aims to test whether the confounding or residual variables in the regression model have a normal distribution. There are two ways to detect whether the residuals are normally distributed or not, namely through graphical analysis and statistical tests. The detection of normality statistically is by using the Kolmogorov-Smirnov test with a significance level of 0.05. For simplicity, this test can be done by looking at the profitability of the Kolmogorov-Smirnov Z statistic. If the profitability of the Z statistic is less than 0.05, the residual value in a regression is not normally distributed (Ghozali, 2016).

2. Data Multicollinearity Test

This test aims to test a model whether, in a regression model, a correlation is found between the independent variables. This linear effect between the independent variables is called multicollinearity. A good regression model should not correlate with independent variables. The purpose of this test is to avoid quirks in the picking process. The conclusion regarding the effect of the partial test of each independent variable on the dependent variable. Detection for multicollinearity in a model is if the variance inflation factor (VIF) value is  $< 10$  and the tolerance value is  $> 1$ , then the model can be said to be multicollinearity.

3. Data Heteroscedasticity Test

The heteroscedasticity test aims to test whether, in the regression model, there is an inequality of variance from the residuals of one observation to another. If the variance from the residual of one observation to another observation remains, then it is called Homoscedasticity and if it is different it is called Heteroscedasticity (Ghozali, 2016).

4. Linearity Test

According to Prayitno (2015), The linearity test aims to determine whether the research variable is linear or not significantly related. This test is used as a requirement in correlation or linear regression analysis. Linearity testing in this study used a Test for linearity at a significant level of 0.05. The research variable is said to have a linear relationship if the significance (Linearity) is less than 0.05.

After carrying out the classical assumption test, to determine the influence of the influences among the research variables, multiple linear regression analysis techniques were used using SPSS 16 software for windows.

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \dots + \beta_nX_n + e \text{ (Supranto, 2011)}$$

Where :

Y	=dependent variable
$\beta_0$	= Constant
$X_1, \dots, X_n$	= Independent variable it-i (i = 1,2,3,.....,n)
$\beta_1, \dots, \beta_n$	= Regression coefficient of each variable $X_1$ (i = 1, 2, 3 ..... n)
e	= Error factor/error rate

**RESULTS AND DISCUSSIONS**

**Normality Test Results**

The data normality test is one of the prerequisites for testing the hypothesis in this study. The normality test is meant to find out whether the data on mathematics learning outcomes of students who are taught by online learning and students who are taught by offline learning is normally distributed or not. The normality test in this study used the Kolmogrov-Smirnov test using SPSS 20 software. The results of the normality test in this study are presented in Figure 1 below.

**Table 1. Normality Test Results  
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residuals
N		40
Normal Parameters, b	Means	,0000000
	std. Deviation	1.75966796
Most Extreme Differences	absolute	,126
	Positive	,126
	Negative	-,119
Test Statistics		,126
asymp. Sig. (2-tailed)		,110c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Based on table 1 a significance value of 0.110 is obtained, it can be concluded that the data in this study are normally distributed because the resulting significance value is > 0.05.

**Data Multicollinearity Test Results**

This test aims to test a model whether, in a regression model, a correlation is found between the independent variables. This linear effect between the independent variables is called multicollinearity. A good regression model should not correlate with independent variables. The purpose of this test is to avoid quirks in the picking process. The multicollinearity test in this study used SPSS 20 software. The results of the multicollinearity test in this study are presented in table 2 below.

**Table 2. Multicollinearity Test Results  
Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	std. Error	Betas			tolerance	VIF
(Constant)	17,761	2,311		7,686	,000		
work facilities	,283	,059	,459	4,843	,000	,625	1,600
work ability	,381	,068	,532	5,608	,000	,625	1,600

a. Dependent Variable: employee productivity



Based on table 2, the value of the variance inflation factor is  $1.600 < 10$  and the tolerance value is  $0.625 > 0.1$ . It can be concluded that the data model in this study is multicollinearity.

### Data Heteroscedasticity Test Results

The heteroscedasticity test aims to test whether, in the regression model, there is an inequality of variance from the residuals of one observation to another. If the variance of the residual from one observation to another observation remains, then it is called Homoscedasticity and if it is different it is called Heteroscedasticity. The heteroscedasticity test of the data in this study used SPSS 20 software. The results of the data heteroscedasticity test in this study are presented in table 3 below.

**Table 3. Heteroscedasticity Test Results**  
**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		
(Constant)	4,576	1,000		4,577	,000
work facilities	,007	,025	.049	,267	,791
work ability	-.082	,029	-.511	-2,804	.080

a. Dependent Variable: Abs\_ut

Based on table 3, it can be seen that the calculation results for each variable show a sig level  $> 0.05$ , namely 0.791 for the employee facilities variable and 0.080 for the employee ability variable, so this study is free from heteroscedasticity.

### Linearity Test Results

The linearity test aims to determine whether the research variable is linear or not significantly related. This test is used as a requirement in correlation or linear regression analysis. The data linearity test in this study used SPSS 20 software. The results of the data linearity test in this study are presented in table 4. below.

**Table 4. Linearity Test Results**  
**ANOVA Table**

		Sum of Squares	df	MeanSquare	F	Sig.
Between Groups	(Combined)	109,761	35	3,136	1,140	,512
	Linearity	,000	1	,000	,000	1,000
	Deviation from Linearity	109,761	34	3,228	1.174	,497
Within Groups		11,000	4	2,750		
Total		120,761	39			

Based on table 4, the significance value of linearity in this study was obtained, namely  $1.000 > 0.05$ , so it can be concluded that there is a linear relationship between the independent and dependent variables.

## DISCUSSION

### Effect of Work Facilities on Employee Productivity

The results of testing the effect of work facilities on employee productivity can be proven by work facilities having a positive and significant effect on employee productivity at Bank BCA KCP Mandonga

Kendari City, this is shown by the positive regression coefficient, and the significance value  $<0.05$ . This means that the path coefficient is positive and has a significant effect. Thus it can be said that the second hypothesis in this study is accepted. This means that the better the work facilities, the better employee productivity at Bank BCA KCP Mandonga, Kendari City. It can be concluded work facilities have a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.

The results of this study are in line with the opinion expressed by Anam (2020) that effective work facilities will facilitate the implementation of work and will greatly affect employee work productivity. Where the facility itself is a means which is a must for an agency to provide it.

The results of this study are also in line with the results of research conducted by Komariah (2019), that the results of the research are related to the Effect of Work Facilities on Employee Work Productivity in the Family Planning Population Control Service for Women's Empowerment and Child Protection in Ciamis Regency. The results of the study show that there is a positive influence between work facilities on employee work productivity in the family planning population control service for women's empowerment and child protection in Ciamis Regency.

This is also in line with the results of research conducted by Nurul Jihan Pratiwi (2019) concerning the Influence of Work Facilities on Employee Performance at the Secretariat Section of the Regional Financial Management Agency of South Sulawesi Province. The results showed that there was a positive and significant influence on the use of work facilities on employee performance at the Secretariat of the Regional Financial Management Agency, South Sulawesi Province. The results of simple linear regression analysis show that there is an effect of work facilities on employee performance at the Secretariat Section of the Regional Financial Management Board of South Sulawesi Province.

### **The Effect of Employee Capabilities on Employee Productivity**

The results of testing the effect of employee abilities on employee productivity can prove by work ability has a positive and significant effect on employee productivity at Bank BCA KCP Mandonga Kendari City, this is shown by the positive regression coefficient, and the significance value  $<0.05$ . This means that the path coefficient is positive and has a significant effect. Thus it can be said that the third hypothesis in this study is accepted. This means that increasing work ability will increase employee productivity at Bank BCA KCP Mandonga, Kendari City. It can be concluded work ability has a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.

The results of this study are in line with the opinion expressed by Fernandes et al (2019) that the ability of employees in a company shows the potential to carry out tasks/jobs. Workability is a dynamic aspect, a determination to build, and also an individual characteristic that has been systematically and positively correlated with age, and also systematically positively correlated with quality of work life, quality of life, productivity, and general well-being.

The results of this study are in line with the results of research conducted by Senen (2008), that the results of research related to the effect of work motivation and work ability of employees on employee work productivity at PT. Safilindo Gems. Obtained research results that employee motivation affects employee work productivity. Employee work ability affects employee work productivity. Employee motivation and work ability have a positive effect on employee productivity, either partially, or simultaneously.

## **CONCLUSION AND SUGGESTION**

### **Conclusion**

Based on the results of the analysis and discussion in this study, it can be concluded that.

1. Work facilities have a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.
2. Work ability has a positive and significant effect on employee productivity at Bank BCA KCP Mandonga, Kendari City.

3. Work facilities and work ability have a positive and significant effect on employee productivity at Bank BCA KCP Mandonga Kendari City.

### Suggestion

Based on the results of data analysis, discussion, and conclusions of this study, suggestions that can be put forward are:

1. Management of Bank BCA KCP Mandonga needs to improve work facilities by providing work facilities and pre-work facilities as well as increasing intensive provision.
2. For employees of Bank BCA KCP Mandonga, Kendari City, to further improve their work skills by increasing their ability to think and act quickly and accurately in solving problems and always do the work given by their superiors neatly and thoroughly so that all desired aspects can be fulfilled, such as work facilities.
3. Further research is suggested to develop other variable dimensions. As a reference material for future researchers who are expected to expand even more from previous studies both the variables and objects to be studied.

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