

## **THE INFLUENCE OF THE WORK ENVIRONMENT, INDIVIDUAL CHARACTERISTICS AND EDUCATION LEVEL ON THE PERFORMANCE OF ENVIRONMENT AND FORESTRY SERVICE EMPLOYEES OF NORTH SUMATRA PROVINCE**

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### **ABSTRACT**

The aim of this research is to analyze the influence of the work environment on performance, to analyze the influence of individual characteristics on performance, to analyze the influence of education level on performance, to analyze the work environment, individual characteristics and level of education on employee performance at the North Sumatra Province Environment and Forestry Service. The research method used in this research is a quantitative research method with a causal associative research approach. Partially, the work environment influences performance, individual characteristics influence performance, education level influences employee performance at the Environment and Forestry Service of North Sumatra Province. Simultaneously, the work environment, individual characteristics and level of education influence the performance of employees at the Environment and Forestry Service of North Sumatra Province.

**Keywords: Characteristics, Education Level, Performance, Work Environment.**

### **INTRODUCTION**

Organizations have various kinds of resources as input to be converted into output in the form of goods or services. These resources include human resources and infrastructure resources. Between these two resources, humans or human resources (HR) are the most important element. Human resources (HR) have an important role in supporting the activities, continuity and success of an organization. To be able to survive and develop under any conditions, an organization must be able to manage and develop its resources such as people, capital, materials and machines to achieve organizational goals. The success of an organization in managing its human resources greatly determines the success of achieving organizational goals. Every organization will always try to improve employee performance in the hope that the organization's goals will be achieved. Based on regional regulations, the duties and functions of UPTD KPH Wil. X Padang Sidempuan and UPTD KPH Region VI Sipirok which are determined based on the Governor Regulation regarding the position, organizational structure, duties, functions and work procedures of the Regional Technical Implementation Unit of the Forest Management Unit in the

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Environment and Forestry Service, for that employees should have appropriate abilities in carry out their work to realize employee work performance and success in the long term. Increasing individual employee performance will encourage overall human resource performance, which is reflected in increased performance. Performance management plays a more important role in the dimensions of individual behavior in adapting a job well. The North Sumatra Forestry Service is one of the Government Agencies that manages forests, forest areas and forest products which are organized in an integrated manner in North Sumatra. There is employee performance that is still not good and can be proven by the existence of employee performance data where there are still many employees whose performance is still not good, shown by the data:

**Table List of Employee Performance in 2021-2023**

No	Kegiatan Tugas Jabatan	Nilai Capaian		
		2021	2022	2023
1.	Membuat balasan surat PKL, kunjungan lamaran kerja	80,71	69,48	75,14
2.	Membuat pengumuman	83,09	74,69	80,09
3.	Membuat Laporan bulanan data pegawai	86,12	78,49	85,32
4.	Membuat rekapitulasi kehadiran pegawai	86,69	79,89	85,66
5.	Membuat rencana pengolahan kehutanan	81,55	71,02	77,92
	Rata-rata	83,63	74,71	80,82
	Kategori Capaian	Baik	Cukup	Baik

**Source: North Sumatra Forestry Service 2021-2023**

Based on the table above, it can be explained that in 2021 the achievement category was classified as good, namely 83.63. However, in that year the achievement decreased, namely 74.71 and was categorized as sufficient, and in 2023 the achievement category increased again, namely 80.82. From the results of researchers' observations on several staff at UPTD KPH Region X Padang Sidempuan and UPTD KPH Region VI Sipirok it is known that one of the things that can improve employee performance is creating a conducive work environment. A conducive work environment is one of the conditions for creating better employee performance. The thing that makes the work environment of UPTD KPH Region X Padang Sidempuan and UPTD KPH Region VI Sipirok conducive is because it is disturbed by excessive mobility of people around them. It is indeed difficult to avoid the mobility of people in the office. This is because each person usually has their own business to do something, so it is easy for them to change positions. A conducive work environment can be created if there is good communication between superiors and subordinates as well as between the subordinates themselves. From the results of previous research, it has been proven that there is an influence of the work environment on employee performance, both partially and simultaneously. Of the three independent variables used, there are significant and insignificant influences, where Competency and Training have an insignificant influence on Employee Performance at the Deli Serdang Regency Financial and Asset Management Agency, and the Work Environment has a significant influence on Employee Performance at the Deli Serdang Regency Financial and Asset Management Agency.

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The work environment can make all employees work well, because a good environment will provide comfort for employees in preparing for their work, apart from that the work environment is also always able to encourage improvements in the performance of employees. An organization is formed to achieve a common goal. Success in achieving goals can be seen from the results of the organization's performance which cannot be separated from the results of the performance of its human resources. Performance is a description of the level of achievement of the implementation of an activity/program/policy in realizing the goals, objectives, mission and vision of an organization as stated in an organization's strategic planning. To produce optimal performance in an organization, it can be measured from the results of the work that has been done compared to the standards that have been done compared to the standards that have been set by the organization, because the success of an organization is influenced by employee performance. Based on the problems and several theories as well as previous research that has been explained above, it can be seen the importance of improving employee performance at UPTD KPH Region second is individual characteristics. From the problems above, it can be found that employee performance at UPTD KPH Region So paying attention to individual characteristics is considered very important to support employee performance to be more optimal. Usually employees who have high drive will produce good performance for the organization, on the other hand, the individual characteristics of employees who lack drive at work usually have less than optimal performance. Considering the importance of demands on employee performance levels in an organization, the characteristics of each employee are also something that is taken into account. Each person who has a different attitude will respond differently to commands. Employees who have different personalities interact in different ways with superiors, coworkers and subordinates. Because these individual characteristics can be a benchmark for someone when doing something in making decisions. By fulfilling the needs of these employees, employees will feel appreciated for their existence. The positive result that will be obtained is an increase in individual performance levels. This increase in individual performance will also encourage an increase in managerial performance indirectly. To see the high and low level of work performance that has been achieved by employees, a work performance assessment program is carried out which is carried out in certain periods.

Apart from that, based on interviews with employees of UPTD KPH Region X Padang Sidempuan and UPTD KPH Region VI Sipirok, it is known that the success of an organization is greatly influenced by the performance of individual employees. Based on interviews conducted by the researcher, the researcher found that there were several employees who had educational levels that did not match the job description given by UPTD KPH Region knowledge possessed and skills possessed. To compete with other people who have a higher level of education, and this can affect their performance in the office in general. Every organization will always try to improve employee performance, with the hope that the organization's goals will be achieved. In achieving employee performance, human resource factors have a very dominant influence. Quality human resources can be seen in the results of their work, within the framework of professionalism, good performance is how an employee is able to demonstrate work behavior that leads to achieving the company's goals and objectives, for example how to manage human resources to lead to good work results,

because Humans can become the center of organizational problems when their potential is not developed optimally. Considering the existence of human resources (workforce) in many companies competing to empower the potential of their employees in order to achieve high performance. The performance achieved by employees will ultimately contribute to the performance of the organization or company. Education level is one of the organizational indicators in determining work achievement. The quality of resources cannot be separated from the placement of workforce positions according to their skills and education so that organizational goals are achieved optimally. Education is a factor that needs to be considered by an organization. By looking at the education level of an employee, you can get an idea of the knowledge and skills possessed by the workforce.

In general, it can be said that the level of education of an employee can reflect the intellectual abilities and types of skills possessed by the employee. It has become a common practice and practice that the type and level of education of an employee is usually used to measure and assess an employee's abilities. There may be many things that influence an employee's abilities besides the level of education. Through education, a person will have broader knowledge, more advanced insight and be more creative, so that it can be a motivation to work in a better way. The greater the opportunity to get job opportunities. However, many organizations still do not realize the role of employees as the main asset in determining organizational success. Many organizations misinterpret the role of employees as mere means of production, where they are required to work and devote their thoughts to achieving organizational goals without paying attention to the level of knowledge they possess. Based on the problems and several theories as well as previous research that has been explained above, it can be seen that the importance of analyzing the work environment, individual characteristics and level of education on employee performance, the UPTD KPH Region X Padang Sidempuan and UPTD KPH Region VI Sipirok must be able to create a sense of comfortable working for every employee. Based on the description above, researchers are interested in researching "The Influence of the Work Environment, Individual Characteristics and Education Level on Employee Performance at the Environment and Forestry Service of North Sumatra Province".

## **METHOD**

According to Sugiyono (2018:3), research methods are a scientific way to obtain data with specific purposes and uses. The research method used in this research is a quantitative research method with a causal associative research approach. Quantitative methods are research methods based on the philosophy of positivism, used to research certain populations or samples, data analysis is quantitative/statistical, with the aim of testing predetermined hypotheses (Sugiyono, 2018:14). This research aims to find out how much influence the change of pairs learning method has on students' active learning. To get an idea of the influence between these two variables, the author uses the causal associative method. According to Sugiyono (2018:59), "A causal relationship is a relationship that is cause and effect, so here there are independent variables (variables that influence) and dependent variables (variables that are influenced)".

**DISCUSSION****The Influence of the Work Environment on Employee Performance**

The resulting calculated t value for the work environment variable is 9.259 with a sig of 0.000. Sig analysis results. 0.000 is smaller than 0.05, meaning that individual work environment variables have a significant effect on employee performance at the Environment and Forestry Service of North Sumatra Province. Based on the results of this research, it shows that the work environment has a positive and significant effect on employee performance. The results of this research are in accordance with previous research conducted by Yuniati (2021) Lubis, R. P., F. Pasaribu, and Z. Tufty (2021) and Hakim Fachrezi and Hazmanan Khair (2020) who explained that the work environment has a significant effect on performance.

**The Influence of Individual Characteristics on Employee Performance**

The resulting calculated t value for the individual characteristic variable is 3,542 with a sig of 0.001. Sig analysis results. 0.001 is smaller than 0.05, meaning that individual characteristic variables have a significant effect on employee performance at the Environment and Forestry Service of North Sumatra Province. Previous research was conducted by Setiawan (2021) with the title "The Influence of Individual Characteristics and Work Environment on Employee Performance at PT. Awetama Bina Reksa" explains that individual characteristics do not significantly influence employee performance.

**Influence of Education Level on Employee Performance**

The resulting calculated t value for the education level variable is 2,563 with a sig of 0.013. Sig analysis results. 0.013 is smaller than 0.05, meaning that individually the educational level variable has a significant effect on the performance of employees at the Environment and Forestry Service of North Sumatra Province. Therefore, the third hypothesis which states that there is an influence between the education level variable (X2) on employee performance (Y) is proven. So  $H_0$  is rejected /  $H_a$  is accepted, which means that there is an influence between the education level variable (X2) on employee performance (Y) at the Environment and Forestry Service of North Sumatra Province.

**The Influence of the Work Environment, Individual Characteristics and Education Level on Employee Performance**

Based on the table above, the calculated F value is 12,998 with F sig. 0.008 where F sig. 0.008 is smaller than 0.05, so  $H_0$  is rejected and  $H_a$  is accepted. It can be interpreted that simultaneously the work environment (X1), individual characteristics (X2), education level (X3) have a significant influence on employee performance (Y) at the Environment and Forestry Service of North Sumatra Province. Therefore, the fourth hypothesis which states that there is an influence between work environment variables, individual characteristics and education level on employee performance is proven. So  $H_0$  is rejected and  $H_a$  is accepted, which means that there is an influence between work environment variables, individual characteristics and education level on employee performance at the Environment and Forestry Service of North Sumatra Province.

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### CONCLUSION

The work environment influences employee performance at the Environment and Forestry Service of North Sumatra Province. Individual characteristics influence employee performance at the Environment and Forestry Service of North Sumatra Province. Education level influences employee performance at the Environment and Forestry Service of North Sumatra Province. Work Environment, Individual Characteristics and Education Level influence Employee Performance at the Environment and Forestry Service of North Sumatra Province.

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