The influence of Non-physical working environment to performance of Business Account Manager of Telkom Regional 1 Sumatera

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Abstract. *Business Service Division of Telkom Regional 1 Sumatera is formed by carrying the main function as to manage Corporate Customer. There is a phenomenon that Business Account Manager is chanced to get threat of punishment from other party, and it gives them the feeling of insecurity in doing their job. For that reason, it is important to conduct a research related to the influence of non-physical working environment to performance of Business Account Manager of Telkom Regional 1 Sumatera. The object of this study is Business Account Manager in Business Service Division Telkom Regional 1 Sumatera. This research is conducted to find out and analyze the influence of non-physical working environment to performance of Business Account Manager in Business Service Division (further it is named: BAM DBS) Telkom Regional 1 Sumatera. Independent variables that are analyzed are employee's feeling of security, loyalty, and satisfaction, while the dependent variable is working performance. The type of research is causality that discusses the relation of cause and effect between independents and dependent variables. While data analysis that are used are descriptive and path analysis. Population of the research object is BAM DBS Telkom Regional 1 Sumatera that consists of 32 people in June 2015. After a census is done to those 32 respondents, data shows that employees' feeling of security and loyalty that are part of non-physical working environment dimension is significantly influence performance. While employees' satisfaction variable that is also part of non-physical working environment dimension is not significantly influence performance of BAM DBS Telkom Regional 1 Sumatera. Simultaneously, non-physical working environment significantly influences the performance.*

Keywords. *non-physical working environment; loyalty; satisfaction; performance.*

I. INTRODUCTION

1.1 Background

One of the phenomenons of non-physical working environment can be seen from employee's feeling of security. According to Maslow in Hardina (2009:7), feeling of security can be grouped in physical and psychological. Physical feeling of security mentioned is the safe facility for coming and leaving workplace, the life and safety insurance. While one of psychological security measurement rods is feeling secure from dangers that might appeared when performing the duty of Business Account Manager.

Business Account Manager activities are susceptible to threat of criminal and civil punishment applied in Indonesia, especially when it is related to government or corporation that are audited regularly. Small mistakes, such as: incomplete tender bundle, etc. can result on a lawsuit. Crime cases that involving Account Manager in marketing unit was occurred in west Kalimantan, as reported in www.suarapemredkalbar.com entitled "*Korupsi Rp.6,6 Miliar di PT Telkom Pontianak, Terdakwa AKBP Eddy Triswoyo Mengaku Telah*

Kembalikan Rp.650 juta ke Kas Negara". This is a proof that security feeling of Business Account Manager from law protection is not guaranteed and it needs an extra attention from corporation.

Based on phenomenon mentioned above, the author is interested in conducting a research about "The influence of Non-physical working environment to performance of Business Account Manager of Telkom Regional 1 Sumatera."

1.2 Formulation of Problems

Based on the background, the formulations of problems are:

1. How conducive is the non-physical working environment of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera?

2. How good is the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera?

3. What is the influence of non-physical working environment to Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera?

II.   RESEARCH METHOD

2.1   Non-Physical Working Environment

Sedarmayanti (2011:26) stated that in outline, the kind of environment is divided into two parts, they are: physical and non-physical working environment. Physical working environment is every physical situation that presents around the working places that can influence employee, directly or indirectly. While non-physical working environment is every situation that occurs and strongly related with working relationship; either the relationship with bosses and college, or with employees.

Three types of working environment according to Wursanto (2005:288) are the feeling of security of employees in performing their duty, two-dimensional loyalty, and the feeling of satisfactory among employees.

a.   The feeling of security

The feeling of security covers life stability, protection, free of fear, anxiety, and confusion, intelligibility of structure, law, and limits, and strength from protector. The feeling of security in workplace covers justice, consistency, tranquility, familiarity among employees, fixed procedure to convey complaint, and, clarity and guarantee of employees' private rights. Based on need hierarchy, feeling of security is grouped into two aspects, they are:

a. Physical security. It means the presence of secure facility when coming to and leaving from workplace, the presence of life insurance and property safety in workplace, and the presence of working equipment safety.

b. Psychological security. It means humane treatment, such as: good treatment from superiors, healthy insurance, pension, life insurance, and good interpersonal relationship in workplace.

b.   Employee loyalty

In doing their work, employees will not be separated from loyalty and working attitude, so, that employee will always perform good work and feel a deep happiness when doing the job. Working loyalty or allegiance is one of the elements that is used in employee assessment that covers loyalty to the work, position and organization. There is loyalty that usually vertical; loyalty from the inferior to superior, or vice versa. And loyalty that is usually horizontal; loyalty between leaders with the same level, loyalty between inferiors, or between employees.

c. Employees' satisfaction

According to Wursanto (2005:289) employees' satisfaction is the feeling of satisfy that appears from inside part of the employee itself. The dimensions are:

1. *The Work Itsel*f, every work needs a specific skill based on the area. The difficulties of the work and one's feeling about their capability will increase or decrease work satisfaction.

2. Boss (*Supervision*), a good boss means the one who is able to appreciate employees' work. For employees, a good boss can be considered as father/mother/friend and also boss.

3. Colleague (*Workers*), is a factor that is related with the relationship between employees and boss and other employees, whether they are from the same or different field of work.

4. Promotion (*Promotion*), is a factor that is related to the availability of career promotion.

5. Salary (*Pay*),is a factor that fulfils the needs of employees so they can be considered as living in a proper life or not.

2.2 Performance

Based on Mangkunegara, performance (working performance) is a result based on quality or quantity that is achieved by someone in executing the duty. The duty itself is based on their own responsibilities that are given to the employees. Employees' performance that is sometimes called output, efficiency and effectiveness and it is usually correlated with productivity.

Still from Mangkunegara (2007:69) there are four factors performance that can be used as assessment standard of achievement assessment, they are: working quality, quantity, reliability, and working attitude.
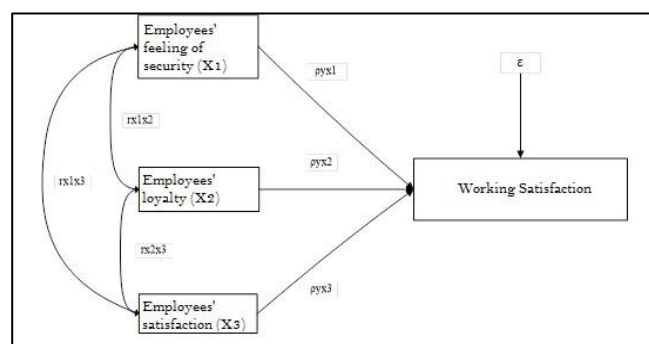
2.3 Research Type

The type of this research is causal research. It is arranged to search the possibility of cause and effect between variables. Variable X in this research is employees' feeling of security, loyalty, satisfaction. While variable Y is performance.

In this research, the population used is all Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera. Sampling technique used is census or dense sampling with 32 respondents and it uses Likert scale of measurement.

Data analysis technique used is descriptive and path analysis to experiment research hypothesis.

2.4 Framework

Research model used is as follow:

Note:

X1   : Employees' feeling of security
X2   : Employees' loyalty
X3   : Employees' satisfaction
Y   : Performance
ϵ : Residue Variable (*error factor*)

To test conceptual hypothesis that is given, it is done partially. The step in coefficient experiment is by deciding statistical hypothesis that will be tested, as follows:

Table 1. Hypothesis

H0 : ρyx1 = 0	Employees' feeling of security does not significantly influence the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera
H1 : ρyx1 ≠ 0	Employees' feeling of security significantly influences the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera
H0 : ρyx2 = 0	Employees' loyalty does not significantly influence the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera
H1 : ρyx2 ≠ 0	Employees' loyalty significantly influences the performance
	of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera
H0 : ρyx3 = 0	Employees' satisfaction does not significantly influence the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera
H1 : ρyx3 ≠ 0	Employees' satisfaction significantly influences the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera

III. Data Analysis and Discussion

3.1 Result of Descriptive Analysis

Table 2. Result of Descriptive Analysis

Variable	Sub Variable	Item	answer					%	
			1	2	3	4	5		
Employees' feeling of security	Physical Security	1	1	1	8	16	6	75.63	76.72
		2	0	0	10	17	5	76.88	
		3	0	1	7	20	4	76.88	
		4	0	1	8	17	6	77.50	
	Psychological Security	5	1	0	5	20	6	78.75	76.46
		6	0	2	7	16	7	77.50	
		7	0	5	7	14	6	73.13	
Sub Total of Employees' feeling of security			2	10	52	120	40	76.61	
Employees loyalty	Vertical Loyalty	8	1	2	4	20	5	76.25	74.50
		9	0	3	3	20	6	78.13	
		10	0	6	6	19	1	69.38	
		11	0	2	6	19	5	76.88	
		12	0	3	8	20	1	71.88	
	Horizontal loyalty	13	1	6	9	12	4	67.50	71.46
		14	0	2	11	16	3	72.50	
		15	1	2	9	13	7	74.38	

Sub Total of Employee's loyalty			3	26	56	139	32	73.36	
Employees' satisfaction	The work itself	16	1	7	8	9	7	68.75	77.08
		17	0	0	8	18	6	78.75	
		18	0	0	6	14	12	83.75	
	Boss (superior)	19	0	0	9	21	2	75.63	73.75
		20	2	2	9	13	6	71.88	
	Colleague	21	1	0	6	9	16	84.38	77.71
		22	1	0	8	17	6	76.88	
		23	1	3	7	18	3	71.88	
	Promotion	24	0	6	17	9	0	61.88	61.88
		25	0	7	13	10	2	64.38	
		26	4	6	11	9	2	59.38	
Subtotal of Employees' satisfaction			10	31	102	147	62	72.50	
Performance	Quality	27	0	1	4	23	4	78.75	76.88
		28	0	1	4	22	5	79.38	
		29	0	1	14	13	4	72.50	
	Quantity	30	1	6	10	12	3	66.25	70.00
		31	0	2	8	20	2	73.75	
	Reliability	32	0	2	3	22	5	78.75	79.69
		33	0	1	3	22	6	80.63	
	Working attitude	34	1	0	3	10	18	87.50	76.56
		35	1	2	0	16	13	83.75	
		36	2	0	9	16	5	73.75	
		37	3	10	5	10	4	61.25	
Performance Subtotal			8	26	63	186	69	76.02	

From the result above, it is found that variable with the highest percentage is Employees' feeling of security of 76,61% that is considered good, while the lowest variable is employees' satisfaction of 72,50% that is also considered good.

3.2 Path Analysis

3.2.1 Result of T test

Table 3. Result of T test

Model	Unstandardized Coefficient		Standardized Coefficient	t	Sig
	B	Standard of Error	Beta		
Constant	1.560	2.476		0.630	0.534
Employees' feeling of security (X1)	0.627	0.209	0.406	2.999	0.006
Employees' loyalty (X2)	0.652	0.215	0.489	3.029	0.005
Employees' satisfaction (X3)	0.091	0.165	0.088	0.554	0.584

From the result above, it is found that:

a. Partial influence of employees' feeling of security to performance

Based on 4.20 table, it is found the value of t_{count} = 2.999 while t_{table} with the degree of freedom at α (0.05) is 2.048. Consequently, t_{count}(2.999) > t_{table} (2.048) with significance value of 0.006. Significance value is smaller than significance level of 5%, so, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that partially, the employees' feeling of security significantly influences performance (Y).

b. Partial influence of employees' loyalty to performance

Based on 4.20 table, it is found the value of t_{count} = 3.029 while t_{table} with the degree of freedom at α (0.05) is 2.048. Consequently t_{count}(3.029) >t_{table} (2.048) with significance value of 0.005. The significance value is smaller than significance level of 5%, so, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that partially, the employees' loyalty significantly influences performance (Y).

c. Partial influence of employees' satisfaction to performance

Based on 4.20 table, it is found the value of t_{count} = 0.554 while t_{table} with the degree of freedom at α (0.05) is 2,048. Consequently t_{count}(0.554) <t_{table} (2.048) with significance value of 0.584. The significance value is bigger than significance level of 5%, so, it is clear that H_0 is accepted and H_1 is rejected. For that reason, it can be concluded that partially, employees' satisfaction does not significantly influence performance (Y).

3.2.2 Result of F model Test:

Table 4. Result of F test

Model	Quadrate number	Df	Middle Quadrate	F	Sig
Regression	1708.035	3	569.345		
Residue	179.115	28	6.397	89.002	0.000
Total	1887.150	31			

Based on the table above, it is found the value of F_{count} = 89.002 while F_{table} with the degree of freedom at α (0.05) is 2.947. Consequently, F_{count} (89.002) >F_{table} (2.947) with significance value of 0.000. The significance value is smaller than significance level of 5%, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that simultaneously employees feeling of security (X_1), employees' loyalty (X_2), and employees' satisfaction (X_3) significantly influences performance (Y).

3.2.3 Experiment of T and F Trimming model

In this research, it is found that path coefficient of employees' satisfaction (X3) is not significant, while path coefficient of employees' feeling of security (X1) and employees loyalty (X2) significantly influences performance, thus, employee satisfaction (X3) is sent out from the research model and is continued by trimming model test.

Table 5. T test of Trimming Model

Model	Unstandardized Coefficient		Standardized Coefficient	T	Sig
	B	Standard of Error	Beta		
Constant	1.766	2.418		0.730	0.471
Employees' feeling of security (X1)	0.670	0.192	0.433	3.495	0.002
Employees' loyalty (X2)	0.726	0.165	0.545	4.397	0.000

a. Partial influence of employees' feeling of security to performance.

Based on Table 5, it is found the value of t_{count} = 3.495 while t_{table} with degree of freedom at α (0.05) is 2.045. Consequently t_{count}(3.495) >t_{table} (2.045) with significance value of 0.002. Significance value is smaller than significance level of 5% (0.05), so, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that partially, the employees' feeling of security significantly influences performance. (Y).

b. Partial influence of employees' loyalty to performance.

Based on Table 6, it is found the value of t_{count} = 4.397 while t_{table} with degree of freedom at α (0.05) is 2.045. Consequently, t_{count} (4.397) >t_{table} (2.045) with significance value of 0.000. Significance value is smaller than significance level of 5% (0.05), so, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that partially, employees' loyalty significantly influences performance(Y). F Test of Trimming Model

Table 6. F test of Trimming Model

Model	Quadrate number	Df	Middle Quadrate	F	Sig
Regression	1706.070	2	853.035		
Residue	181.080	29	6.244	136.614	0.000
Total	1887.150	31			

Based on 4.24 table, it is found that value of F_{count} = 136.614 while F_{table} with degree of freedom at α (0.05) is 3.328. Consequently, F_{count}(136.614) >F_{table} (3.328) with significance value of 0.000. Significance value is smaller than significance level of 5%, so, it is clear that H_0 is rejected and H_1 is accepted. For that reason, it can be concluded that simultaneously, employees' feeling of security (X_1) and employees' loyalty (X_2) significantly influences performance (Y).

IV. CONCLUSION AND SUGGESTION

4.1   Conclusion

1. Employees' feeling of security as Business Account Manager in Business Service division of Telkom Regional 1 Sumatera is in the category of good, in the percentage of 76.61%.

2. Employees' loyalty as Business Account Manager in Business Service division of Telkom Regional 1 Sumatera is in the category of good, in the percentage of 73.36%.

3. Employees' satisfaction as Business Account Manager in Business Service division of Telkom Regional 1 Sumatera is in the category of good, in the percentage of 72.50%.

4. Based on descriptive data processing, it is concluded that performance level of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera is in the category of good, in the percentage of 76.02%.

5. Hypothesis experiment result using F test shows that employees' feeling of security variable (X1), employees' loyalty (X2) and employees satisfaction (X3) derive F_{count} of 89.002 and F_{table} of 2.947, so F_{count}>F_{table}, consequently, H_o is rejected and H_1 is accepted. Thus, non-physical work significantly influences the performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

6. Experiment result of T test for influence of employees' feeling of security to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera is partially shows that t_{count} of 2.999 and t_{table} of 2.048 so t_{count}>t_{table}, Consequently H_o is rejected and H_1 is accepted. Thus, it can be concluded that employees' feeling of security is partially influence significantly to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

7. Experiment result of T test for influence of employees' loyalty variable to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera

is partially shows that t_{count} of 3.029 and $t_{table}$of 2.048 so$t_{count}>t_{table}$, consequently, H_o is rejected and H_1 is accepted. Thus, it can be concluded that employees' loyalty is partially influence significantly to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera

8. Experiment result of T test for influence of employees' satisfaction variable to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera partially shows that t_{count} of 0.554 and $t_{table}$of 2.048 so $t_{count}<t_{table}$, consequently H_o is accepted and H_1 is rejected. Thus, it can be concluded that employees' satisfaction is partially does not influence significantly to performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

9. Experiment result of path F test using trimming model shows that employees' feeling of safety variable (X1) and employees' loyalty (X2) to performance (Y) gets the value of F_{count} of 136.614 and $F_{table}$of 2.947, so, $F_{count}>F_{table}$, consequently, H_o is rejected and H_1 is accepted. For that reason, non-physical work in trimming mode significantly influences performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

10. Experiment result of path T test using trimming model shows that employees' feeling of safety variable (X1) to performance (Y) gets the value of t_{count} of 3.495 and t_{table} of 2.045, so $t_{count}>t_{table}$, consequently H_o is rejected and H_1 is accepted. For that reason, employees' feeling of safety based on trimming model significantly influences performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

11. Result of T test using trimming model shows employees' loyalty variable (X1) to performance (Y) gets the value of $t_{count}$of 4.395 and t_{table} of 2.045, so $t_{count}>t_{table}$, so H_o is rejected and H_1 is accepted. For that reason, employees' feeling of safety based on trimming model significantly influences performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera.

4.2   Suggestion

Based on findings and discussions, there are some suggestions, as follows:

4.2.1. *Suggestions for Business Account Manager in Business Service division of Telkom Regional 1 Sumatera*

From research results, it can be concluded that non-physical working environment influences performance of Business Account Manager in Business Service division of Telkom Regional 1 Sumatera. A good non-physical work environment can affect a good performance.

Author's suggestions for Business Account Manager in Business Service division of Telkom Regional 1 Sumatera are as follows:

1. Based on descriptive research, to improve non-physical, especially employees' feeling of safety, Business Account Manager in Business Service division of Telkom Regional 1 Sumatera should pay attention more and apply good relationship between superior (boss) and inferior (employee). It can be done by giving good treatment from the boss, so Business Account Manager may feel safer and more comfortable. Besides, law protection that is given by the corporation should be improved.

2. To improve non-physical work environment, especially employees' loyalty, Business Account Manager in Business Service division of Telkom Regional 1 Sumatera should

improve the involvement of boss in every Witel to help Business Account Manager in coordinating with internal unit related to job and supporting home visit activity among Business Account Manager.

3. To improve non-physical working environment, especially employees' satisfaction, business Service division of Telkom Regional 1 Sumatera should held internal activities that is able to create good relationship between Business Account Managers in one unit and gives a clear career level for Business Account Manager.

4. Based on descriptive analysis employees' feeling of security place the highest percentage. Among three environmental variable, Business Service division of Telkom Regional 1 Sumatera is wished to apply some regulation that affected the improvement of employees' feeling of security that is now already good so, the performance of Business Account Manager can also improving.

4.2.2. *Suggestion for next research*

From this research, it can be concluded that the performance of Business Account Manager in Business Service Division of Telkom Regional 1 Sumatera is influenced y nonphysical working environment. However, there are still some spaces for next research to add more variable than non-physical environment that influence performance, especially in marketing of BUMN company. On the other side, to enrich the research, author also suggests to add some sample from other industries.

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