

# The influence of work team and work environment on the character of loyalty to the organization (Study at the Hikmah Masamba General Hospital)

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## Abstract

**Purpose:** This study aimed to determine the influence of the work team and work environment on the character of loyalty to the organization.

**Research Methodology:** This descriptive quantitative research was conducted using 50 employees and staff of the Hikmah Masamba General Hospital Hikmah Masamba General Hospital, especially in the field of HR of nursing services, totaling 26 people, and the HR field of midwifery services totaling 24 people with a total population of 50 people. The sampling method in this research was a saturated sampling technique, where all members of the population were sampled, totaling 50 people. data collection. This study uses using SPSS26 as a tool. The SPSS26 analysis tool had a significant effect, both partially and simultaneously, on employee loyalty Hikmah Masamba Hospital,

**Results:** The work team and work environment have a significant effect, both partially and simultaneously, on the character of loyalty.

**Limitations:** The limitation of this research is the lack of data sources that were only carried out by one agency.

**Contribution:** It is hoped that this research will become a source of reference for future research on loyalty characteristics.

**Keywords:** *Work Team, Work Environment, Loyalist Character*

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## 1. Introduction

Employees are functional assets. Highly competent employees can drive the level, while less qualified employees can have a negative impact on the company's development. Maintaining and improving the loyalty of good employees is crucial in the context of globalization and the ever-changing labor market. Maintaining this challenge is becoming increasingly important and a continuous challenge. Tight labor markets require that companies develop strategies to retain qualified and competent employees. The implementation of human resource management policies will have a good effect and a positive effect on employee loyalty (Amanah, Sena, Suhendra, Yatim, & Zaki, 2024; Anom & Sinaga, 2020; Najati & Susanto, 2022).

Job satisfaction felt by employees has the potential to increase their loyalty to the company and foster a sense of love for their work (Elfita, Zulhaini, & Mailani, 2019; Kasmawati, 2018; Kusa & Danladi, 2023; Rasyid & Tanjung, 2020). Job satisfaction is a key factor in encouraging employees to perform their duties well. According to research conducted by Tampubolon (2020) and Damanik, Sidauruk, Septiana, and Tarigan (2018), a comfortable work environment can contribute to increasing employee

productivity and creating a sense of comfort. However, research by Fajarullali (in (Giovanni & Ie, 2022)) shows that work environment does not always affect employee loyalty. Loyalty can also be influenced by the team dynamics. According to Shavila (2022), with a better level of performance, it will provide high confidence so that it will provide work comfort to employees which will increase the level of employee loyalty. Employees who have a good team in the work environment and work team (Astuti et al., 2022; Bans-Akutey & Ebem, 2022; Caratiquit & Pablo, 2021; Kekeocha, Anoke, Chukwuemeka-Onuzulike, & Ngozi, 2023).

This study was conducted at Hikmah Masamba General Hospital, located in Jln. Ir. Based on an in-depth study with the title “The Effect of Work Team and Work Environment on the Character of Loyalty to the Organization (Study at Masamba General Hospital).”

## **2. Literature Review**

### **2.1 Work Team**

Teamwork comes from the words “team,” which means group, and “everyone,” which means working together. Thus, teamwork can be defined as an approach in which work is performed collaboratively to achieve optimal results.

Huszczo (1990:189) states that teamwork is the process of exchanging ideas between individuals to find solutions to critical problems, with organizations initiating team strategies to face competition. According to Putra and Sriathi (2018), the work teams are as follows:

#### *2.1.1 Work Team Indicator*

Manurung (2013:23) and Kotler (2008) explained the indicators of teamwork as follows:

1. Cooperation  
Teamwork tends to be more effective than individual work is. Research has shown that group work can achieve higher efficiency and effectiveness than individual work.
2. Trust  
The belief that someone is truly consistent with what they say and do is what trust is all about. This is a form of genuine treatment for others. In a company, trust is very important; individuals will not give their best if they do not believe they will be treated fairly, and if their goals are not clear.
3. Compactness  
Cohesiveness refers to organized and coordinated cooperation in which team members are interdependent and united in carrying out the task at hand.

### **2.2 Work Environment**

According to Larastrini and Adnyani (2019), the work environment is something that is in the environment of the workers so that it affects them in carrying out their obligations that have been imposed, such as the existence of a cooler.

#### *2.2.1 Work Environment Indicator*

According to Afandi (2018:70) and Nisa and Ainun (2021), work environment indicators include the following.

1. Lighting  
Adequate and appropriate lighting can improve employee work efficiency. With good lighting, employees can work faster, reduce errors, and prevent eye fatigue.
2. Colors  
Colors in the work environment have an important influence on employee efficiency. Appropriate use of color on walls and equipment can influence mood, increase excitement, and create calmness that supports performance.
3. Air  
Air factors, such as temperature and humidity, also affect the work environment. Good air quality is important for employee comfort.
4. Sounds

To avoid distractions from noise, it is important to place tools that produce loud noises, such as typewriters or telephones, in separate areas. This reduces the impact of noise on employees at work.

### 2.3 Character

According to Siswanto (2012:28), employee loyalty is always associated with commitment to the organization, which is usually considered an employee's attitude. However, in an organizational context, what is more important is real action and concrete results, and not just attitudes or thoughts.

Nurhayati, Minarsih, and Wulan (2016) explains that an employee's loyalty includes the determination and ability to be fully committed, show responsibility, and consistency in daily attitudes and behavior. This loyalty arises from employees and is related to their responsibilities and abilities towards work and the company.

Julita and Arianty (2018) added that employee work loyalty reflects their involvement and dedication in using their time and thoughts to achieve organizational goals. Pradana and Nugraheni (2015) state that employee work loyalty is seen through their commitment to the company, which is influenced by various factors from both the organizational and individual perspectives (Tanha et al., 2023; Yulianita, Subardin, & Zulfikri, 2024).

#### 2.3.1 Loyalty Character Indicator

According to Saydam as cited by Sutanto and Perdana (2016), there are four main indicators of employee loyalty:

1. Loyalty to the company
2. Integrity

Integrity reflects an employee's ability to provide accurate information, speak honestly, and admit mistakes in accordance with the reality.

### 2.4 Conceptual framework

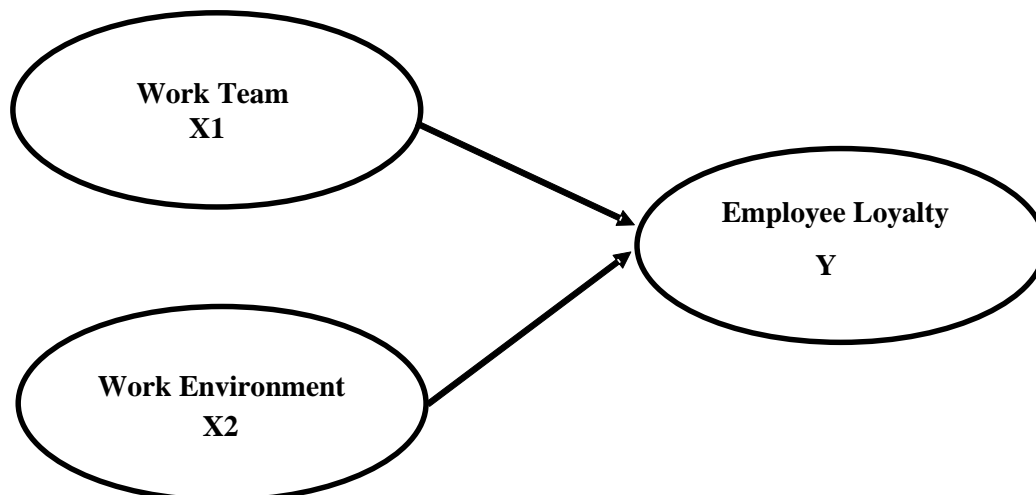


Figure 1. Conceptual framework

### 2.1 Hypothesis

Based on the literature review and existing framework, the hypotheses of this study are as follows:

- H<sub>1</sub> : The work team has a significant effect on employee loyalty Hikmah Masamba Hospital,  
H<sub>2</sub> : It is suspected that the work environment has a significant effect on employee loyalty Hikmah Masamba Hospital,

H<sub>3</sub> : The work team and work environment have a significant effect on employee loyalty Hikmah Masamba Hospital,

### 3. Research Methodology

This study used a quantitative approach with an associative design; the research population consisted of all employees and staff at Hikmah Masamba General Hospital, especially in the field of HR of nursing services (26 people) and HR of midwifery services (24 people), with a total population of 50 people. The sample in this study included the entire population, namely 50 people, using a non-probability sampling method with a saturated sampling technique, which means that all members of the population were used as samples.

In this study, researchers used validation tests and reliability tests as data validity methods and multiple linear regression as data analysis methods.

### 4. Results and Discussions

#### 4.1 Validation and Reliability Test Results

Table 1 Work Team Validation Test Results (X1)

Item No.	R count	>/<	R table	Status
1.	0.776	>	0278	Vali
2.	0.748	>	0278	Vali
3.	0.519	>	0278	Vali
4.	0.667	>	0278	Vali
5.	0.758	>	0278	Vali
6.	0.730	>	0278	Vali

Source: Data processed on SPSS26

Table 2 Results of the Work Environment Validation Test (X2)

Item No.	R count	>/<	R table	Status
1.	0.598	>	0.278	Vali
2.	0.625	>	0.278	Vali
3.	0.531	>	0.278	Vali
4.	0.403	>	0.278	Vali
5.	0.611	>	0.278	Vali
6.	0.648	>	0.278	Vali
7.	0.812	>	0.278	Vali
8.	0.764	>	0.278	Vali

Source: Data processed on SPSS26

Table 3 Loyalist Character Validation Test Results

Item No.	R count	>/<	R table	Status
1.	0.558	>	0.278	Vali
2.	0.772	>	0.278	Vali
3.	0.865	>	0.278	Vali
4.	0.750	>	0.278	Vali
5.	0.741	>	0.278	Vali
6.	0.555	>	0.278	Vali
7.	0.710	>	0.278	Vali

8.	0.818	>	0.278	Vali
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Source: Data processed on SPSS26

Table 4 Reliability Test Results

No	Variables	Number of Items	Cronbach's Alpha	Description
1	Work Team (X1)	6	0,787	Good
2	Work Environment (X2)	8	0,788	Good
3	Employee Loyalty (Y)	8	0,834	Very good

Source: Data processed on SPSS26

#### 4.2 T Test Results

Table 5. T Test Results

Model		Coefficients <sup>a</sup>		Standardized Coefficients Beta	t	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	4,762	3,885		1,226	,226
	Tim Kerja	,757	,131	,604	5,795	,000
	Lingkungan Kerja	,894	,113	,270	2,595	,001

a. Dependent Variable: Karakter Loyalis

Sumber : Data diolah pada SPSS26

Using the t test, the calculated t value for variable X1, namely the work team, is 5.795. Meanwhile, the value in the t table with a 95% confidence degree (significance 5% or 0.05) with a degree of freedom (df) = N-k-1 = 50-2-1 = 47, where, is 1.67793. Thus, t count = 5.795 is greater than the employee loyalty Hikmah Masamba Hospital,

For variable X2, namely the work environment, the calculated t value is 2.595, while the t table is 1.67793. Thus, the t = 2.595 is greater than the t table = 1.67793.

#### 4.3 F Test Results

Table 6 F F Test Results

Model		ANOVA <sup>a</sup>				Sig.
		Sum of Squares	df	Mean Square	F	
1	Regression	353,303	2	176,652	28,968	,000 <sup>b</sup>
	Residual	286,617	47	6,098		
	Total	639,920	49			

a. Dependent Variable: Karakter Loyalis

b. Predictors: (Constant), Lingkungan Kerja, Tim Kerja

Source: Process in SPSS26

Ftabel = 3.20, with a level of 0.000, which was much smaller than 0.05. This regression model is valid for predicting employee loyalty at the Hikmah Masamba Hospital. In other words, the work team (X1) and work environment (X2) simultaneously affected employee loyalty Hikmah Masamba Hospital,

## 5. Conclusion

Hikmah Masamba Hospital, Based on the discussion and analysis that has been carried out using linear multiple regression analysis, the conclusions that can be drawn are as follows: The work team has a significant influence on employee loyalty Hikmah Masamba Hospital,

1. The work environment has a significant influence on employee loyalty Hikmah Masamba Hospital,
2. The work team and work environment simultaneously or together have a significant effect on employee loyalty Hikmah Masamba Hospital,

### 5.1 Limitation and study forward

Employees' intellectual intelligence, gender, salary, work motivation, incentives, and others. In addition, the respondents used in this study were only employees at Hikmah Masamba Hospital; therefore, further research can expand the range of respondents, such as using respondents from two or three larger agencies, and in the government sector.

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