

The Influence of Human Relations and Physical Environmental Conditions on Employee Performance Through Work Ethic at The Department of Cooperations in The City of Binjai

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Abstract

The purpose of this study was to determine and analyze the influence of human relations and physical environmental conditions on employee performance mediated by work ethic at the Binjai City Cooperative Office. This research was carried out at the Binjai City Cooperative Office. The type of research is associative quantitative. The population in this study was 50 employees with ASN and honorary status at the Binjai City Cooperative Service Office. The sampling technique in this research uses a saturated sample where the entire population is sampled. The results of this study indicate that Human Relations has a significant influence on employee performance with a T statistic > 1.96 and a P value < 0.05. However, the physical condition of the environment does not have a significant influence on employee performance because the T statistic value is < 1.96 and the P value is > 0.05. Work ethic is proven to have a significant influence on employee performance, where increasing work ethic is related to increasing employee performance. Furthermore, mediation analysis shows that work ethics do not have a mediating effect in the relationship between Human Relations and employee performance, as well as between physical environmental conditions and employee performance. These results indicate that although there is a relationship between these factors, the role of work ethics in bridging their influence on employee performance is not observed. These findings provide important insights for organizational management in understanding the factors that influence employee performance. This research also contributes to the understanding of the mediating mechanisms of work ethic in the context of the relationship between certain factors and employee performance. Even though the physical condition of the environment does not have a significant impact, this research emphasizes the importance of maintaining and improving Human Relations and fostering a positive work ethic in order to improve employee performance within the Binjai City Cooperative Office.

Keywords: Human relations, environmental physical conditions, Work ethic, Employee Performance.

INTRODUCTION

Human relations are all forms of relationships, both formal and non-formal, carried out by leaders towards subordinates, by subordinates towards fellow subordinates in an effort to foster intimate and harmonious cooperation to achieve predetermined goals (Musaneff, 2004). In other words, the human relations factor plays an important role as a medium for human interpersonal communication that has entered the psychological stage of understanding each other's thoughts, feelings and taking joint actions. If we want to create communication that is full of intimacy which is preceded by the exchange of information about identity and personal problems of a social nature, then communication is something that must be considered.

The phenomenon that occurs at the Binjai City Cooperatives Service is that employees do not have good human relations, resulting in a bad work environment. In addition, there is a team work ethic that is not good so that it often creates disputes between employees, the many problems that occur in organizations are due to a lack of interaction between employees and frequent disputes caused by different opinions and a lack of work ethics.

According to (Effendy, 2013) human relationship is translated as human relations. The central point of human relations is humans, so it is not too wrong if there are people who translate it into human relations. Human relations is a condition for the success of communication between individuals and communication within the agency organization.

To measure the level of good human relations there are several indicators as disclosed (Effendy, 2013) that is:

- 1) There is communication. To be able to build cooperation in a team, communication between members is needed so that common goals can be achieved.
- 2) There is direction. Direction (directing) is the process of giving assignments, orders, instructions that make staff able to understand the wishes of the leadership of the organization and this direction makes staff contribute effectively and efficiently to achieve goals.
- 3) There is openness. The openness that will be explained means that openness must always be accompanied by wisdom and if there is too much communication it can lead and give rise to misunderstandings.
- 4) There is an attitude of mutual respect. Employees also really want their work to be appreciated, even though it is actually their obligation to work as hard as they can. For example, giving rewards in the form of promotion, in the form of bonuses, or in the form of goods.
- 5) There is loyalty. A company will be able to grow rapidly if its employees have high work loyalty. Individuals with high loyalty have a great desire to remain in the organization.

A conducive work environment provides a sense of security and allows employees to work optimally. If employees like the work environment, then the employee will feel at home at work, carrying out their activities so that working time is utilized effectively. According to Rivai in (Khoiri, 2013) The physical work environment is an element of the organization as a social system that has a strong influence on the formation of individual behavior in organizations and influences organizational performance. A conducive work environment provides a sense of security and allows employees to work optimally.

According to (Sedarmayanti, 2017) states that the physical condition of the environment is the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and his work

arrangements both as individuals and as a group. The work environment can be divided into two, namely the physical work environment and the non-physical work environment.

According to (Sedarmayanti, 2009) Factors that can influence the formation of a good physical condition of the work environment are related to the ability of employees, including:

- 1) Color is an important factor in increasing the work efficiency of employees. Especially color will affect their mental state. By using the right colors on the walls and other equipment, employees will be happy and calm at work.
- 2) The cleanliness of the work environment can indirectly affect a person at work, because if the work environment is clean then employees will feel comfortable doing their job.
- 3) Lighting in this case is not limited to electric lighting, but also sunlight. In carrying out the duties of employees requires sufficient lighting, if the work carried out requires accuracy.
- 4) Sufficient air exchange will increase the physical freshness of employees, because if there is sufficient ventilation, employee health will be guaranteed.
- 5) Guarantees of security create peace of mind. Security for one's own safety is often interpreted as limited to work safety,
- 6) Noise is a nuisance to a person because of noise, then concentration at work will be disturbed.
- 7) Spatial layout is the arrangement in the workspace that usually affects employee comfort at work.

The indicators of the physical condition of the environment which are used as benchmarks in this study refer to opinions (Sedarmayanti, 2009) as follows:

- 1) Lighting/light in the workplace Light or illumination
- 2) Air circulation in the workplace
- 3) Noise at work
- 4) Bad smell at work
- 5) Safety at work.

Work ethic is an overall element consisting of: personality, confidence, to achieve optimal results (Tasmara, 2002). While employee performance is an urgent matter, because the company's progress can be said to be good depending on employee performance because a company cannot be separated from employee performance. (Hasibuan, Malayu SP, 2017) explains that performance is the result of work achieved by a person in carrying out the tasks assigned to him based on skill, experience, seriousness and time. HR must be able to achieve work targets to achieve company goals that have been planned from the start (Nawawi, 2006).

According to (Priansa, 2018) Work ethic is influenced by several factors, both internal and external. Internal factors consist of religion, education, motivation, age and gender, while external factors consist of culture, social politics,

environmental conditions (geographical), economic structure, level of welfare and development of other nations.

Meanwhile, the indicator used to measure work ethic in this study is work ethic, according to (Priansa, 2018) is:

- 1) Interpersonal skills. Interpersonal skills are aspects related to the ability of employees to establish working relationships with other people or how employees relate to other employees within the organization and employees outside the organization.
- 2) Initiative. Initiative is a characteristic that can facilitate employees to be encouraged to further improve their performance and not immediately feel satisfied with their usual performance.
- 3) Reliable. Reliability is an aspect related to expectations regarding employee performance and is an implicit agreement by employees to carry out several job functions.

Performance is said to be high if a work target can be completed at the right time or does not exceed the time limit provided. The phenomenon that occurs at the Binjai City Cooperatives Service is that employees do not have good human relations because they are not good at interacting with customers and co-workers so that the work environment is not good. employees, the many problems that occur in organizations are due to a lack of interaction between employees and frequent disputes resulting from differences of opinion and a lack of work ethics.

Performance indicators are quantitative and qualitative measures to describe the level of achievement of organizational goals and objectives, both at the planning stage, implementation stage and after the activity is completed. In an effort to compete and become the people's choice, hospitals need to maximize the performance of their employees. Performance is the achievement of employee work results based on quality and quantity as work performance within a certain time period which is adjusted to their duties and responsibilities (Mangkunegara. AA P, 2020). According to (Afandi, 2018) Performance is the work result that can be achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics.

Performance can be measured based on employee work results in a certain period of time, including the quality and quantity of work in accordance with their duties and responsibilities. To measure performance in this study the authors will refer to the theory (Afandi, 2018) are as follows: (1) Quantity of work, (2) Quality of work; (3) Efficiency in carrying out tasks; (4) Work discipline; (5) Initiative; (6) Accuracy; (7) Leadership; (8). Honesty; and (9) Creativity.

The purpose of this study was to analyze and determine the role of the work ethic in mediating the relationship between human relations and the physical

condition of the environment on employee performance at the Binjai City Cooperative Office. The concept of this research is as illustrated in the following conceptual framework:

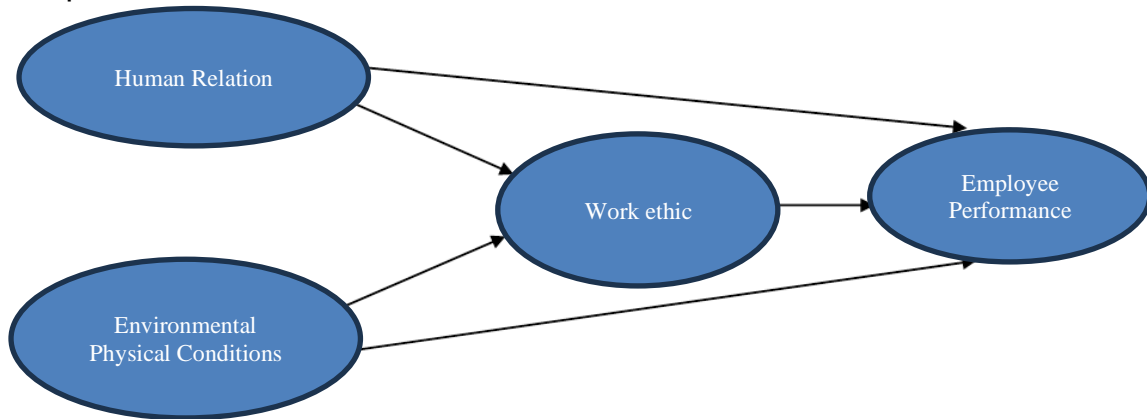


Figure 1. Conceptual Framework

METHOD

This type of research is casual associative quantitative research. This research was carried out at the Binjai City Cooperative Office. This research was carried out from May 2023 to July 2023. According to (Sugiyono, 2018) Population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. The population in this study were 90 employees at the Binjai City Cooperative Office with the details as follows:

Table 1 Total Population

Status	Amount
ASN	26
Honorary	24
Total	50

The sampling technique used is a saturated sampling technique, which involves all respondents to become samples, meaning the sample that will be used is 90 employees.

The data to be used from this research is data from questionnaires distributed to respondents consisting of all employees in all divisions. The data analysis technique used in this research is a quantitative data analysis method using Structural Equation Modeling (SEM) based on Partial Least Square (PLS) using SmartPLS 3.0 software.

Meanwhile, the feasibility test that will be used in this research is outer model testing in order to obtain outer loading values that meet the validity and reliability requirements. Structural model testing (Inner model) which includes

the coefficient of determination (R^2) test to measure how far the model is able to explain variations in the dependent variable. The value of the coefficient of determination / is in the range of zero (0) and one (1) (R^2) (Kuncooro, Munajad, 2013).

Goodness fit test to determine the extent to which the observed data corresponds to the theoretical distribution assumed by the model or hypothesis (Ghozali & Latan, 2015) and hypothesis testing (T-Statistic Test) which consists of a path coefficients test to test how the direct effect of each independent variable on the dependent variable as well as the indirect effect of intervening variables in influencing the independent variable on the dependent variable.

This test is used to determine the direction of the relationship between variables (positive/negative). If the value is 0 to 1, then the direction of the relationship between variables is positive. Meanwhile, if the value is 0 to -1, then the direction of the relationship between variables is declared negative. The hypothesis is said to be accepted if the t statistic value is greater than the t table. According to (Ghozali & Latan, 2015) t table value criteria is 1.96 with a significance level of 5%.

RESULTS AND DISCUSSION

Outer Model Analysis

Testing the outer model in this research uses algorithm analysis *SmartPLS software version 3.0*, in order to obtain outer loading values that meet the requirements of validity and reliability.

1) Convergent Validity Test Results

Convergent validity of the measurement model with reflexive indicators can be seen from the correlation between the item/indicator score and the construct score. Indicators that have an individual correlation value greater than 0.7 are considered valid but in the research development stage the indicator values are 0.5 and 0.6 still acceptable. Based on the results for outer loading, it shows that there is an indicator that has a loading below 0.60 and is not significant. The following shows the results of the outer loading values in the following table.

Table 2. Outer Loading

Indicator	Outer Loading	Information
Human Relations (X1)		
HR1	0.813	Valid
HR2	0.930	Valid
HR3	0.884	Valid
HR4	0.885	Valid
HR5	0.927	Valid

Indicator	Outer Loading	Information
Environmental Physical Conditions (X2)		
KPL1	0.811	Valid
KPL2	0.852	Valid
KPL3	0.915	Valid
KPL4	0.850	Valid
KPL5	0.775	Valid
Work Ethic (Z)		
EK1	0.919	Valid
EK2	0.927	Valid
EK3	0.844	Valid
Employee Performance (Y)		
KP1	0.819	Valid
KP2	0.722	Valid
KP3	0.779	Valid
KP4	0.754	Valid
KP5	0.882	Valid
KP6	0.851	Valid
KP7	0.853	Valid
KP8	0.900	Valid
KP9	0.798	Valid

Source: Smart PLS Output, 2023

Based on Table 2, it can be seen that all indicators have a loading factor value > 0.60. According to (Ghozali, Imam & Latan, 2015) states that an indicator is declared valid if it has a loading factor value > 0.60. Thus it can be stated that all indicators in this study are declared valid and further research can be carried out. The following is displayed in the form of a structural model as shown in the following figure:

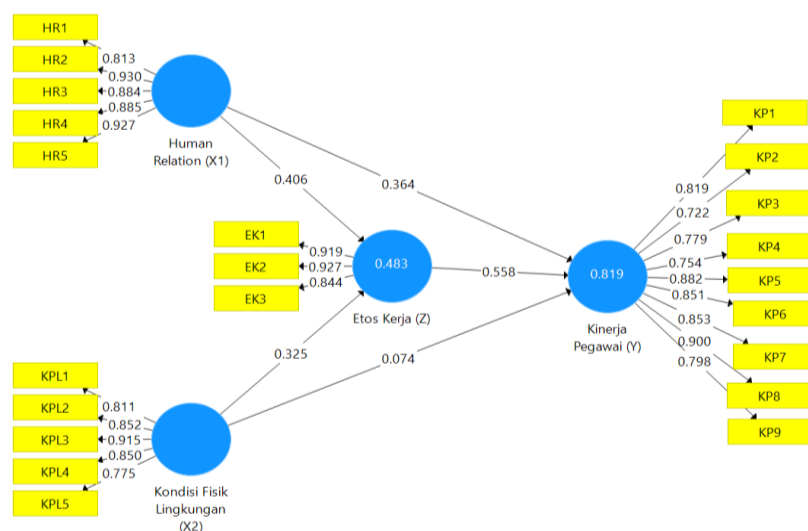


Figure 1. Outer Model Test Results

2) Test results Discriminate Validity

The next test is to test discriminant validity, this test aims to determine whether a reflective indicator is a good measurement for the construct based on the principle that the indicator is highly correlated with the construct. The following are the cross loading results from discriminant validity testing as in the following table.

Table 3. Discriminant Validity

Variable Indicator	Work Ethic (Z)	Human Relations (X1)	Employee Performance (Y)	Environmental Physical Conditions (X2)
EK1	0.919	0.701	0.807	0.602
EK2	0.927	0.655	0.794	0.615
EK3	0.844	0.409	0.676	0.537
HR1	0.563	0.813	0.667	0.691
HR2	0.693	0.930	0.765	0.834
HR3	0.527	0.884	0.749	0.715
HR4	0.578	0.885	0.632	0.667
HR5	0.597	0.927	0.718	0.675
KP1	0.761	0.714	0.819	0.673
KP2	0.769	0.658	0.722	0.603
KP3	0.827	0.433	0.779	0.416
KP4	0.630	0.611	0.754	0.424
KP5	0.614	0.758	0.882	0.747
KP6	0.593	0.638	0.851	0.563
KP7	0.669	0.637	0.853	0.577
KP8	0.735	0.776	0.900	0.695
KP9	0.628	0.609	0.798	0.662
KPL1	0.687	0.701	0.658	0.811
KPL2	0.473	0.715	0.602	0.852
KPL3	0.548	0.603	0.571	0.915
KPL4	0.443	0.658	0.571	0.850
KPL5	0.546	0.708	0.654	0.775

Source: Smart PLS Outputs, 2023

Based on table 4, it can be seen that the cross loading value for each indicator and variable is greater than other variables and indicators, the cross loading of the human relations variable and the physical condition of the environment shows that the cross loading of the variable indicators is greater than the cross loading of other latent variables, the cross loading of the variable indicators Employee performance shows that the value of the cross loading indicator is greater than other latent variables, the cross

loading of work ethic also shows that the value of the cross loading indicator is greater than the cross loading of the latent variable. Based on this data, it can be discriminantly stated that the cross loading results are considered valid.

3) Composite reliability test results

The next test determines the reliability value with the composite reliability of the indicator block that measures the construct. A construct value is said to be reliable if the composite reliability value is above 0.60. Apart from looking at the composite reliability value, the reliable value can be seen in the variable construct value with Cronbach's alpha from the indicator block that measures the construct. A construct is declared reliable if the Cronbach's alpha value is above 0.7. The following is a table of loading values for the research variable constructs resulting from running the Smart PLS program in the following table.

Table 4. Construct Reliability and Validity

Indicator	Cronbach's Alpha	Composite Reliability	Average Variance Extracted (AVE)
Work Ethic (Z)	0.879	0.925	0.805
Human Relations (X1)	0.933	0.949	0.790
Employee Performance (Y)	0.938	0.948	0.672
Environmental Physical Conditions (X2)	0.897	0.924	0.709

Source: Smart PLS Outputs, 2023

Based on Table 5 it can be explained that the AVE value for each variable tested has a value of > 0.5. This indicates that all variables in this study meet the criteria of discriminant validity. To determine reliability in this research, composite reliability values were used. The accepted value for the level of reliability is > 0.7. Based on these criteria, it can be seen that all variables in this study have a value of > 0.70 so that it can be stated that all the variables tested meet construct reliability.

Structural Model Evaluation (Inner Model)

Evaluation of the structural model (inner model) is carried out to ensure that the structural model built is robust and accurate. The stages of analysis carried out in the evaluation of the structural model are seen from several indicators, namely:

1) Coefficient of Determination Test Results (R2)

The coefficient of determination test (R2) is used to see whether the influence of certain independent latent variables on the dependent latent variable has a substantive

influence. Based on the data processing that has been done using the SmartPLS 3.0 program, the R Square value is obtained as shown in the following table.

Table 5. R Square Results

Variable	R Square	Adjusted R Square
Work Ethic (Z)	0.483	0.461
Employee Performance (Y)	0.819	0.807

Source: Smart PLS Outputs, 2023

Based on table 5, it is known that the Adjusted R square value of the employee performance variable is 0.807 or 80.70%, which means that the influence of human relations and physical environmental conditions on employee performance is in the high category. This means that the more human relations and physical environmental conditions improve, the more employee performance will increase. Meanwhile, the R Square value for the employee performance variable is 0.819 or 81.90%, which means that the influence of human relations and physical environmental conditions on employee performance is 81.90% and the remaining 8.10% is influenced by other variables that have not been studied. While the value of R Square Adjusted for the work ethic variable is 0.461 or 46.10%, which means that human relations and the physical condition of the environment affect work ethic by 46.10% or in the low category, which means that the better the human relations and the physical condition of the environment, the level of employee work ethic the higher it is. Furthermore, the R square value of the work ethic variable is 0.483 or 48.30%, which means that human relations and the physical condition of the environment affect work ethic by 48.30% while the remaining 51.70% is influenced by other variables that have not been studied.

2) Goodness of Fit Test Results

The Goodness of Fit test is a statistical method used to evaluate how well the model or statistical distribution being tested fits the observed data. The Goodness of Fit test aims to determine the extent to which the observed data conforms to the theoretical distribution assumed by the model or hypothesis. The goodness of fit model test can be seen by looking at the NFI value of the program. If the NFI value > SRMR and the closer it is to 1, the better the model (good fit). Based on data processing that has been carried out using the SmartPLS 3.0 program, the Model Fit values are obtained as follows.

Table 6. Fit models

	Saturated Model	Estimated Model
SRMR	0.098	0.098

d_ULS	2,447	2,447
d_G	5,647	5,647
Chi-Square	840,328	840,328
NFIs	0.516	0.516

Source: Smart PLS Output, 2023

Based on table 7, it can be seen that the NFI value is $0.516 > 0.098$ so it can be stated that the model in this research has sufficient goodness of fit and is suitable for use to test the research hypothesis.

Hypothesis Testing Results

After carrying out the inner model analysis, the next thing is to evaluate the relationship between latent constructs in order to answer the hypothesis in this research. Hypothesis testing in this study was carried out by looking at the T-Statistics and P-Values. The hypothesis is declared accepted if the T-Statistics value is > 1.96 and P-Values < 0.05 . The following are the results of Path Coefficients of direct influence between variables as in the following table.

Table 7. Path Coefficients (Direct Effects)

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Results
Human Relations (X1) -> Employee Performance (Y)	0.364	0.388	0.144	2,524	0.015	Accepted
Environmental Physical Conditions (X2) -> Employee Performance (Y)	0.074	0.066	0.137	0.536	0.594	Rejected
Human Relations (X1) -> Work Ethic (Z)	0.406	0.429	0.203	1,996	0.051	Rejected
Physical Environmental Conditions (X2) -> Work Ethic (Z)	0.325	0.302	0.183	1,772	0.083	Rejected
Work Ethic (Z) -> Employee Performance (Y)	0.558	0.551	0.075	7,460	0,000	Accepted

Source: Smart PLS Output, 2023

Based on the data in Table 8, it can be stated that human relations has a significant effect on employee performance. This can be seen from the T-statistic value of $2.524 >$

1.96 with a P-Value value of $0.015 < 0.05$. This means that if human relations improve, employee performance will increase. These results answer the first hypothesis in this research, namely that human relations have a significant effect on employee performance at the Binjai City Cooperative Office.

Furthermore, regarding the influence of the physical conditions of the environment on employee work, the T-Statistics data obtained was $0.536 < 1.96$ with a P-Value value of $0.594 > 0.05$ so that it can be stated that the physical conditions of the environment do not have a significant effect on the performance of employees at the Binjai City Cooperative Office. This can be interpreted that even though the physical condition of the environment increases, the employee's performance will not increase. These results answer the second research hypothesis. Likewise, in the third hypothesis, human relations does not have a significant effect on employee work ethic with a T-Statistic value of $1.996 > 1.96$ with a P-Value value of $0.051 > 0.05$, which means that even though human relations are improved, employee work ethic will not increase significantly.

Likewise, the influence of physical environmental conditions does not have a significant effect on employee work ethic. This can be seen from the results of the T-Statistic value of $1.772 < 1.96$ with a P-Value value of $0.083 > 0.05$, which means that even though the physical condition of the environment is improved, the employee's work ethic will not increase significantly. This statement answers the fourth hypothesis. Meanwhile, regarding the influence of work ethic on employee performance, a -Statistic value of $7.640 > 1.96$ was obtained with a P-Value of $0.000 > 0.05$, which means that work ethic has a significant effect on the performance of employees at the Binjai City Cooperative Office. This statement answers the fifth hypothesis with the conclusion that if work ethic is improved then employee performance will increase.

Table 8. Indirect Effect (Indirect Effect)

Variable	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Results
Human Relations (X1) -> Work Ethic (Z) -> Employee Performance (Y)	0.226	0.241	0.136	1,660	0.103	Reject ed
Physical Environmental Conditions (X2) -> Work Ethic (Z) -> Employee Performance (Y)	0.181	0.163	0.100	1812	0.076	Reject ed

Source: Smart PLS Output, 2023

Based on table 8, it can be explained that the work ethic variable is unable to mediate the influence of human relations on employee performance at the Binjai City Cooperative Office. This can be seen from the T-Statistics value of $1.660 < 1.96$ with a P-Value of $0.103 > 0.05$. Likewise, with the indirect influence of environmental physical condition variables on employee performance, a T-statistic value of $1.812 < 1.96$ with a P-value of $0.076 > 0.05$ is obtained, which means that work ethic is also unable to mediate the influence of environmental physical conditions on employee performance. Binjai City Cooperative Service office.

The findings in this research are supported by research results from (Yuliani, 2017) which states that human relations have a significant influence on the work ethic of employees at the Ciamis Regency Cooperatives, Small and Medium Enterprises and Trade Department. There is a positive and significant influence of the physical condition of the work environment on the work ethic of employees at the Ciamis Regency Cooperatives, Small and Medium Enterprises and Trade Department. And there is a positive and significant influence of human relations and the physical condition of the work environment on the work ethic of employees at the Ciamis Regency Cooperatives, Small and Medium Enterprises and Trade Department.

The results of other studies that also support are research from (Dharma Putri et al., 2022) which states that human relations has a positive and significant effect on employee performance, so that the physical work environment has a positive and significant effect on employee performance and organizational climate has a positive and significant effect on employee performance.

CONCLUSION

From the results of the analysis of the research data and the discussion described above, it can be concluded that Human Relations has a significant influence on the performance of employees at the Binjai City Cooperative Office. That is, if the Human Relations factor is increased, employee performance will tend to increase in the effect of the Physical Conditions of the Environment on Employee Performance. The study did not find any significant effect between the physical conditions of the environment and employee performance at the Binjai City Cooperative Office Office. This means that changes in the physical conditions of the environment will not have a significant impact on employee performance.

Meanwhile, regarding the influence of Human Relations on Employee Work Ethic, it was found that there was a significant influence between Human Relations and employee work ethic. This means that even if Human Relations is improved, employee work ethic will not increase significantly. On the influence of physical environmental conditions on employee work ethic, the research results show that physical environmental conditions do not have a significant influence on employee work ethic. So, changes in the physical conditions of the environment will not have a significant

impact on employee work ethics. Furthermore, work ethic has a significant influence on employee performance at the Binjai City Cooperative Service Office. If work ethic is improved, employee performance tends to increase.

On the Mediation Effect of Work Ethic on the Relationship Between Human Relations and Employee Performance, the research results did not find any mediation effect by work ethic on the relationship between Human Relations and employee performance and on the influence of Work Ethic Mediation on the Relationship Between Physical Conditions of the Environment and Employee Performance: The research also did not found a mediating effect by work ethic in the relationship between physical environmental conditions and employee performance. Overall, the research results show that Human Relations has a significant influence on employee performance, physical environmental conditions do not have a significant influence on employee performance, and work ethic has a significant influence on employee performance. Although there is a relationship between these variables.

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