

ANALYSIS THE INFLUENCE OF PHYSICAL WORK ENVIRONMENT AND NON-PHYSICAL WORK ENVIRONMENT ON EMPLOYEE PRODUCTIVITY IN GENERAL HOSPITAL GMIM KALOORAN AMURANG SOUTH MINAHASA REGENCY.

Intan Joseph

*Jurusan Manajemen – International Business Administration (IBA) Program
Fakultas Ekonomi dan Bisnis, Universitas Sam Ratulangi,
Manado, 95114, Indonesia E-mail: intanjoseph@gmail.com*

ABSTRACT

Hospital Kalooran Amurang South Minahasa Regency is a private organization engaged in the field of health care in South Minahasa regency, North Sulawesi Province. The dynamics of the problems encountered in the field of public health is likely to continue to grow. Therefore the Hospital Kalooran Amurang have to work hard, in order to carry out the health care function optimally. Employee productivity is one aspect that should get the attention of the leadership Hospital Amurang Kalooran South Minahasa District. Through effective work, the cure rate of patients treated will be higher. Which in turn will improve the quality of people's lives, and have an impact on the reputation and public confidence in the Hospital. This research objective is to analyze the influence of the physical work environment and non-physical work environment on employee productivity in General Hospital GMIM Kalooran Amurang South Minahasa regency simultaneously and partially. The population of this research is all employee in General Hospital GMIM Kalooran Amurang South Minahasa. By using a purposive sampling method, this research sample is 54 employee as a respondent. Using a Multiple Regression as a analysis tool, this research found that there is a significant influence of the physical work environment and non-physical work environment on employee productivity in General Hospital GMIM Kalooran Amurang South Minahasa regency simultaneously and partially.

Key Word: Physical Work Environment, Non-Physical Work Environment, Employee Productivity

1. INTRODUCTION

Research Background

In general, medical care in this country is often hampered by issues relating to negligence paramedic officer, whether intentionally or unintentionally. These errors can be categorized as ineffectiveness that could lead to accidents, resulting in the patient's condition even worse.

Dimension in the field of health services is quite complex, which is not only focused on quantitative measures alone. That is, the success of the organization is not only seen how much the number of patients who come to visit or can be served. But also from the rate of cure and the benefits received by the community for the hospital services.

The importance of employee productivity deemed necessary given the rapid growing trend of competition, the dimensions of the problem, and the development of society faced by the organization. So that any problems that can reduce employee productivity, must be completed quickly and accurately before they affect the quality of hospital services as a whole.

Hospital Kalooran Amurang South Minahasa Regency is a private organization engaged in the field of health care in South Minahasa regency, North Sulawesi Province. The dynamics of the problems encountered in the field of public health is likely to continue to grow. Therefore the Hospital Kalooran Amurang have to work hard, in order to carry out the health care function optimally.

Employee productivity is one aspect that should get the attention of the leadership Hospital Amurang Kalooran South Minahasa District. Through effective work, the cure rate of patients treated will be higher. Which in turn will improve the quality of people's lives, and have an impact on the reputation and public confidence in the Hospital.

Labor productivity will be related to the effectiveness of employees overall. If there is a decrease in effectiveness of the work, then head of the company should also evaluate the things that affect the productivity of labor. Thus, companies need to be aware of the symptoms of decline in employee productivity as the problems associated with their ability to work effectively.

At the General Hospital GMIM KalooranAmurang South Minahasa District, the recent dynamics indicate the trend of declining productivity of employees in their daily work activities. One obvious indicator is seen in the increasing cases of breaches of discipline, especially in the form of absenteeism, tardiness and skip work before business hours after.

In Table 1.1 below, presented data on levels of absenteeism as well as the development of data the number of employees at the General Hospital GMIM Kalooran Amurang South Minahasa District, for the period from 2009 to 2015:

Table 1.1 EMPLOYEE ABSENCES

Year	Number of Employee			Employee Absence in Year
	Male	Female	Total	
2009	84	92	176	47
2010	84	91	175	41
2011	86	98	184	46
2012	86	98	184	51
2015	85	95	180	54
2014	86	98	184	46
2015	86	98	184	51

Source: Hospital Personnel Division Kalooran Amurang 2015

In Table 1.1, the level of employee absenteeism since 2009 continues to increase with the highest increase in 2015. Management needs to pay attention to the causes of this high rate of absenteeism. Because it may be, there are employees who do not attend due to health problems

or accidents. In this case, the physical working environment is an aspect that should be considered as one of the causes of the accident or health problem employee.

The above problem in principle harm the organization, because it can reduce the productivity of the company concerned. Where if the level of employee absenteeism is high enough, it can reduce the amount of work that can be completed at this time.

For example, if the laboratory staff is not present, then the amount of blood and urine samples of patients that can be examined will be reduced. Whereas the relevant patient may desperately need blood test results in the near future. In addition to having a problem at the level of absenteeism, Hospital Kalooran Amurang South Minahasa District is also faced with the symptoms of decline in labor productivity resulting from a breach of discipline employees.

In Table 1.2 below, presented data on the extent of delay and absenteeism of employees Kalooran Amurang Hospital from 2009 to 2015:

Table 1.2 Late Level Employees and Home Early Without Permission At General Hospital GMIM Kalooran Amurang South Minahasa Regency, Year 2009-2015.

Year	Number of Employee	Employee Absence per year	Home Without Permission per Year	Late per year	
				< 4 Hours	> 4 Hours
2009	176	47	55	78	24
2010	175	41	44	67	18
2011	184	46	51	66	19
2012	184	51	45	70	23
2015	180	54	49	75	20

Source: Hospital Personnel Division Kalooran Amurang, 2015

The data in Table 1.2 offense in question is late coming or return prematurely without initial confirmation to the direct superior, though still recorded as presence on attendance data is concerned. In 2015 the last, only the breach of discipline in the form of top-level half-day delay in the official work (4 hours) that an improvement or decline, although the numbers are not too large.

These data indicate that the level of adherence to discipline employees overall working time is also decreased, although the fluctuation is not the same. Cases of decreased quality of work though it seems trivial, but it is basically a matter of principle because it involves commitment, ethics and morale of the employees concerned.

Activities work in the medical field generally requires prudence and high accuracy. Visit patients in a variety of conditions requiring speed and high accuracy of the response action. Disturbances of the work environment can be distracting or concentration of health workers is concerned, so it is easy to cause the occurrence of failures and errors.

One important aspect that is considered to potentially affect the productivity of employees of a hospital, is the aspect of the working environment. In this case, the work can be limited to environmental factors more specific to the physical work environment variable and non-physical work environment.

Theoretical Review

Human Resource Management

Human Resource Management is planning, organizing, coordinating, implementing, and monitoring of the procurement, development, provision of fringe benefits, integration, maintenance, and the division of labor in achieving organizational goals

Work Environment

According to Foldspang et al (2014), the working environment is Conditions in the company in which the employee works, which must be prepared by the management is concerned, where the work environment does not provide good protection for employees to do the job will provide space for the creation of a work accident.

Physical Working Condition

Definition of the physical work environment by Bhaga (2010) argue that physical work environment is a condition or state of the workplace environment in terms of the materials they contain and their effects on workers, including the shape of the intensity and duration of the effect on workers who may cause hazards or risks such as the presence of toxic substances, radiation, noise, and the atmosphere workplace.

Non-Physical Work Environment

According to Gerberich et al (2004) non-physical work environment, covering a good relationship between leaders and subordinates and among employees. The existence of such a harmonious relationship, it will be able to increase employee commitment to the task, work and organization. So with a good growth of commitment, performance problems can be optimally ". The working environment will affect the individual and the organization as a whole. Although employees are given proper stimulus, morale could be bad if the work environment is ignored.

Employee Productivity

According Miche *et al* (2002) productivity implies with regard to the concept of economic, philosophical and systems. As an economic concept, productivity with respect to the business or human activity to produce goods or services that are useful for the fulfillment of human needs and the public at large.

2. RESEARCH METHODOLOGY

Type of Research

This research is the causal type of research where it will investigate the influence of elements on employee productivity.

Population and Sample

Population is generalized to the object or subject which has a certain quantity and characteristic that is required by researcher to studying and to gain conclusion. The population in this research is Employees General Hospital GMIM Kalooran Amurang with the following criteria:

1. Nurses and administrative staff who have worked more or less 2 years in RSU GMIM Kalooran Amurang
2. Nurses are educated Academy of Nursing (Nursing Academy) and SPK

Based on the reports of the personnel RSU GMIM Kalooran Amurang, obtained information that the number of nurses and administrative staff as much as 183 people. But who qualify - the requirements as specified just 67 people.

Sampling method used is simple random sampling. The number of samples in the General Hospital GMIM Kalooran Amurang South Minahasa can be determined as follows:

$$S = \frac{^2 \cdot N \cdot P \cdot Q}{d^2 (N-1) + ^2 \cdot P \cdot Q}$$

$$S = \frac{3,481 \cdot 0,67 \cdot 0,5 \cdot 0,5}{0,05 (67 - 1) + 3,481 \cdot 0,5 \cdot 0,5}$$

$$S = \frac{3,481 \cdot 0,67 \cdot 0,5 \cdot 0,5}{0,0025 (66) + 3,481 \cdot 0,5 \cdot 0,5}$$

$$S = \frac{58,3067}{0,165 + 0,87025}$$

$$S = \frac{58,3067}{1,03525} = 56,3214 = 56$$

If there is a decimal point, it should be rounded. Thus, the number of samples that should be used is 56 people.

Data Collection Method

As for the source of the data in this study consists of:

1. Primary data, the original data is obtained directly from the object of research in the field through surveys, interviews, and giving questionnaires to employees Hospital Amurang Kalooran South Minahasa District.
2. Secondary data, ie data that are already available or collected previously by sources or other organizations that exist, among others, came from:
 - a. South Minahasa District Health Office, ie the data references in the form of an assessment of the General Hospital GMIM Kalooran Amurang
 - b. North Sulawesi Provincial Health Office, in the form of the provision of physical labor or environmental conditions in a general hospital.

Operational Definitions and Measurement of Research Variable

Physical work environment (X₁)

- Variable Air condition (X_{1.1}) is seen from the purity of air quality, success and freshness of the air in the working environment Hospital Amurang Kalooran South Minahasa regency that affect the smooth operation of the employees work done.

Where the indicators used are:

1. Cleanliness air of fine particles are harmful.
2. The freshness of the air air air where there is not stuffy or stuffy.
3. The purity of the air of foul odor, pungent odor, or smell not good.
4. The air temperature is normal where the temperature is not too hot or too cold
5. Smooth or flexibility of air circulation.

- Sound (X_{1.2}): Was a commotion and noise level in the work environment Hospital Amurang Kalooran South Minahasa regency which can affect the smooth work of employees, causing communications to be slow, ugly and ineffective, as well as affecting the health of the organ of hearing of the individual concerned.

Where the indicators used are:

1. The noise is the sound of a vehicle, the exhaust sound, and the sound of the horn.
2. The noise sound machines, electrical equipment, and mechanical equipment.
3. The noise sounds TV, radio, and the music is too loud instruments.
4. The sound of the crowd, the mass, or the bustle of pedestrians.
5. The dog barks, howls cats, pigs or other animals bleating.

- Variable lighting condition ($X_{1.3}$): Is adjustable lighting quality or state of the room to function in a work environment Hospital Amurang Kalooran South Minahasa regency, which can affect the smooth running of work or physical condition, especially the health of the employees concerned vision".

Where the indicators used are:

1. Glare light
2. The sharpness of contrast and color of light
3. Distribution of sufficient light and evenly
4. Levels and light intensity
5. Purity of light particles from ultraviolet radiation, X-rays, or other harmful elements.

- Variable state of Health ($X_{1.4}$) is the purity of the working environment in the hospital Kalooran Amurang South Minahasa regency, which is free or minimal dirt / materials that can be harmful to health and the employee's activities.

Where the indicators used are:

1. Waste discharges, sewage work, and hazardous chemical pollution.
2. Dust, smoke, and fine particles carried by the wind.
3. Manure such as insects, rats, cats and dogs.
4. Puddle on the floor, clogged drains, sewer overflow and wet in the shower, toilet, or sink.
5. Bacteria, germs, and viruses diseases on food and working facilities.

- Variable Security situation ($X_{1.5}$) is circumstances employee that is free from fear and any possibility of occupational accidents and other hazards that may occur in the work environment at the Hospital Kalooran Amurang South Minahasa District.

Where the indicators used are:

1. The threat of natural disasters such as floods and landslides.
2. The risk of traffic accidents, fights, theft, acts of criminality and violence.
3. Danger of accidents due to the condition of buildings and installations that could cause a fire, explosion, building collapse.
4. The threat of poisoning, radiation exposure, or exposure to harmful pollutants.
5. Risk cut off machine, punctured tool, pinched, or fall because of the condition of the facilities and equipment work.

Non Physical Work Environment (X_2)

Where the indicators measured are

1. There was miscommunication due to improper work instructions
2. Misunderstanding the use of facilities
3. Like gossiping at a time when business hours
4. Intervention of superiors that causes a lack of a sense of wanting to work
5. How to dress that does not fit
6. The use of body language that does not fit the rules.

Employee Productivity (Y)

Where the indicators measured are

1. Increasing the accuracy and quality of work
2. Decreased levels of job failure or non-performance of an action to be performed
3. The reduced levels of work-related errors or mistakes that occur malpractice patient handling.
4. The low level of damage to the work and work facilities for the loss of concentration.
5. The reduced level of delay completion of the work or delay the treatment of patients.

Data Analysis Method

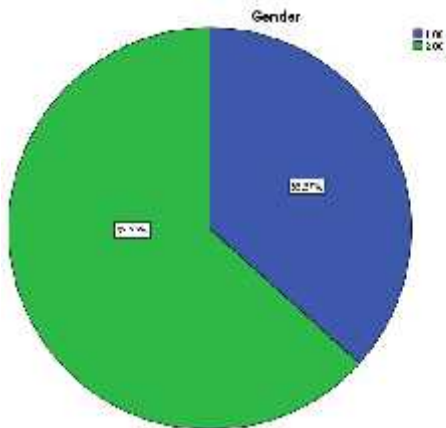
This given section will be explained about the overall analysis methods that are used in this current research, either the fundamental testing of the obtained data and the main analysis method of the tabulated data for proving hypotheses in this research.

1. Validity and Reliability Test
2. Classical Assumption Test
3. Multiple Regression Test
4. Coefficient Correlation and Coefficient Determination Test
5. F – Test
6. t – Test

3. DATA ANALYSIS AND DISCUSSION

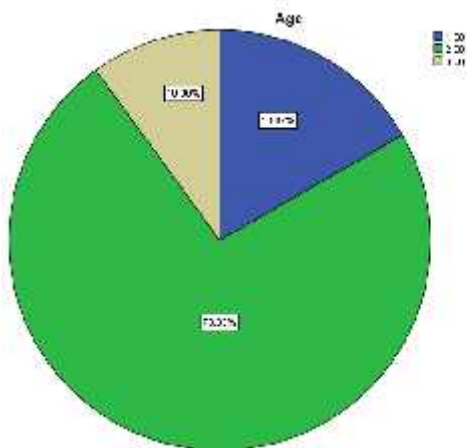
Data Analysis

Employee Characteristic



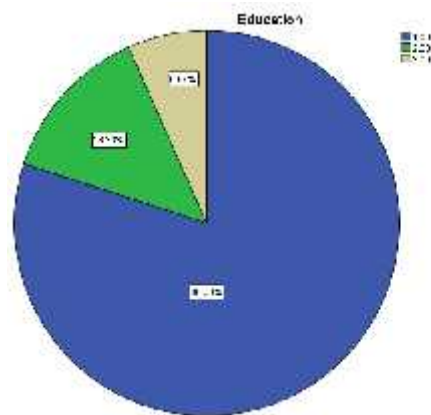
Source: SPSS Data Analysis, 2016

The pie chart above is the employee characteristic based on gender. Majority of the employee are female with 63.33% and male only have 36.67%.



Source: SPSS Data Analysis, 2016

The figure above shows the frequency of Respondent's Age. Majority of employee are from 31 years old until 45 years old which is 73.33%. The lowest frequency of age is 46 years old.



Source: SPSS Data Analysis, 2016

The figure above is a description of respondent's education. The figure above shows majority of respondent are bachelor degree with 80.00% and the rest are master and doctoral degree.

Validity and Reliability Test

Validity Test

Validity Test Table

Correlations

		Physical Work Environment	Non Physical Work Environment	Total
Physical Work Environment	Pearson Correlation	1	.074	.821**
	Sig. (2-tailed)		.589	.000
	N	56	56	56
Non Physical Work Environment	Pearson Correlation	.074	1	.630**
	Sig. (2-tailed)	.589		.000
	N	56	56	56
Total	Pearson Correlation	.821**	.630**	1
	Sig. (2-tailed)	.000	.000	
	N	56	56	56

***. Correlation is significant at the 0.01 level (2-tailed).*

Source: SPSS Data Analysis, 2016

From the table above shows the validity test of variable $X_1 - Y$ and dependent variable are bigger than r value. The table shows the total number for $X_1 - Y$ are above 0.3, means that all the indicators are valid.

Test Reliability

Reliability Test Table

Variable	Cronbach's Alpha
X_1	.689
X_2	.850
Y	.945

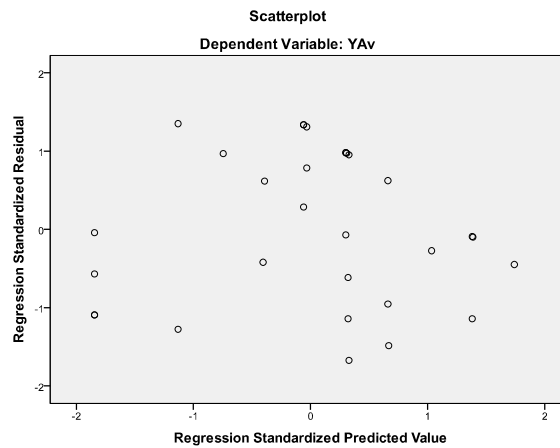
Source: SPSS Data Analysis, 2016

From the table above shows the Cronbach's Alpha > 0.6, indicated that all research instrument indicator of variable are reliable.

Classic Assumption

Heteroskedasticity Test

A good regression model is free from the case of heteroscedasticity. Basis for decision-making of a regression model said that heteroscedasticity occur if there is no clear pattern, and the point spread above and below the number 0 (zero) on the Y axis, does not occur heteroscedasticity. Figure below will explain the test results as follows:



Source: SPSS Data Analysis, 2016

Based on the figure above it can be seen that there is no established pattern, in other words the graph describing the plot spread above and below the number 0 (zero) on the Y-axis. This proves that the independent variable X_1 and X_2 on Y are free of Heteroscedasticity.

Multicollinearity Test

The purpose was to test the assumption of multicollinearity in the regression model to test whether there is a correlation between the independent variables. A good regression model should be free from the problem of multicollinearity and there is no correlation between the independent variables.

Multicollinearity Test Table

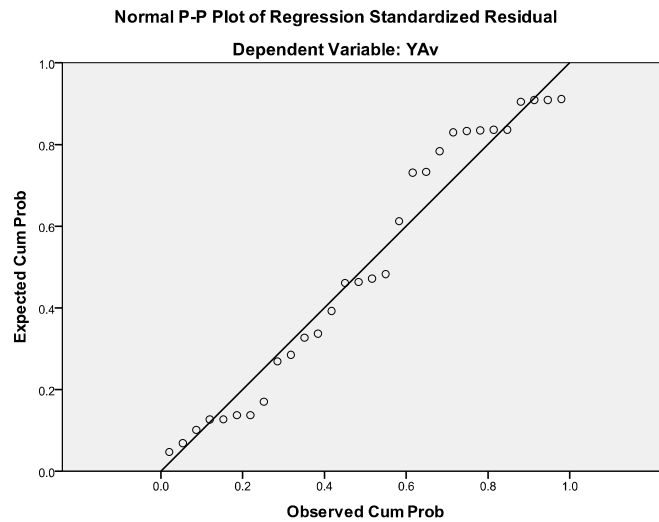
Variable	VIF
X_1	1.075
X_2	1.075

Source: SPSS Data Analysis, 2016

Table above shows the calculation of Multicollinearity. Moreover, it can be known through the VIF and tolerance, whereby if the value of VIF and tolerance to be around the number < 10 then the regression model above are free from multicollinearity. Based on the results in the table above can be seen by SPSS output does not occur because the symptoms of multicollinearity VIF value of X_1 and X_2 was below numbers < 10 , this means that there is no connection between the independent variables. Thus, multicollinearity assumptions are met (free of multicollinearity).

Normality Test

Testing the normality assumption is to test whether the regression model, the independent variable X_1 and X_2 and Y has a normal distribution or not. Regression model is good if the data distribution is normal or near normal, if the data is spread around the diagonal line and follow the direction of the diagonal line, then the regression fulfill the normality assumption.



Source: SPSS Data Analysis, 2016

From the figure above it can be seen that the points spread and spread around the diagonal line in the direction diagonal lines. This proves that the model Regression of The Influence of X_1 and X_2 on Y in test normality assumption was met.

Coefficient Regression

As has been pointed out in the previous section that the objective of this study to know the effect of X_1 and X_2 on Y and to test the truth of the hypothesis used quantitative analysis with linear regression methods

In calculating the regression between independent variables on dependent variable, with the help of a computer program package Based on the statistical software SPSS Version 19.0, of the data processing on the attachment is as follows:

Unstandardized Coefficient Beta Table

Variable	B
(Constant)	.996
X_1	.155
X_2	.598

Source: SPSS Data Analysis, 2016

From the analysis, obtained by linear regression equation as follows

$$Y = + b_1X_1 + b_2X_2 + e$$

$Y = 0.996 + 0.155 X_1 + 0.598 X_2 + e$. From the multiple linear regression equation above, it can inform the interpretation as follows:

- Constant value of 0.996 means that if the variables in this research of Variable X_1 and X_2 are equal to zero than the Y will increase at 0.996 point.
- Coefficient value of 0.155 means that if the variables in this research of X_1 increased by one scale or one unit, it will improve and increase Y at 0.155.

- Coefficient value of 0.598 means that if the variables in this research of X_2 increased by one scale or one unit, it will improve and increase Y at 0.598.

Thus, if there is any change in factors measuring of X_1 and X_2 will change dependent variable Y.

Coefficient Correlation and Determination

The correlation coefficient is used to measure the The Influence of X_1 and X_2 on Y. The correlation coefficient values can be seen in the table below:

Coefficient Correlation (r) and (r²) table

R	R Square
.734 ^a	.847

Source: SPSS Data Analysis, 2016

Based on the analysis of correlation (r) is equal to 0.734 indicating that the Correlation of The Influence of X_1 and X_2 on Y has a strong relationship.

To determine the contribution The Influence of X_1 and X_2 on Y can be seen that the determinant of the coefficient (r²) in the table above. R² value of 0.847 in this study may imply that the contribution of independent variable on dependent variable of 84.7 % while the remaining 15.3% is affected by other variables not examined in this study.

**Hypothesis Test
Simultaneously Test**

Simultaneous testing conducted to determine the The Influence of X_1 and X_2 on Y hypothesis test is carried out simultaneously by using F numbers in the table below.

Testing is done by comparing the number of significant level of calculation results with significance level 0.05 (5%) with the following criteria:

- If $F_{count} (sig) \geq 0.05$ then H_0 is accepted and H_a rejected
- If $F_{count} (sig) < 0,05$ then H_0 is rejected and H_a accepted

**Simultaneously Test Table (F – test)
ANOVA^b**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	5.080	2	2.540	10.549	.000 ^a
	Residual	12.760	53	.241		
	Total	17.839	55			

a. Predictors: (Constant), Non Physical Work Environment, Physical Work Environment

b. Dependent Variable: Employee Productivity

Source: SPSS Data Analysis, 2016

Value of 10.549 of F_{Count} significant 0.000. Because the $sig < 0.05$ means the confidence of this prediction is above 95% and the probability of this prediction error is below 5% which is 0.000. Therefore H_0 is rejected and accepting H_a . Thus, the formulation of the hypothesis that The Influence of X_1 and X_2 on Y Simultaneously, accepted.

Partially Test

Partial test is used to test the effect of each independent variable X_1 and X_2 in Partial Impact on Y by performing comparisons between the t_{count} values with t_{Table} value at $\alpha = 0.05$ or compare the probability of the real level 95% of the partial coefficient (r) so that it can be seen the influence of the independent variables individually. Using the criteria of hypothesis testing by t test as follows:

- $t_{count} \leq t_{tabel}$ (0,05), then H_0 is accepted and rejecting H_a .
- $t_{count} > t_{tabel}$ (0,05), then H_0 is rejected and accepting H_a .

The data table below shows the t -test partially result:

Partial Test Analysis Table (t-test)

Model	t	Sig.
X_1	2.489	.014
X_2	4.224	.000

Source: SPSS Data Analysis, 2016

Based on the calculations in the table above, the interpretation as follows:

- t_{count} for X_1 2.489 bigger than the value of 1.984 t_{table} means X_1 has significant influence partially on Y . The sig. value at 0.007 means that prediction of X_1 influence on Y doing errors is more than 5% which is 1.0%, thus the confidence of this prediction is below 95%. Therefore, H_a accepted.
- t_{count} for X_2 4.224 greater than the value of 1.984 t_{table} means X_2 has significant influence partially on Y . The sig. value at 0.000 means that prediction of X_2 influence on Y doing errors is 0.0%, thus the confidence of this prediction is above 95%. Therefore, H_a received.

Discussion

Physical Working Condition and Non Physical Working Condition have a close relationship with Employee Productivity in General Hospital GMIM Kalooran Amurang South Minahasa Regency. This is evidenced by the results of the calculation of the value of R and R^2 which illustrates that the Physical Working Condition and Non Physical Working Condition have a strong influence on Employee Productivity at General Hospital GMIM Kalooran Amurang South Minahasa district with a value contribution Effect of Physical Working Condition and Non Physical Working Condition on Employee Productivity in Office Ministry of Religious Affairs in the South Minahasa District of 84.7%.

Employee Productivity at General Hospital GMIM Kalooran Amurang South Minahasa is defined as the relationship between the real and physical (goods or services) with the inclusion of the truth. Productivity is defined as the level of efficiency in producing goods or services. Thus, Physical working environment has strong correlation with Employee Productivity. Physical working environment is natural physical conditions around the workplace at General Hospital GMIM Kalooran Amurang South Minahasa that include controlling noise, lighting arrangements workplace, humidity and air temperature adjustment, servicing the needs of employees, regulating the use of color, maintenance of cleanliness of the environment, and providing the necessary facilities such as showers, changing rooms, etc.

This finding has a same result with Emmanuel Majekodunmi Ajala in his research about The Influence of Workplace Environment on Workers' Welfare, Performance and Productivity. He study about analyzed the influence of workplace environment on workers welfare and productivity in government parastatals of Ondo State, Nigeria. Two research questions are raised to assist the research. The study adopted the descriptive survey research design of the ex-post

facto type. The random sampling technique was used to select 350 respondents. A structured questionnaire with three sub-sections was used to collect data that were analyzed with mean values and simple percentages. The results showed that workplace features and good communication network at workplace have effect on worker's welfare, health, morale, efficiency, and productivity. It was recommended that industrial social workers should advocate with management to create a conducive workplace environment and good communication network that will attract, keep, and motivate its workforce for healthy living and improved productivity and guarantee virile employees, enthusiastic employers and sustenance of the organization.

Another research conduct by Ali Yassin Sheikh Ali, Abdiaziz Abdi Ali, Abdiqani Ali Adan in their study about Working Conditions and Employees' Productivity in Manufacturing Companies in Sub-Saharan African Context: Case of Somalia. In their study, the research team studied Working condition and employee productivity in manufacturing companies with the objective of investigating the effects of Working condition especially Working hours and Workload on employee's productivity and whether there is a relationship between working condition and employee's productivity in Mogadishu manufacturing industry. Using purposive sampling, the research team selected 150 respondents who are the workers of the selected manufacturing companies in Mogadishu- Somalia. Data was analyzed using SPSS. Analysis found that there is a positive relationship between working condition and Employees productivity r -value=0.276 at 0.10 Thus, working hours, and Workload leads to high level of Employees productivity in other words, working hours has positive relationship on Employees productivity r =0.69 at 0.10. Moreover, The outcome from the findings of the study and linear regression model revealed that 50 percent of the variability of employees' productivity is accounted for by the variables in this model.

The same research also conduct by Amina Hameed in his research about Impact of Office Design on Employees' Productivity: A Case study of Banking Organizations of Abbottabad, Pakistan. He found that Increased personal control and comfort needs of employees triggered the concern among organizations to provide them with an environment and office design, which fulfills the employees' needs and helps to boost their productivity. The main objective of this study is to find out the relationship between office design and productivity. For this purpose, 31 bank branches of 13 banks were contacted and studied. The findings of this study show that office design is very vital in terms of increasing employees' productivity. Comfortable and ergonomic office design motivates the employees and increases their performance substantially.

4. CONCLUSION AND RECOMMENDATION

Conclusion

From the chapter 4 about the data analysis and discussion, this research concludes findings as follows:

1. Physical work environment and non-physical work environment have significant influence on employee productivity in General Hospital GMIM Kalooran Amurang South Minahasa regency, simultaneously.
2. Physical work environment has significant influence on employee productivity in General Hospital GMIM Kalooran Amurang South Minahasa regency, partially.
3. Non-physical work environment has significant influence on employee productivity in General Hospital GMIM Kalooran Amurang South Minahasa regency, partially.

4. Based on the data analysis, the dominant variable influence on employee productivity in General Hospital GMIM Kalooran Amurang is Non Physical Work Environment.

Suggestion

1. Manager or leader in General Hospital GMIM Kalooran Amurang South Minahasa regency should pay attention to Physical work environment and non-physical work environment, since this two variables have significant influence on employee productivity.
2. To improve this research, the next researcher should add more variable or intervening to make a better result for the influence on purchase intention.

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