

The Influence of Task Skills, Organizational Culture, Internal Motivation, and Non Physical Work Environment on Employee Performance

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ABSTRACT

The research was conducted on employees to determine whether task skills, organizational culture, internal motivation, and non-physical work environment affected employee performance both separately and simultaneously. A total sample of 30 respondents was gathered using questionnaire media and various data analysis techniques. These techniques included the classical assumption test, autocorrelation test, goodness of fit test, multiple line test, and goodness of fit test. Internal motivation has a positive and significant effect on worker performance, the non-physical work environment has a positive and significant impact on employee performance, and corporate culture has a significant negative impact on worker performance.

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1. INTRODUCTION

Every individual in society must need goods and services for their survival and in order to meet these needs, of course, they need the help of others who are available with public services. The author will discuss further about services, namely health services which mean maintaining or improving health by preventing, analyzing, therapeutic actions, recovering, or healing diseases, injuries, and other physical and mental problems. Health service facilities in Indonesia or abbreviated as health facilities are classified based on the level of health services, namely 1st level (primary), 2nd level (secondary), and tertiary levels. Puskesmas a first-level (primary) health facility. Puskesmas is a health institution that functions as a place to develop the health conditions of citizens, and as the main shield in the delivery of health services directly to citizens (Safira & Holifah, 2021). Puskesmas should always improve their capacity to provide high-quality health services as they are in close proximity to the community.

However, the results of previous studies show that PHC services are still far from what the community expects. Services continue to be a problem for the community (Khesia, 2018). When providing public services, the problems faced by public health centers are closely connected to performance of the human resources in it. Performance is determined as the quality and value generated by an employee when they complete tasks in accordance with their responsibilities. Performance, on the other hand, is defined by Richard (2012) as a group to use its resources effectively and efficiently to achieve common goals (Khairandy & Elpanso, 2019). Performance is an achievement it may be accomplished by an individual or a group of individuals in a group or container in

line with their duties and obligations to accomplish collective objectives in a legal way according to norms and ethics, without breaking the law. Competence defines a skilled ability or the most fundamental and main knowledge in a particular section characterized by being an expert in that section.

According to Mathis and Jackson, the competencies possessed by HR professionals are knowledge of companies and organizations, knowledge of the impact and change of management, and specific knowledge and proficiency in the human resources field (Syahputra & Tanjung, 2020). Marnisah et al. (2022), state that organizational culture contributes to improving organizational performance and development. This explanation is reinforced by Riwu Kore et al. (2022) who said that a group will not be able to develop if it is only driven by hard system tools such as strategies or tricks, structures, and systems without the encouragement of group culture. Employee behavior that is in accordance with organizational culture and in line with it can boost satisfaction at work, which can create better performance in accordance with organizational expectations. According to Qomariah (2020), motivation is the drive in a person's series to do good things that can result in improved performance.

There are 2 factors that influence motivation, namely external motivation and internal motivation. In this study, the authors discuss further about internal motivation, which is motivation that comes from within an individual or person, including needs, interests, desires, ambitions, or personal satisfaction. Sedarmayanti (2019) defines that the work setting is composed of two varieties, including the physical and non physical the surroundings. The non physical work setting is a condition that is directly connected to the workplace, be it connections with leaders, connections with fellow friends at work, or with employees under us. Sedarmayanti (2020) explains the meaning of the non physical work setting includes all conditions that occur in connections with fellow workers, along with the workers below. Therefore, Researchers are eager to do out studies with the research title, "The Impact of Task Skills, Organizational Culture, Internal Motivation, and Non Physical Work Setting on Corporate Performance" to discuss these issues.

2. LITERATURE REVIEW

a. Employee Performance

Tri Mariati Lambaga State Administration of the Republic of Indonesia (2020: 7) states that employee performance is the achievement of a certain level of work, program, or policy that is aligned with realizing the company's aims, mission and goals. Kompri (2020: 2) states that performance or performance is guided by the level of performance in an activity program or regulation in order to reach the company's goals, objectives, aim, and mission described in company's strategic steps.

b. Task Skills

According to Putri (2020) in the same journal, defines organizational culture as the skill to complete a task properly and correctly physically and mentally. However, Eko Prasajo (2020) said that organizational culture is a specific skill to complete work tasks on time and according to plan. Task Skills include technical and cognitive abilities needed to carry out certain job functions in the organization.

c. Organizational Culture

Tuala (2020), says that organizational culture is a collection of basic ideas about beliefs, values, and actions created and implemented by an organization. This is the basis for determining organizational goals, consensus, excellence, success (performance), innovation, unity, closeness and organizational integrity. Setyorini & Santi (2020), said that a person's strength in achieving organizational performance is known as organizational culture.

d. Internal Motivation

Internal motivation is a dimension of work motivation for employees in the company. According to Syahputra (2020), motivation is a collection of values and attitudes that make person influenced in achieving certain things that are in line with their goals. Internal motivation, Ryan R. Baldes (2020), is defined as an internal driving factor that makes individuals take an action because of the satisfaction they get from the activity, not because of social pressure or rewards from outside sources.

e. Non Physical Work Environment

Sanjaya (2020), says that non physical the work setting is also defined as the invisible work environment. In other terms, the non physical environment cannot be directly felt by individual emotions. The company must be able to reflect conditions that facilitate cooperation between superiors, subordinates, and peers within the company.

Hipotesis

a. The Effect of Task Skills on Employee Performance

It has been proven that employees who have the ability to complete tasks are able to complete them more quickly and accurately, resulting in increased output and efficiency in a and accurately, which results in increased output and overall efficiency. overall efficiency. Task skills are critical to improving worker performance and

achieve company success. Organizations can empower their workers, increase productivity, and gain a future competitive edge by investing in task skills development. by investing in task skills development.

b. The Effect of Corporate Culture on Employee Performance

One important factor that can influence worker performance and company success is organizational culture. By building and maintaining a strong and positive culture, organizations are able to increase their productivity, profitability, and competitiveness. In addition, a strong and positive culture can result in good worker performance.

c. The Effect of Internal Motivation on Employee Performance

An important factor in improving worker performance and business success is internal motivation. By understanding and implementing the right strategies to improve internal motivation, companies able to establish a productive workplace, increase productivity, and achieve their long-term goals..

d. The Effect of Non Physical Work Environment on Employee Performance

If employees are engaged in their work and committed to the corporate, they are more likely to achieve goals and make their best contributions. Since a positive work environment with open communication and strong leadership can increase worker engagement and commitment, they become more motivated, engaged and creative. A positive work setting also encourages focus on details, thoroughness, and completion of tasks according to higher standards.

3. RESEARCH METHODS

This investigating uses quantitative research varieties, which uses task skills, organizational culture, internal motivation and non physical work setting as independent variables to the dependent variable of worker performance. The partisipants in this investigating were staff members of Puskesmas 1 Leksono, Leksono District, Wonosobo Regency in 2023-2024. While the samples taken from the population are permanent employees of both ASN / PNS, as well as contract employees of BLUD Puskesmas 1 Leksono.

Table 1. Operational Variables

No	Sub Variable	Definition	Indicator	Source
1.	Employee Performance (Y)	Performance or Performance is the term used to project the level of achievement in carrying out activity programs or regulations to achieve the enterprise's targets, goals, aim and mission, which are described in the enterprise's strategic steps.	a. Quality of work. b. Work quantity. c. Task execution. d. Responsibility	Mangkunegara dalam Maryati (2021:15).
2.	Task Skills (X ₁)	<i>ask skills are the ability to complete the tasks that have been given to him or complete the work given with satisfactory results.</i>	a. Quality of work results. b. Efficiency and effectiveness. c. Communication skills. d. Problem-solving ability e. Ability to learn and adapt.	Hasibuan (2020)
3.	Organizational Culture (X ₂)	He strength of a person as a supporting factor in achieving organizational performance lies in organizational culture. Organizational culture functions as a fundamental concept of the company and consists of shared beliefs, standards and values in determining the way an organization does things.	a. Integrity b. Consistency c. Professional d. Responsibility e. Communication.	Setyorini & Santi (2020) dan Muhdar (2020:30)
4.	Internal Motivation (X ₃).	Internal motivation is the drive within individuals that supports them to carry out an action because of the satisfaction they get from the activity, not because of the expected results from outside factors	a. Actual self b. Award c. Responsibility d. Achievement.	Ryan R. Baldes (2020)

No	Sub Variable	Definition	Indicator	Source
5.	Non Physical Work Environment (X ₄)	Il things that occur in work relationships, whether to leaders, fellow coworkers, or employees under them, are called non-physical work environments.	a. All situations that are carried out and there is a relationship with work relationships. b. Shows the situation that encourages work. c. should be created in a family atmosphere, communication	Noorainy (2020)

4. RESULTS AND DISCUSSIONS

4.1 Multiple Linear Regression Analysis

Coefficients ^a											
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations			Collinearity Statistics	
		B	Std. Error	Beta			Zero-order	Partial	Part	Tolerance	VIF
1	(Constant)	2.302	4.556		.505	.618					
	Task Skills	.370	.268	.320	1.380	.180	.360	.266	.245	.588	1.700
	Budaya Organisasi	-.120	.381	-.096	-.316	.755	.327	-.063	-.056	.345	2.898
	Motivasi Internal	.023	.247	.020	.091	.928	.196	.018	.016	.663	1.507
	Lingkungan Kerja	.414	.315	.330	1.313	.201	.370	.254	.233	.501	1.996
a. Dependent Variable: Kinerja Karwawan											

a. Dependent Variable: Kinerja Karyawan

Figure 1. Multiple Linear Regression Analysis

Figure 1 indicates that the multiple linear equation is made to include the following:

$$Y = b_1 X_1 + b_2 X_2 + b_3 X_3 + b_4 X_4$$

$$Y = 0,320 X_1 + 0,096 X_2 + 0,020 X_3 + 0,330 X_4$$

The following may be explained using the multiple linear regression equation :

1. Competency variables, especially task abilities, have a favorable effect on worker performance.
2. In addition, organizational culture must be improved to improve worker performance.
3. And competency variables have a negative effect on worker performance.
4. That increasing internal motivation can create an increase in employee work, and internal motivation variables have a negative effect on worker performance.
5. Non physical work setting variables also have a positive influence on worker performance.

4.2 Simultaneous Test (F Test)

In order to check whether or not there is a simultaneous or joint correlation amid the dependent variable and the independent variable, the F test or analysis of variance test is carried out. Considering the SPSS test results, the importance value of the task skills variable, corporate culture, internal motivation and non physical work environment is > 0.05 , which is 0.191 with $F \text{ count} = 1.661 < F\text{-table} = 2.74$. That means that H_0 is rejected and H_a is accepted. It can be concluded that between the variables "task skills, organizational culture, internal motivation, and non physical work environment" the performance of employees is impacted.

4.3 Partial Test (t Test)

The analysis generated by the t value of 3.946 for the Task Skill variable means that the amount of t count $>$ t table is 1.660 and for significant amount of the task skills variable is $0.000 < 0.05$, this shows H_0 is rejected and H_a is accepted, it indicates that performance is significantly impacted by demonstrating task skills. Internal Motivation variable with a number 3.621 with the value of t.count $>$ t.table, namely 1.660 while the significant level is $0.032 < 0.05$ which indicates that: H_0 is rejected and H_a is accepted, this means that there is a noteworthy impact of Internal Motivation on employee performance. For the Non Physical work setting variable of 2.939, the magnitude of the figure means that the t.count $>$ t.table value is 1.660 while in the significant amount of the non-physical work environment variable, namely: $0.010 < 0.05$ which means that H_0 is rejected and H_a is accepted, which means that: the Non Physical Work Setting variable significantly has an influence on worker performance.

5. CONCLUSIONS

According to the investigating and the analysis conducted by researchers consequently, it may be said that the analysis generated by the t value of 3.946 for the Task Skill variable means that the amount of t count $>$ t table is 1.660 while the significant amount of the task skills variable is $0.000 < 0.05$, this shows H_0 is rejected and H_a is accepted, which implies that employee performance is significantly impacted by task skills. In the Corporate Culture variable of 2.018, this amount means that the worth of t count $>$ t table is 1.660 while the significant

amount of the organizational culture variable is $0.261 > 0.05$, so H_0 is accepted and H_a is rejected, Results indicates that there is no meaningful correlation between employee performance and the corporate culture variable.

Internal Motivation variable with a number 3.621 with a worth of $t_{count} > t_{table}$, namely 1.660 while the significant level is $0.032 < 0.05$ which indicates that: H_0 is rejected and H_a is accepted, this means that there is a significant impact of Internal Motivation on worker performance. For the Non Physical Work Setting variable of 2.939, this figure means that the $t_{count} > t_{table}$ value is 1.660 and for the significant non-physical work setting variable, namely $0.010 < 0.05$ which means that H_0 is rejected and H_a is accepted, which means that the Non Physical Work Setting variable significantly has an influence on worker performance.

Considering the findings of this investigation, it is concluded that simultaneously or together the Task Skills, Internal Motivation, and Non Physical Work Setting variables have a positive relationship to the performance of employees of the Leksono 1 Health Center in Wonosobo Regency. While the Organizational Culture variable has no effect simultaneously but partially has a negative effect on the performance of Puskesmas Leksono 1 workers. This means that if employee competence in the form of task skills possessed by an employee is good, then supported by motivation from within the employee is high and also equipped with good non physical environmental conditions are also able to produce maximum employee performance and even increase.

According to the research, the researcher suggests that Pukesmas Leksono 1 Wonosobo Regency should take into account the following to raise worker performance, in light of the study's findings from SPSS testing, there are still variables that do not have a positive effect, namely the organizational culture variable and the internal motivation variable. Which means that the Puskesmas Leksono 1 Wonosobo Regency still has not implemented an appropriate organizational culture to improve employee performance. For agency consideration, it is hoped that Puskesmas Leksono 1 can use a good organizational culture and good leadership as well in order to produce an increase in employee performance in the future.

Although this thesis still has many mistakes, researchers are open to criticism and suggestions for improvement. In this thesis, the independent variables include task skills, organizational culture, internal motivation, and non physical work setting. Worker performance is the dependent variable. It is recommended that researchers who want to continue research on the same topic to expand and deepen the variables, and research indicators, and deepen the theory, so that they can enrich the knowledge of other researchers.

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