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THE INFLUENCE OF WORK SHIFT SYSTEM, WORK PRESSURE AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE CENTRAL SURGICAL ORGANIZATION OF BHAYANGKARA HOSPITAL KEDIRI

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Abstract

This study aims to determine how the influence of the work shift system (X1), work pressure (X2), and work environment (X1) on employee performance (Y) Central Surgical Installation Bhayangkara Kediri Hospital. This type of research uses descriptive research using a quantitative approach. The population in this study was employees of the Central Surgical Installation of Bhayangkara Kediri Hospital, while the number of samples used was 40 respondents using saturated samples. Data analysis tools used in this study are validity test, classical assumption test, multiple linear regression analysis. The results of this study indicate that based on partial tests (1) Work Shift has no effect but has a significant value on employee performance (2) Work pressure has a positive effect on employee performance, (3) Work Environment has a significant positive effect on employee performance Central Surgical Installation Bhayangkara Kediri Hospital. (4) Work Shift, Work Pressure, and Work Environment simultaneously affect the performance of employees of the Central Surgical Installation of Bhayangkara Kediri Hospital.

Keywords: Work Shift System, Work Pressure, Work Environment, Performance

INTRODUCTION

Indonesia is an archipelago located in Southeast Asia with a population of more than 270 million people, making it the fourth most populous country in the world. The large population causes challenges that must be faced by the Indonesian government; the challenges faced by such a high population are health facilities and quality for the Indonesian people. In an effort to provide health facilities and quality as a challenge faced, as a country with a high population. Hospitals play an important role in the provision of public health services and serve as a gauge to maintain and improve the well-being of the Indonesian population. Hospitals provide comprehensive, effective, and quality medical services to support patient recovery and general public health. They also provide surgery, nursing care, disease management, and rehabilitation.

Along with the increasing complexity of disease and health problems, the role of hospitals is increasingly important in providing health services to the community. Hospitals are at the forefront of the community in need of health care. These conditions prove that the role of hospitals is very important in facing the challenges that exist in Indonesia.

Not only is it a challenge to provide quality and health facilities, but qualified human resources are also the key to success. Competent human resources can help provide good services from medical personnel, facilities, and infrastructure. With the advancement of technology, there are many opportunities and challenges. More advanced technology can provide intensive care. However, this must be aligned and supported by high-quality human resources in the medical workforce. Medical personnel, doctors, nurses, administration, pharmacy, laboratory, cleaning, and other personnel working together in a hospital are essential to improving the quality of healthcare. Employee engagement and service quality simultaneously have a significant influence on patient satisfaction, which indicates that improving employee skills and knowledge can directly improve the quality of services provided to patients.

Agustian (2019), human resources are the main factor driving the growth of various business activities, and the decline or improvement of business conditions can be determined by the quality of the company's human resources. Therefore, human resources or employees are indicators in improving the quality of the company, so it is very important to pay greater attention to employees.

Good company performance is supported by the potential of its employees, employee performance is very important to achieve its goals (Firdaus 2023). Because good employee performance will produce good quality too. Thus, it can be concluded that the success of the organization does not depend on the role played by employees. The role of employees must be considered to increase organizational success. The ability of employee performance to complete tasks and responsibilities determines the success of the organization.

The existence of work shifts is one of the factors that affect employee performance. The pattern of employee arrangements given by the organization to do its work alternately in the morning, afternoon, and evening is known as a work schedule. In this central surgical installation, there are only two work shifts, and each team has different starting and finishing hours. This work shift system is considered unique and different from other rooms. For the morning shift, the first team operates from 07:00 - 15:00 and the second team operates from 09:00 - 17:00. For the afternoon shift, the first team operates from 11:00 - 19:00 and the

second team operates from 13:00 - 21:00. But will such organized shifts give the best results or vice versa. If the work shifts are not well-organized, employees will not be able to adjust to their own working hours and breaks, which will add to the pressure of always being ready for the task.

In situations where the situation is unwanted and perceived as a threat by the individual, employees experience a feeling called work pressure. Employees' thoughts and emotions will be suppressed by personal pressure. Usnawati (2019) states that excessive pressure on employees can cause frustration, which in turn reduces performance, while lower pressure can also cause employees to become unmotivated. With a high moral burden and responsibility, long working hours, and grueling tasks, this workplace is filled with work pressure. The existence of a work shift system and work pressure that creates turmoil in employee performance can cause employees' mental and physical conditions to decline. However, there are other things that need to be considered for employees to feel comfortable and calm in their workplace.

Pranitasari (2019) states that the work environment affects a person's behavior and can be an impetus for employees to continue to improve performance and productivity in their workplace. The work environment refers to all situations or conditions in the workplace that affect how employees do their jobs and interact with their superiors and coworkers. Various aspects of the work environment, such as physical, social, and psychological, are interconnected and have a direct impact on employee productivity, comfort, and well-being.

REVIEW OF LITERATURE

Human Resources

Human resources refer to the functions of management. Organizing and managing human resources involves looking at human resource standards and applying them in an organization to achieve company goals. Organizing and managing human resources ensures that the human resources have optimal capabilities to help achieve company goals. Yuliani (2023) defines human resource management as planning, organizing, directing, and supervising activities, procurement, development, compensation, integration, maintenance, and release of human resources to achieve goals.

Basically, human resource management is responsible for setting the company's operating standards. If HR is properly managed and regulated, the relationship between HR and company goals will be realized. Therefore, it is important to conduct HR management to facilitate and maintain the continuity of company operations and to achieve company goals.

Work Shift

Work shifts are used in various industries to manage time and ensure optimal productivity. Shift work is more than just a division of time, but also shows the interaction between the needs of the company and the welfare of employees. Hadija (2023) Work Shift as a pattern of working hours in which the company organizes employees to perform work that is divided into different parts alternately for 24 hours, and a system of dividing working hours. There are indicators of work shifts, namely the type of shift, the duration of the work shift, and the level of work fatigue.

Companies can choose the right shift system to achieve a balance between productivity and employee well-being due to the variety and complexity of work shift

dimensions. In designing an effective shift system, companies can consider many factors of work shifts, such as the type of work, work objectives, fatigue level, and workload.

Work Pressure

Hasibuan (2019) states that work pressure is everything that affects the way people work and how they think about their work, as well as the level of tension associated with the workload and the amount of work time they have. Stress is a reaction to self-adjustment that is influenced by psychological processes and individual differences. It can occur due to actions, circumstances, or events in the environment that overextend a person's physical and mental needs.

Companies can put pressure and goals on their employees to achieve results and operate operationally. Work pressure, which can affect the physical and mental health of workers, is a common phenomenon across industries. In today's increasingly competitive and dynamic world of work, it is imperative to know what causes work pressure. This pressure affects everyone it also affects the overall productivity of the organization.

Work Environment

According to Rahmawati et al. (2021), the work environment is all aspects of the company's social, psychological, and physical life that affect how workers perform their tasks. Faiqurruta et al. (2023) describe the work environment as all physical conditions around the workplace that can affect work directly or indirectly. The workplace environment greatly influences task execution. Based on the above statements, it can be concluded that the definition of work environment includes all the things that surround workers and can affect the way they do their jobs, including the tasks assigned to them.

Among the factors that affect the work environment are lighting and light in the workplace, temperature, air humidity, air circulation, security, and noise. By understanding how each element of the work environment affects the physical and mental health of employees, companies can build an environmentally friendly work environment. This will ultimately improve the company's performance and productivity. As work environment factors vary widely and each has different purposes and benefits, employee performance can be affected by these factors. Thus, a well-considered work environment will greatly help employees, which will produce good results for the company.

Employee Performance

Kaheruman (2021) defined as the achievement of work results or work performance of the goals that must be achieved by a worker or employee within a certain period of time, according to their respective duties and functions. Hasibuan (2019), performance is the result that a person achieves in completing the tasks assigned to them and is based on skills, experience, seriousness, and time. The result is not the only way to assess employee performance; the work processes and behaviors they exhibit while carrying out their duties are also part of this evaluation. In managing and developing human resources, a thorough understanding of employee performance is an important foundation. By understanding the various factors that influence performance, companies can create appropriate strategies to consistently improve the productivity and effectiveness of their employees.

RESEARCH METHOD

In this study, the authors applied quantitative descriptive research methods. This research aims to present existing variables in detail using numerical data collected based on actual conditions. According to Sugiyono (2019: Quantitative research is a type of research based on the philosophical foundation of positivism, aims to analyze certain populations and samples, data collection using research instruments, uses statistical data analysis and is used to test the hypothesis set.

Arikunto (2019) defines the overall population as the object of research that occurs to obtain available field notes. Thus, the population is the subject of research, and the author chose 40 employees of the Central Surgical Installation of Bhayangkara Kediri Hospital as the research subject.

The sampling technique is very important for research because it determines the sample. Therefore, the author used a saturated sampling technique to compile this research. Therefore, the entire population will be taken as a sample. This study used a sample of 40 workers of the Central Surgical Installation of Bhayangkara Kediri Hospital. This study uses data analysis methods that include classical assumption tests and multiple linear regression analysis. The classical assumption tests applied include the normality test, the multicollinearity test, and the heteroscedasticity test. Meanwhile, multiple linear regression analysis is utilized to predict changes in the dependent variable as influenced by the independent variable. In addition, the F test and t test are used to evaluate the effect of the independent variables on the dependent variable, both simultaneously and partially.

RESULTS AND DISCUSSION

Validity Test

The validity test in the study aims the aim of knowing how much the data value is the result of the questionnaire answers, so that it will provide information on whether the value is valid or not, and also accurate.

Tabel 1
Validity Test Results

Variable	Statement	R_{count}	R_{table}	Description
Work Shift System (X1)	X1 .1	0,705	0,312	Valid
	X1 .2	0,721	0,312	Valid
	X1 .3	0,559	0,312	Valid
	X1 .4	0,485	0,312	Valid
	X1 .5	0,632	0,312	Valid
	X1 .6	0,586	0,312	Valid
	X1 .7	0,759	0,312	Valid
	X1 .8	0,610	0,312	Valid
Work Pressure (X2)	X2 .1	0,895	0,312	Valid
	X2 .2	0,852	0,312	Valid
	X2 .3	0,874	0,312	Valid
	X2 .4	0,931	0,312	Valid
	X2 .5	0,863	0,312	Valid

	X2 .6	0,891	0,312	Valid
	X2 .7	0,923	0,312	Valid
	X2 .8	0,929	0,312	Valid
	X2 .9	0,894	0,312	Valid
Work Environment (X3)	X3 .1	0,835	0,312	Valid
	X3 .2	0,862	0,312	Valid
	X3 .3	0,914	0,312	Valid
	X3 .4	0,952	0,312	Valid
	X3 .5	0,912	0,312	Valid
	X3 .6	0,913	0,312	Valid
	X3 .7	0,801	0,312	Valid
	X3 .8	0,967	0,312	Valid
Employee Performance (Y)	Y .1	0,926	0,312	Valid
	Y .2	0,910	0,312	Valid
	Y .3	0,775	0,312	Valid
	Y .4	0,941	0,312	Valid
	Y .5	0,836	0,312	Valid
	Y .6	0,895	0,312	Valid

based on respondents' answers. Validity testing shows that each indicator of the variable is declared valid, because the value of rcount > rtable 0.312.

Reliability Test

The reliability test is carried out to obtain data results that can be said to be reliable, which aims to determine that the data can be used and relied upon. Data that gets validity shows α (alpha) data if the α coefficient has a number greater than 0.6. The following are the results of the reliability test data.

Table 2
Reliability Test Results

Variables	Cronbach's Alpha Hitung	Description
Work Shift System (X1)	0,770	Reliable
Work Pressure (X2)	0,968	Reliable
Work Environment (X3)	0,963	Reliable
Employee Performance (Y)	0,937	Reliable

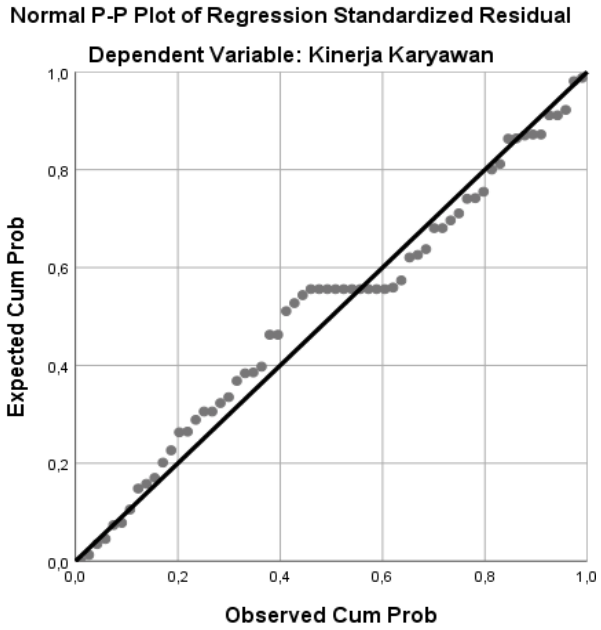
The Cronbach's alpha value exceeds the minimum limit set, which is 0.60. Thus, the research data on this variable can be declared reliable.

Normality Test

In research, the normality test is very useful for understanding the regression model used on the dependent and independent variables to determine whether the research data has a normal or almost normal distribution. If so, the regression model used in the study is considered good. To test the normality of the data, the position of the data distribution is observed on the diagonal axis derived from the graph. The Q-Q plot, or sum-sum plot, shows the data on the diagonal line as the substance of normally distributed data. If the spread of

points follows or is outside the diagonal line, then the data is considered normal. If the points are found outside the diagonal line, then the data is considered to be unsuccessfully distributed or abnormal.

Figure 1
Normality Test Results



Based on the picture above, the data points are spread on the diagonal line and follow the line pattern. Then the analyzed data has a distribution consistent with the normal distribution. So that the analysis results become more accurate.

Multicollinearity Test

The multicollinearity test is useful for determining the relationship between independent variables in a study. Multicollinearity is present in the independent variables. A VIF value of less than 10 indicates that the independent variables do not have multicollinearity. Conversely, a VIF value of more than 10 indicates that the independent variables have multicollinearity. The results of the author's multicollinearity test are as follows:

Tabel 3
Hasil Uji Multikolinearitas

Coefficients[a]			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	System Work Shift (X1)	0,686	1,457
	Work Presure (X2)	0,525	1,906
	Work Environment (X3)	0,598	1,671

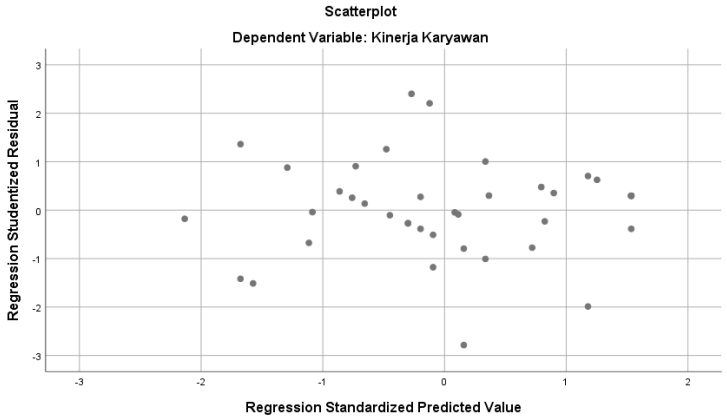
a. Dependent Variable: Employee Performance (Y)

Based on the table above, it can be concluded that all independent variables have VIF values less than 10. Thus, the regression model used does not experience multicollinearity problems.

Heteroscedasticity Test

The heteroscedasticity test is needed in research to determine whether there is an inequality of variance from one research residual to another. The test is done by looking at the position of the dot spread on the scatter plot.

Figure 2
Heteroskedasticity Test Results



Based on the figure above, it can be seen that the data points are scattered randomly without showing a certain pattern, with the distribution spread above and below the number 0 on the Y axis. This indicates that the regression model that will be used for hypothesis testing does not experience heteroscedasticity problems.

Autocorrelation Testing

The autocorrelation test is used to determine whether there is a relationship or correlation between research data in the regression model. A good regression model does not show symptoms of autocorrelation. The method used for the autocorrelation test, namely the Durbin-Watson method, shows the following results

Tabel 4
Auto Correlation Test Results

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,957[a]	,915	,908	1,291	1,803
a. Predictors: (Constant), System Work Shift (X1), Work Pressure (X2), Work Environment (X3)					
b. Dependent Variable: Employee Performance (Y)					

Based on the table above, the test results show that the Durbin-Watson value is 1.803. If the Durbin-Watson value is in the range of -2 to +2, it can be concluded that there is no autocorrelation in the regression of this research data. Because the value obtained is within that range (-2 < 1.803 < +2), it can be concluded that the regression of this research data does not experience autocorrelation.

Multiple Linear Regression Analysis

Multiple linear regression analysis is used if there are two independent variables in the study, used to determine how much influence each independent variable has. In this study, the effect of the work shift system (X1), work pressure (X2) and work environment (X3) on employee performance (Y) with the following test results:

Tabel 5
Multiple Linear Regression Analysis Test Results

Coefficients[a]								
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Correlations	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-,015	1,440		-,010	,992		
	System Work Shift (X1)	,062	,046	,080	1,357	,183	,686	1,457
	Work Presure (X2)	,078	,033	,157	2,341	,025	,525	1,906
	Work Environment (X3)	,605	,047	,810	12,913	,000	,598	1,671
a. Dependent Variable: Employee Performance (Y)								

a. The constant (β0) of 0.015 indicates that if the independent variables (X1 X2 X3) constant (no change), then the dependent variable (Y) is worth -0.015 units.
b. The regression coefficient value of the Work Shift System variable (X1) of 0.062 indicates that if the Work Shift increases once the Employee Performance will increase by 0.062 assuming the other independent variables are constant.
c. The regression coefficient value of the Work Pressure variable (X2) of 0.078 indicates that if Work Pressure increases by one time, Employee Performance will increase by 0.078, assuming the other independent variables are constant.
d. The regression coefficient value of the Work Environment variable (X3) of 0.605 indicates that if the Work Environment increases by one time, Employee Performance will increase by 0.605, assuming that the other independent variables are constant

Coefficient of Determination (R2)

In research, the coefficient of determination is carried out to show how well the independent variable can explain the dependent variable. The coefficient of determination can be zero or one. If the R2 value is equal to 0, it indicates that the independent variable in the study has no significant effect. The results of the calculation of the coefficient of determination are as follows

Tabel 6
Test Results of the Coefficient of Determination (R2)

Model Summary[b]					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,957[a]	,915	,908	1,291	1,803
a. Predictors: (Constant), System Work Shift (X1), Work Presure (X2), Work Environment (X3) b. Dependent Variable: Employee Performance (Y)					

Based on the table above, the R Square value is recorded at 0.915, which indicates that 91.5% of the variation in Employee Performance can be explained by the Work Shift System (X1), Work Pressure (X2), and Work Environment (X3). Meanwhile, the remaining 8.5% is influenced by other factors not included in this research model.

F test

The F test in the study was used to determine as large as simultaneously or all variables of the independent variable on the dependent variable, in this case, the work shift system (X1), Work pressure (X2), and Work Environment (X3) together on the dependent variable, namely Employee Performance (Y), with the results in the following table

Tabel 7
F Test Results

ANOVA[a]						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	647,980	3	215,993	129,607	,000[b]
	Residual	59,995	36	1,667		
	Total	707,975	39			
a. Dependent Variable: Employee Performance (Y) b. Predictors: (Constant), System Work Shift (X1), Work Presure (X2), Work Environment (X3)						

The F test results show a Sig. F value of 0.000 with a calculated F value of 129.607. Because Sig. F < α = 0.05 and fcount> ftabel (129.607> 2.86), the Work Shift System (X1), Work Pressure (X2), and Work Environment (X3) can explain the dependent variable, namely Employee Performance. These results indicate that the Work Shift System (X1), Work Pressure (X2), and Work Environment (X3) simultaneously and significantly affect Employee Performance.

T test

The T test is used to determine how much each independent variable individually or partially affects the dependent variable In this case the work shift system (X1), work pressure (X2) and work environment (X3) respectively or partially can affect the dependent variable, namely employee performance (Y) with the results in the following table

Tabel 8
T-Test Results

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-,015	1,440		-,010	,992
	System Work Shift (X1)	,062	,046	,080	1,357	,183
	Work Presure (X2)	,078	,033	,157	2,341	,025
	Work Environment (X3)	,605	,047	,810	12,913	,000
a. Dependent Variable: Employee Performance (Y)						

From the table above, an explanation can be drawn that:

a. T-test of work shift system (X1) on employee performance (Y)

Based on the results of the t-test, the value is tcount (1.357) with a significance value of 0.183. It is known that if tcount (1.357) < ttable (2.028) with a significance value greater than 0.05 (0183) > (0.05), it can be concluded that partially the Work Shift System (X1) has no effect on Employee Performance (Y).

b. T-test on work pressure (X1) on employee performance (Y)

Based on the results of the t-test, the value is tcount (2.341) with a significant value of 0.025. It is known if the tcount is greater than the ttable (2.341) > (2.028) by obtaining a significance value of 0.025, less than 0.05. It can be concluded that work pressure has a significant positive effect on employee performance.

c. T-test on work environment (X3) on employee performance (Y)

Based on the results of the t-test, the value is tcount (12.913) with a significance value of 0.000. It is known that if the t-count is greater than the t-table (12.913)> (2.028) by obtaining a significant value of 0.000 smaller than 0.05, it can be concluded that the environment has a significant positive effect on employee performance.

Simultaneous Effect of Shift System, Work Pressure, and Work Environment on Employee Performance

In the F test carried out by researchers to describe the influence of the work shift system, work pressure and work environment simultaneously on employee performance at the Central Surgery Installation at Bhayangkara Hospital, Kediri, the researcher found that Fcount (129,607) was greater than F table (2.86), which shows that H0 is rejected and H1 is accepted, which shows that the work shift system, work pressure and work environment simultaneously have an impact on employee performance. The results of this research are in line with research conducted by Lestari et al (2020) entitled The Effect of Work Shifts, Work Stress and Work Environment on Employee Performance at PT. The twists and turns of Telaga Gresik

Optimal work shift management can help employees achieve balance in their work, allowing them to work more effectively with the support of sufficient rest time. When employees have the opportunity to rest and socialize, they can return to work with better energy and focus. Pressure at work has both positive and negative sides; Although excessive pressure can have a negative impact on mental and physical health, pressure within reasonable limits can be a motivating factor for employees to improve performance. Therefore, how a company manages and supports its employees is a key factor in optimizing work pressure as motivation. By creating a comfortable, flexible work environment and providing recognition and development opportunities, companies can increase productivity and build close relationships between employees and the organization, thereby encouraging mutual success.

The Influence of the Partial Work Shift System on Employee Work Performance

The results obtained from the t-test are explained, namely, the results of tcount on the work shift variable are tcount (1.357) < ttable (2.028). It can be concluded that the work shift system has no effect but has a positive value on employee performance. This research is in contrast to research conducted by Arianto & Puspita (2019), The Effect of Work Shifts on Performance through Fatigue and Workload Variables as Intervening Variables at PT M.I but is in line with research conducted by Ratih, R. M., Mulyatini, N., & Suhendi, R. M. (2020) with the title The Effect of Work Shifts on Employee Work Effectiveness (a study at PT. Bks (thanks to the gift of Surya in Banjar City)

Partial Influence of Work Pressure on Employee Performance

The results obtained from the t-test are explained, namely the t-count value (2.341) > t-table (2.028), with the significance value obtained, namely (0.025) < 0.05. So it can be concluded that work pressure has a significant positive effect on the performance of employees at the Central Surgical Installation of Bhyangkara Hospital, Kediri. This research is in line with research conducted by Yuliana Yamin and Kuswarak (2020) entitled The Effect of Work Pressure on Employee Performance at CV. Sentosa in Bandar Lampung

Partial Influence of the Work Environment on Employee Performance

The partial influence exerted by the work environment on employee performance at the Central Surgical Installation of Bhayangkara Hospital Kediri, with the t-test results showing the value of tcount (12.913) > ttable (0.028), with a significant value of 0.000 < 0.05, it can be concluded that the employee environment has a significant positive effect on the performance of employees of the Central Surgical Installation of Bhayangkara Hospital Kediri. In line with research conducted by Anissa Nur Safitri and Kasmari (2022) entitled The Influence of Work Environment, Empowerment and Leadership on Employee Performance (Study at PT. Phapros, Tbk, Semarang).

CONCLUSION

Based on the results of research conducted with the title The Influence of the Work Shift System, Work Pressure and Work Environment on the Performance of Employees at the Central Surgical Installation of Bhayangkara Hospital, Kediri, it can be concluded that the Work Shift System (X1), Work Pressure (X2) and Work Environment (Y) simultaneously have a significant positive effect. With the T test results showing Fcount > Ftable (129.607 > 2.86), with a significance value of 0.000 < 0.05. while the results of the T test (Partial)

show that the work shift system (X1) has no effect but has a positive value with the results of the t test value, namely tcount (1.357) < from ttable (2.028), work pressure with the results of the t test, namely tcount (2.341) > from ttable (2.028) with the significance value obtained, namely (0.025) < 0.05. So it can be concluded that work pressure has a significant positive effect on employee performance, while the work environment has a significant positive effect, with the value of the t-test results, namely tcount (12.913) > ttable (0.028), with a significant value of 0.000 < 0.05.

The results explained above show that optimally managed work shifts will provide balance for employees, employees will feel balanced by having time to rest and manage their personal schedules, so that employees will be more effective at work. Work pressure has two sides, where excessive pressure can have a negative impact on employee health, but at a reasonable level, pressure can be a motivation to improve performance, and in a productive work environment, employees are expected to achieve their best potential. A positive, flexible, and supportive work environment not only helps employees achieve balance at work, but also increases productivity and strengthens the relationship between employees and the company, ultimately contributing to mutual success.

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