

THE INFLUENCE OF HUMAN RELATIONSHIP AND WORK ENVIRONMENT ON PERFORMANCE MEDIATED BY EMPLOYEE WORK ETHOS AT PT LOTTE MART WHOLESALE MEDAN

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Abstract. This research aims to determine and analyze the influence of human relationships on performance, the influence of the work environment on employee performance, the influence of human relationships on work ethic, the influence of the work environment on work ethic, the influence of work ethic on performance, the influence of human relationships on employee performance through work ethic and the influence of the work environment on employee performance through work ethic. This research is a type of causal research using a quantitative approach with a sample size of 44 respondents who are employees of PT. Lotte Mart Wholesale Medan. The data collection technique is by using interviews and distributing questionnaires. The data analysis technique in this research uses Partial Least Square (SmartPls) to test the 7 (seven) hypotheses proposed in the research. The results of this research show that human relationship (X1) has a positive and significant influence on employee performance (Y), the work environment (X2) has a negative and insignificant influence on employee performance (Y), and human relationship (X1) has a positive and significant influence on employee work ethic (Z). The work environment (X2) has a negative and insignificant influence on work ethic (Z) and work ethic (Z) has a positive and significant influence on performance (Y). Human relationship (X1) has a positive and significant influence on employee performance (Y) through work ethic (Z) and work environment (X2) has a negative and insignificant influence on employee performance (Y) work ethic (Z) of PT Lotte Mart employees Wholesale Medan.

Keywords: Human Relationship, Work Environment, Work Ethics, and Employee Performance.

INTRODUCTION

Human resources are an important factor in an organization, because Human resources are a collection of a group of people who work together to achieve certain goals. The role of human resources will be able brings success in an organization, so that human resources Quality must be had in every line of the organization. Companies must be able to search and maintaining human resources capable of implementing and achieve the success of an organization so that it achieves its goals has been established. Therefore, human resource management is important well done.

PT Lotte Mart Wholesale Medan as a continuous Wholesale company developing and has a long- term goal of becoming a number retail company one in Medan, PT Lotte Mart Wholesale Medan, a company that has employees permanent, contract, and interns or field work practitioners up to SPG and SPM from a particular product company. At PT Lotte Mart Wholesale Medan there are guidelines for doing this performance assessment. The company carries out performance assessments of its employees once a year. Performance assessments are carried out by managers in each division. Next, the division manager provides the results of the performance assessment to the HR function, which will be followed up. In this performance assessment for 2020-2022, the achievements have not been optimal, this can be seen from the following table.

Tabel 1.1 Employee Performance Achievements 2020-2022

Pencapaian Kinerja 38%	Tahun 2020
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No	Faktor yang dinilai (Assesment Factors)	Beri tanda "X" pada kolom yang dipilih (Fill "X" in the choosen coloumn)				
		1	2	3	4	5
1	Kecepatan Kerja	X				
2	Akurasi Kerja	X				
3	Kehadiran Kerja		X			

Pencapaian Kinerja 40%		Tahun 2021				
No	Faktor yang dinilai (Assesment Factors)	Beri tanda "X" pada kolom yang dipilih (Fill "X" in the choosen coloumn)				
		1	2	3	4	5
1	Kecepatan Kerja	X				
2	Akurasi Kerja		X			
3	Kehadiran Kerja		X			

Pencapaian Kinerja 47%		Tahun 2022				
No	Faktor yang dinilai (Assesment Factors)	Beri tanda "X" pada kolom yang dipilih (Fill "X" in the choosen coloumn)				
		1	2	3	4	5
1	Kecepatan Kerja			X		
2	Akurasi Kerja			X		
3	Kehadiran Kerja		X			

No	Kategori penilaian (Assesment Category)	Nilai (Score)
1	A	10%-30%
2	B	31%-60%
3	C	61%-90%
4	D	91%-100%

Sumber : (PT Lotte Mart Wholesale Medan, 2020-2022)

Based on the description above, the author is interested in conducting research with the title "The Influence of Human Relations and the Work Environment on Employee Performance Mediated by the Work Ethic of PT LOTTE MART WHOLESALE MEDAN Employees:"

RESEARCH METHOD

The data in this research will be analyzed using a quantitative descriptive approach because it uses numbers, starting from data collection, interpretation of the data, as well as the appearance of the results and described using deductions based on general theories, then using observations to test the validity of the validity of the theory. conclusion. Then explain it descriptively, because the results will be used to describe the data obtained and to answer the formulation. According to Sofyan (2017), structural equation modeling which is often called Partial Squares Structural Equation Modeling (PLS-SEM) with SmartPLS version 3.0 is used to analyze data and modeling paths with latent variables. The purpose of using (Partial Least Square) PLS is to make predictions. Which in making predictions is to predict the relationship between constructs, in addition to helping researchers and their research to obtain latent variable values with the aim of making predictions. Latent variables are linear aggregates of the indicators.

The weight estimate for creating latent variable score components is obtained based on how the inner model (structural model that connects latent variables) and outer model (measurement model, namely the relationship between indicators and their constructs) are specified. The result is that the residual variance of the dependent variable (both latent and indicator variables) is minimized. According to Ghazali and Latan (2017), PLS-SEM analysis usually consists of two sub-chapter models, namely a measurement model called the outer model and a structural model called the inner model. The measurement model shows how the manifest variable or observed variable represents the latent variable to be measured. Meanwhile, the structural model shows the strength of estimates between latent variables or constructs.

There are two group stages for analyzing SEM-PLS, namely (1) analysis of the measurement model (outer model), namely (a) construct reliability and validity; and (b) discriminant validity. (2) structural model analysis (inner model), namely (a) coefficient of determination (R-square); (b) F- square; (c) hypothesis testing, namely (1) direct effect; (2) indirect effect and (3) total effect (Juliandi, 2018).

RESULT AND ANALYSIS

Validity indicators can be seen from the outer loading value. An indicator with a low loading factor value indicates that the indicator does not work in the measurement model. If the outer loading value of an indicator is more than 0.5 then it can be said to be valid. Conversely, if the outer loading value is less than 0.5 then it is removed from the model.

Tabel 1. Variable Convergent Validity Test (Employee Performance).

Pengujian	Indikator	Outer Loading	Keterangan
Variabel			
employee performance	Y1	0.904	Valid
	Y2	0.792	Valid
	Y3	0.840	Valid
	Y4	0.883	Valid
	Y5	0.744	Valid
	Y6	0.806	Valid
	Y7	0.835	Valid
	Y8	0.807	Valid
	Y9	0.880	Valid
	Y10	0.866	Valid
	Y11	0.817	Valid
	Y12	0.821	Valid

	Y13	0.783	Valid
	Y14	0.844	Valid
	Y15	0.837	Valid
	Y16	0.743	Valid

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

From the table above, it can be concluded that the results of the convergent validity test of employee performance state that all statement items are valid.

Table 2. Convergent Validity Test of Variable X1(Human Relationship)

Pengujian	Indikator	Outer Loading	Keterangan
Variabel			
Human Relationship	X1.1	0.858	Valid
	X1.2	0.849	Valid
	X1.3	0.941	Valid
	X1.4	0.887	Valid
	X1.5	0.901	Valid
	X1.6	0.877	Valid

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

From the table above, it can be concluded that the results of the human relationship convergent validity test state that all statement items are valid.

Table 3. Convergent Validity Test of Variable X2(Work Environment)

Pengujian	Indikator	Outer Loading	Keterangan
Variabel			
work envirointment	X2.1	0.851	Valid
	X2.2	0.715	Valid
	X2.3	0.899	Valid
	X2.4	0.874	Valid
	X2.5	0.903	Valid
	X2.6	0.836	Valid
	X2.7	0.784	Valid
	X2.8	0.835	Valid
	X2.9	0.860	Valid
	X2.10	0.881	Valid
	X2.11	0.838	Valid
	X2.12	0.909	Valid
	X2.13	0.877	Valid
	X2.14	0.863	Valid
	X2.15	0.892	Valid
	X2.16	0.894	Valid

From the table above, it can be concluded that the results of the validity test are convergentwork environment states that all statement items are valid.

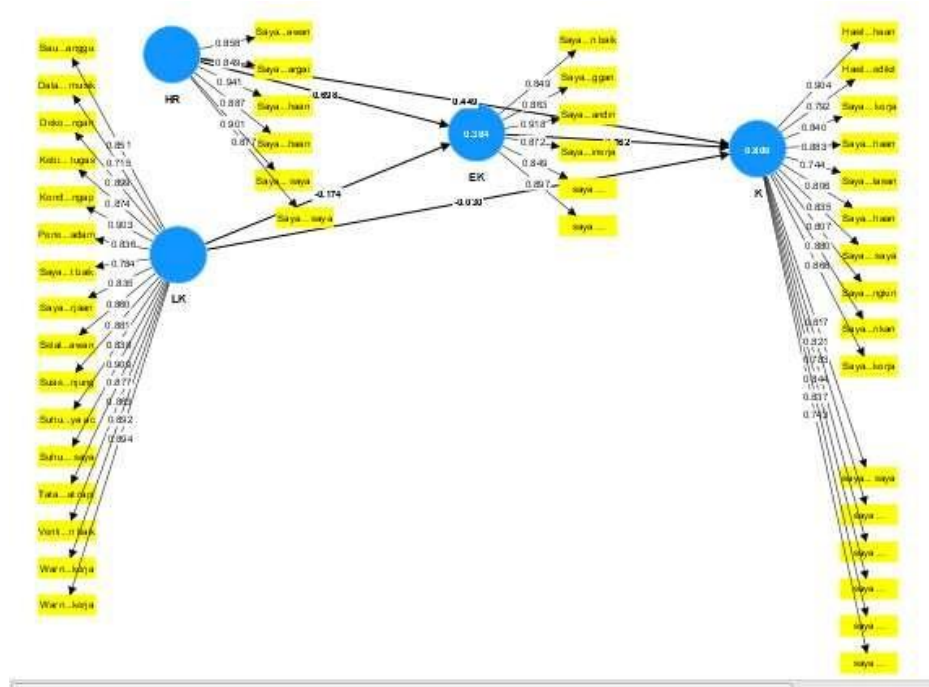
Table 4. Convergent Validity Test of Variable Z(Work Ethic)

Pengujian Variabel	Indikator	Outer Loading	Keterangan
work ethic	Z1	0.849	Valid
	Z2	0.863	Valid
	Z3	0.918	Valid
	Z4	0.872	Valid
	Z5	0.849	Valid
	Z6	0.897	Valid

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

From the table above, it can be concluded that the results of the work ethic convergent validity test state that all statement items are valid.

Based on the results of the convergent validity test on all research variables, the path coefficients model was obtained as follows.



Discriminant validity is the extent to which a construct is truly different from other constructs (the construct is unique). The table below shows the results of AVE (Average Variant Extracted).

Table 5. AVE Test Results

Variabel	Nilai AVE	Keterangan
employee performance	0.683	Valid
Human Relationship	0.785	Valid
work envirotnment	0.737	Valid
work ethic	0.766	Valid

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

Based on table 4.10 above, it is known that the AVE (Average Variant Extracted) value for each variable is greater than 0.5. So it can be concluded that the variables or constructs used are valid. Construct validity and reliability are tests to measure the reliability of a construct. The

reliability of the construct score must be high enough. The criteria for construct validity and reliability seen from Composite reliability are >0.6 (Juliandi, 2018).

Reliability testing in PLS can use two methods, namely Cronbach's alpha and composite reliability. Cronbach's alpha measures the lower limit of the reliability value of a construct, while composite reliability measures the true value of the reliability of a construct. The rule of thumb used for the composite reliability value is > 0.6 and the Cronbach's alpha value > 0.6 . With this measurement, if the value achieved is >0.60 , it can be said that the construct has high reliability. The results of the reliability tests for both methods can be seen in the following table.

Table 4.13. Construct Reliability and Validity

Pengujian Variabel	Cronbach's Alpha	Composite Reliability (rho_A)	Composite Reliability (rho_C)	Keterangan
work ethic	0,939	0,939	0,951	Reliabel/Valid
Human relationship	0,945	0,954	0,956	Reliabel/Valid
employee performance	0,969	0,970	0,972	Reliabel/Valid
work environment	0,976	0,982	0,978	Reliabel/Valid

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

Based on the data presented in table 4.13 above, it can be seen that each research variable has a Cronbach's alpha and composite reliability value of > 0.60 . Based on the results obtained, it can be stated that the variables used in the research are declared reliable.

F-Square measurement or effect size is a method used to evaluate the extent of the relative influence of an influencing (exogenous) variable on the influenced (endogenous) variable. This measurement method is also called the change effect, which means that when certain exogenous variables are removed from the model, the change in value can be used to assess the significant.

impact of the omitted variable on the endogenous construct (Juliandi, 2018).

The F-Square criteria according to Juliandi (2018) are as follows: (1) If the value = 0.02, this indicates a small effect of the exogenous variable on the endogenous; (2) If the value = 0.15, this indicates a moderate or moderate effect of the exogenous variable on the endogenous; and (3) If the value = 0.35, this indicates a large effect of the exogenous variable on the endogenous.

Tabel 4.15. F-Square

Pengujian Variabel	Etos kerja	Human relationship	Kinerja	Lingkungan kerja
work ethic			0,973	
Human relationship	0,553		0,456	
employee performance				
work environment	0,034		0,003	

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

The conclusion of the F-Square value that can be seen in table 4.15 above is as follows:

- 1) The human relationship (exogenous) variable on work ethic (endogenous) means the value = 0.553, so the effect of the exogenous (human relationship) variable on endogenous (work ethic) is large.
- 2) The work environment variable (exogenous) on employee work ethic (endogenous) has a value

= 0.034, so the effect of the exogenous variable (work environment) on the endogenous (work ethic) is small.

- 3) The work ethic variable (exogenous) on employee performance (endogenous) has a value = 0.973, so the effect of the exogenous variable (work ethic) on the endogenous (employee performance) is large.
- 4) The human relationship (exogenous) variable on employee performance (endogenous) has a value = 0.456, so the effect of the exogenous (human relationship) variable on the endogenous (employee performance) is large.
- 5) The work environment variable (exogenous) on employee performance (endogenous) has a value = 0.003, so the effect of the exogenous variable (work environment) on the endogenous (employee performance) is small.

The purpose of direct effects analysis is useful for testing the hypothesis of the direct influence of a variable that influences (exogenous) on the variable that is influenced (endogenous) (Juliandi, 2018). The criteria for testing the direct effects hypothesis are as follows:

First, the path coefficients are seen from the original sample: (a) If the path coefficient value is positive, then the influence of a variable on another variable is in the same direction, if the value of a variable increases, then the value of the other variable also increase/rise; and (b) If the path coefficient value is negative, then the influence of a variable on another variable is in the opposite direction, if the value of a variable increases/rises, then the value of the other variable will decrease/low. Second, the probability/significance value (P-Values): (1) If the P-Values value is <0.05, then it is significant; and (2) If the P-Values > 0.05, then it is not significant (Juliandi, 2018)

Tabel 4.16 Path Coefficients

Konstruk	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
work ethic > employee performance	0.562	0.564	0.097	5.768	0.000
Human relationship > work ethic	0.698	0.685	0.140	4.989	0.000
Human relationship > employee performance	0.449	0.456	0.109	4.134	0.000
work environment > work ethic	-0.174	-0.166	0.117	1.488	0.137
work environment > employee performance	-0.030	-0.035	0.059	0.514	0.607

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

Based on Table 4.16, the test results can be used to answer the hypothesis in this research. Hypothesis testing in this research is by looking at the path coefficient (original sample), t-statistic value or p-value. With significance (α) = 5%, the hypothesis can be accepted if the t-statistic > t-table (1.99) or the p-value < 0.05. The path coefficients in table 4.16 show that all path coefficient values are positive (seen in TStatistic(|O/STDEV|)), including:

- 1) Human relationship on performance: path coefficient value 0.449 (positive); TStatistic 4.134 > Ttable 1.99 (significant) and P-Values = 0.000 < 0.05. This means that the influence of human relationships on performance is positive and significant.
- 2) Work environment on performance: path coefficient value -0.030 (negative); TStatistic 0.514 <

Ttable 1.99 (not significant) and P-Values = 0.607 > 0.05, meaning that the influence of the work environment on work ethic is negative and not significant.

- 3) Human relationship on work ethic: path coefficient value 0.698 (positive); Tstatistic 4.989 > Ttable 1.99 (significant) and P-Values = 0.000 < 0.05, meaning that the influence of human relationships on work ethic is positive and significant.
- 4) Work environment on work ethic: path coefficient value -0.174 (negative); Tstatistic 1.488 < Ttable 1.99 (not significant) and P-Values = 0.137 > 0.05, meaning that the influence of the work environment on work ethic is negative and not significant.
- 5) Work ethic on performance: path coefficient value 0.562 (positive); Tstatistic 5.768 > Ttable 1.99 (significant) and P-Values = 0.000 < 0.05, meaning that the influence of work ethic on employee performance is positive and significant.

The purpose of indirect effects analysis is useful for testing the hypothesis of the indirect influence of an influencing variable (exogenous) on the influenced variable (endogenous) which is mediated/mediated by an intervening variable (mediator variable) (Juliandi, 2018).

The criteria for determining indirect effects are: (1) If the P-Values < 0.05, then it is significant, meaning that the mediator variable (Z) mediates the influence of the exogenous variables (X1 and X2) on the endogenous variable (Y). and (2) If the P-Values value is > 0.05, then it is not significant, meaning that the mediator variable (Z) does not mediate the influence of an exogenous variable (X1 and X2) on an endogenous variable (Y).

Tabel 4.17 Specific Indirect Effects

Konstruk	Original Sample(O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
work environment>work ethic>employee performance	-0.098	-0.089	0.061	1.592	0.112
Human relationship>work ethic>employee performance	0.392	0.384	0.098	3.990	0.000

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

Based on table 4.17 above, it can be stated that hypothesis testing is as follows:

- 1) The influence of human relationships on employee performance through work ethic has a path coefficient of 0.392. This influence has a probability value (p-values) of 0.000 < 0.05. This means that it can be concluded that human relationships have a positive and significant effect on employee performance which is mediated by the work ethic of Lotte Mart Wholesale Medan employees.
- 2) The influence of the work environment on employee performance through work ethic has a path coefficient of -0.098. This influence has a probability value (p-values) of 0.112 > 0.05, meaning it can be concluded that the work environment has a negative and insignificant effect on employee performance which is mediated by the work ethic of Lotte Mart Wholesale Medan employees.

Total effects are the total of direct effects and indirect effects (Juliandi, 2018).

Table 4.1 Total Effects

Konstruk	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
work ethic>employee performance	0.562	0.564	0.097	5.768	0.000
Human relationship>work ethic	0.698	0.685	0.140	4.989	0.000
Human relationship>employee performance	0.841	0.840	0.095	8.812	0.000
work environment>work ethic	-0.174	-0.166	0.117	1.488	0.137
work environment>employee performance	-0.128	-0.124	0.087	1.476	0.140

Sumber: Hasil Pengolahan Data SmartPLS 4 (2023)

The conclusion from the total influence value in the table above is as follows following:

- 1) The total effect for the relationship between work ethic and employee performance, the Tstatistics value (O/STDEV) is 5.768 with P-values $0.000 < 0.05$ (significant effect)
- 2) The total effect for human relationships and work ethic, the Tstatistics value (O/STDEV) is 4.989 with P-values $0.000 < 0.05$ (significant effect)
- 3) The total effect for human relationships and employee performance, the Tstatistics value (O/STDEV) is 8.812 with P-values $0.000 < 0.05$ (significant effect)
- 4) The total effect for the relationship between work environment and work ethic, the Tstatistics value (O/STDEV) is 1.488 with P-values $0.137 > 0.05$ (not significant)
- 5) The total effect for the relationship between work environment and employee performance, the Tstatistics value (O/STDEV) is 1.476 with P-values $0.140 > 0.05$ (not significant)

CONCLUSION

This part should answer the problem and purpose of the research. The conclusion is not a summary and not a rewritten form of analysis. This part shows the final result of the analysis according to the research purpose. Recommendation and suggestions can be added in this part. This part using Times New Roman 10, single spacing.

Based on the data obtained in this research from 44 respondents and then analyzed, the following conclusions can be drawn: 1) The human relationship variable has a positive and significant effect on employee performance variables with a path coefficient value of 0.449 (positive); TStatistic $4.134 > T_{table} 1.99$ (significant) and P-Values = $0.000 < 0.05$. This means that human relationships have a positive and significant effect on employee performance of Lotte Mart Wholesale Medan employees; 2) Work environment variables have a negative and insignificant effect on employee performance variables with a path coefficient value of -0.030 (negative); TStatistic $0.514 < T_{table} 1.99$ (not significant) and P-Values = $0.607 > 0.05$. This means that the work environment has a negative and insignificant effect on employee performance for Lotte Mart

Wholesale Medan employees; 3) The human relationship variable has a positive and significant effect on work ethic with a path coefficient value of 0.698 (positive); Tstatistic $4.989 > T_{table} 1.99$ (significant) and P-Values = < 0.05 . This means that human relationships have a positive and significant effect on the work ethic of Lotte Mart Wholesale Medan employees; 4) The work environment variable has a negative and insignificant effect on the work ethic variable with a path coefficient t value of -0.174 (negative); Tstatistic $1.488 < T_{table} 1.99$ (not significant) and P-Values = $0.137 > 0.05$. This means that human relationships have a negative and insignificant effect on the work ethic of Lotte Mart Wholesale Medan employees; 5) The work ethic variable has a positive and significant effect on employee performance variables with a path coefficient value of 0.562 (positive); Tstatistic $5.768 > T_{table} 1.99$ (significant) and P-Values = $0.000 < 0.05$. This means that work ethic has a positive and significant effect on the performance of Lotte Mart Wholesale Medan employees; 6) Human relationships have a positive and significant effect on employee performance through work ethic with a path coefficient value of 0.392. This influence has a probability value (p-values) of $0.000 < 0.05$. This means that human relationships have a positive and significant effect on employee performance through employee work ethic; 7) The work environment has a negative and insignificant effect on employee performance through work ethic with a path coefficient value of -0.098. This influence has a probability value (p-values) of $0.112 > 0.05$. This means that work ethic is unable to mediate the work environment on employee performance.

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