

The Effect of Physical Work Environment and Work Motivation on The Performance of State Civil Apparatus Employees in The Field of Public Health and Health Resource Services Cimahi City Government Health Office

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Abstract

One of the key metrics used to assess how well public sector entities are serving the population is the State Civil Apparatus's performance. This study aims to investigate how State Civil Apparatus in the Public Health Sector and the Health Resources Services Division of the Cimahi City Government Health Office perform in relation to their physical work environment and motivation. This study employs an associative strategy in conjunction with a quantitative approach. There were 40 participants in the study, with two direct supervisors serving as performance variable assessors and 38 State Civil Apparatus respondents serving as independent variable respondents. The sampling procedure employs the census method since every member of the population is used as a research participant. Using the aid of the SPSS software version 25, data were gathered via the distribution of questionnaires and examined using statistical descriptive analysis, multiple regression analysis, and determination coefficients. The research instrument is validated using validity, reliability, and classical assumption tests prior to testing of hypotheses. The study's outcomes show that both the physical work environment and work motivation possess a simultaneous influence on State Civil Apparatus performance, and that State Civil Apparatus performance is positively impacted by the physical work environment. Additionally, most crucial element in raising State Civil Apparatus performance is work motivation. The study's conclusions show that enhancing the physical work environment quality and motivation of employees may contribute to the enhancement of the State's Civil Equipment performance within the execution of public services.

Keywords:

Physical Work Environment; Work Motivation; Employee Performance.

1. INTRODUCTION

Raising the standard of public services is the main demand in the application of modern government, State Civil Apparatus plays a strategic function as the implementer of public policy, so that the performance of State Civil Apparatus is an important measure effectiveness, efficiency, accountability, and transparency of public sector organizations' services. Employee performance reflects a public organization's capacity to achieve goals and the community's demands optimally (Dwiyanto, 2022:50). In the context of national development, the health sector has an extremely important role since it has a direct bearing on the caliber of human resources (Law of the Republic of Indonesia Number 17 of 2009 concerning Health, 2023) About Health emphasizes that the state must uphold health as a human right and a component of welfare. However, studies show that the performance of public sector organizations, including healthcare institutions, still faces a number of problems. The performance evaluation of A State Civil Apparatus employees shows that there are obstacles related to work effectiveness, suboptimal work environment conditions, and employee work motivation levels that tend to fluctuate. These problems have an effect on low work productivity and the lack of optimal quality of public

services provided to the community (Sedarmayanti, 2021:67). (2017:48), asserts that an organization's performance is determined by how well its people complete their jobs within a given time frame. Prasetyo & Isnawati (2022) explain that Performance is a form of employee work that is achieved in a balanced manner with standards or criteria.

Performance is the success that employees want to achieve. According to the findings of the pre-survey carried out at the Cimahi City Health and Health Resources Services Office, the following table 1 displays the data from staff performance assessments in the Public Health and Health Resources Services Sector.

Table 1. Results of Employee Performance Assessment

GRADES	GRADE	CATEGORIES	NUMBER OF EMPLOYEES	PERCENTAGE
81-100	A	Awesome	4	10%
71-80	B	Good	7	17,5%
61-70	C	Enough	14	35%
51-60	D	Bad	13	32,5%
< 50	E	Very bad	2	5%
Total			40	100%

Source: Employee Performance Archive, Reprocessed by 2025

Considering the performance archive table 1, demonstrates that the outcomes of employee performance appraisals are spread across all assessment categories, ranging from very good to very bad categories. The fair category has the most workers, while the bad category also shows a relatively high number compared to other categories. The difference in the achievement of assessment results demonstrates that the level of employee performance in the investigation object tends to vary. This condition is interesting to study because there is a difference in performance levels between employees as shown by the results of performance appraisals.

Furthermore, the physical work environment is another element that influences employee performance (Rastana et al., 2021). Employee performance is favorably affected by the physical work environment, according to a study by Andreas et al. (2024). In contrast, Jayusman et al. (2021) define a physical work environment as a location where workers engage in tasks or activities pertaining to their jobs. Employees will be less motivated to perform their jobs if the physical workspace is neglected.

- a. The indoor conditions are not suitable and the storage of goods is not neat, as well as the number of items that accumulate and are scattered.

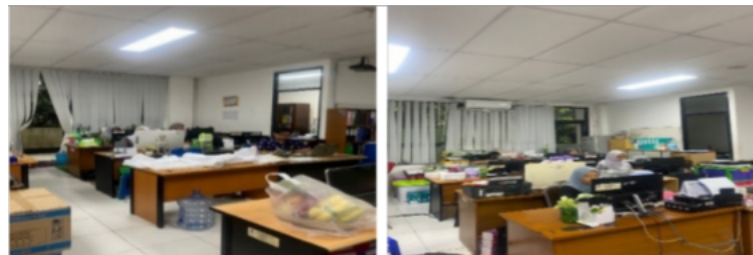


Figure 1. Workspace Conditions (Source: Observation Results, Year 2026)

- b. The condition of the workspace in the office is classified as inadequate due to the layout of adjacent desks, the abundance of furniture, and the accumulation of documents and work supplies that reduce the free space to move.

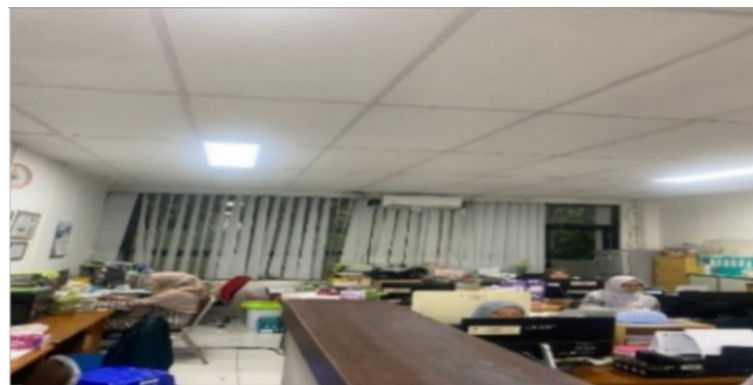


Figure 2. Movement Space Conditions (Source: Observation Results, Year 2026)

- c. The lighting conditions on the stairs are still quite dim, not only disturbing the comfort of employees but also potentially endangering work safety.

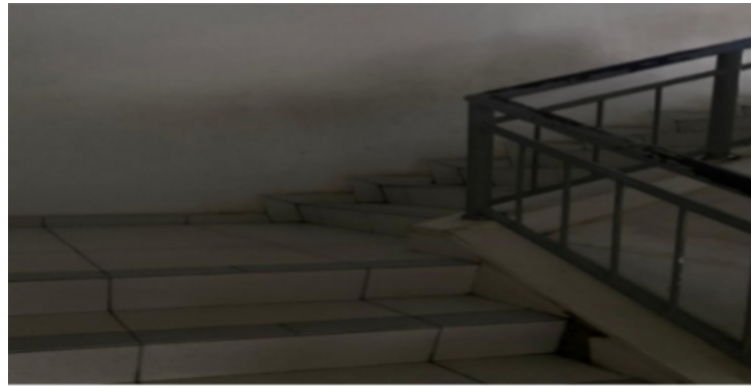


Figure 3. Lighting Conditions on The Stairs (Source: Observation Results, Year 2026)

- d. Untreated toilet conditions such as perforated ceilings and malfunctioning urine.



Figure 4. Toilet Condition (Source: Observation Results, Year 2026)

Overall, the observation findings show that aspects of the physical work environment in institutions still need attention and improvement, considering that the physical condition of the work environment has the potential to impact the level of comfort, effectiveness, and performance of employee in carrying out their duties.

In addition to the physical work environment, work is another significant element that influences worker performance. According to Basyid's research (2024), work motivation has a positive impact on employee performance. The findings supported the claim made by Maswar et al. (2020) that employee performance is positively affected by work motivation. Employee work motivation in the public sector is influenced by intrinsic motives including social duty, community service, and the purpose of work in addition to financial considerations (Perry & Hondeghem, 2022). Sutrisno (2020:130) states that there are two primary elements that impact job motivation: extrinsic factors like pay, business policies, and working conditions, and intrinsic factors like achievement, responsibility, and acknowledgment. Considering the findings of interviews with resource employees from the Public Health Services and Health Services Division of the Cimahi City Government Health Office, information was obtained that there are still many people who show involuntary attitude and enthusiasm in exerting all their abilities in working to achieve the optimal goals of this Agency. According to the pre-survey, employees at the Cimahi City Government Health Office had poor levels of job motivation, as seen by the 38 employees' late arrival data. The pre-survey of work motivation in the Government Health Office's Public Health and Health Services and Resources sectors yielded the outcomes listed below, which are displayed in the table 2.

Table 2. Employee Delay Data

NO	MONTHS	LATE (EMPLOYEE)
1	January	14
2	February	13
3	March	9
4	April	8
5	May	10
6	June	11
7	July	10

8	August	9
9	September	8
10	October	13
11	November	12
Total		117

Source: Cimahi City Government Health Office Archives, Reprocessed in 2025

According to table 2, there were 117 employees who reported suffering delays between January and November 2025, which were caused by various employees. The highest frequency of delays occurred in January, while in other months the number of delays showed varying figures. This condition is a concern that the level of employee delay during the observation year does not occur permanently, but changes within a specific time frame. Variations in the rate of tardiness are an interesting phenomenon to study further, given that employees are in relatively similar work environments and scopes of responsibility, but show differences in the timeliness of attendance. This condition encourages the interest of researchers to research various factors that are suspected to be related to the level of employee tardiness, one of which is work motivation. Work motivation is said to be a component of an individual's zeal, zeal, and commitment to their work.

Employee performance is positively impacted by the physical work environment, according to earlier research by Rustandi & Savitri (2022), Amrita et al. (2024), Alfarissy & Suwaji (2025), and Ipijei & Tawenem (2024). These studies show that a secure and comfortable physical work environment with sufficient facilities makes it easier to complete tasks, which in turn promotes better worker performance. Issues including a chaotic workstation, restricted mobility, inadequate illumination, and damaged work facilities were noted. The following hypothesis is developed considering the theoretical framework, empirical outcomes, and these observed conditions.

H1: The Physical Work Environment has a positive impact on the Performance of State Civil Apparatus Employees.

Employee performance is positively impacted by work motivation, according to earlier study by Haryati & Juhana (2013), Apridani et al. (2024), Ginting et al. (2025), and Fitriyani et al. (2024). According to this research, employees who are more motivated at work are more driven to do their jobs well, feel more accountable for the tasks they are given, and support the accomplishment of organizational objectives. Regarding the particular topic of this study, employee work motivation still has to be improved, according on statistics on tardiness from January to November 2025 shown in Table 2. The following hypothesis is developed in light of the observed occurrence, the theoretical framework, and empirical evidence.

H2: Work Motivation has a positive impact on State Civil Apparatus Employee Performance.

Previous studies conducted by Amrita et al. (2024), Rustandi & Savitri (2022), Apridani et al. (2024), and Jamaludin & Santoso (2024) indicate that the physical work environment and work motivation influence employee performance. The physical work environment and work motivation are two factors believed to play a role in improving the performance of State Civil Apparatus in public sector organizations. Although several previous studies have shown that the physical work environment and work motivation have a positive effect on the performance of State Civil Apparatus, the findings regarding the physical work environment have not been entirely consistent. Furthermore, research examining the simultaneous effects of the physical work environment and work motivation on the performance of State Civil Apparatus in local government health care organizations remains relatively limited. It is important to study the physical work environment and work motivation among State Civil Apparatus in the Public Health and Health Resources Services Divisions of the Cimahi City Government, as work environment conditions and employees' internal motivation can support the performance of their duties and the achievement of performance goals. This is particularly relevant because State Civil Apparatus in these divisions play a role in supporting health services for the community. Therefore, this study was conducted to obtain empirical evidence regarding the influence of the physical work environment and work motivation on the performance of State Civil Apparatus in the Public Health and Health Resources Services Divisions of the Cimahi City Government Health Department. Based on the theoretical framework, the phenomena observed in the research subjects, the results of previous studies, existing research gaps, and the importance of these two variables, the following hypotheses were formulated:

H3: Physical Work Environment and Work Motivation simultaneously affect State Civil Apparatus Employee Performance.

2. RESEARCH METHOD

This study's objective is to examine how State Civil Apparatus employees within the Public Health Sector and the Health Resource Services Division of the Cimahi City Government Health Office perform in relation to their physical work environment and work motivation. The study population comprised two heads of fields who were authorized to conduct employee performance assessments for State Civil Apparatus performance

variables, as well as 38 State Civil Apparatus employees who had been employed for at least a year as respondents for the variable of physical work environment and work motivation. This study employed a saturation sampling technique (census) due to the relatively small population, resulting in 40 responders from the entire population. A questionnaire on a Likert scale with five points was used to gather data.

To make sure that each indicator can measure research variables accurately and consistently, validity and reliability tests are performed on research instruments prior to hypothesis testing. To guaranty that the model of regression satisfies (BLUE), or the Best Linear Unbiased Estimator assumptions, a traditional assumption test is also carried out, which comprises a test for normalcy, a test for multicollinearity, and a test for heteroscedasticity. Multiple linear regression analysis and descriptive statistics were used to investigate the partial and simultaneous effects of work motivation and the impact of the physical work environment on the output of State Civil Apparatus employees. SPSS software version 25 is used for the entire data processing procedure. Figure 5 below depicts the conceptual model of the study.

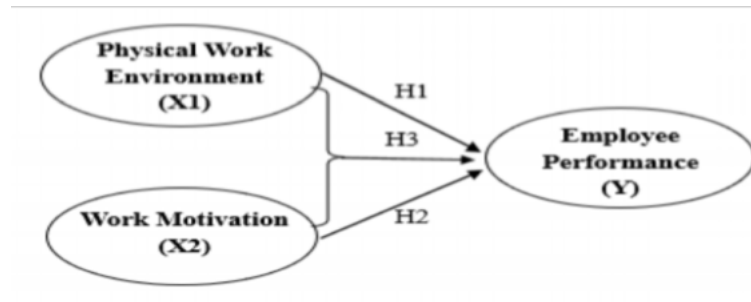


Figure 5. Conceptual Model

3. RESULTS AND DISCUSSION

In order to give an overview for the profile of State Civil Apparatus employees in the Public Health Sector and the Health Resources Services Division of the Cimahi City Government Health Office as research respondents, the study's population characteristics are offered. Gender and age are characteristics of the population. 38 State Civil Apparatus who completed questionnaires about the physical work environment (X1) and work motivation (X2) served as the basis for the demographic characteristics presentation, and two direct supervisors evaluated the employee performance variables (Y).

The population characteristics for these variables are employees in the Health Resources Services Sector as many as 22 people (57.9%), while in the Public Health Sector as many as 16 people (42.1%). Based on age and gender, it was found that out of 38 respondents, as many as 15 respondents (39.5%) were between the ages of 21-30, 15 (39.5%) were between the ages of 31-40 (13.2%) were between the ages of 41 and 50, and 3 (7.8%) were between the ages of 51 and 60 years and respondents by gender, it was known that out of 38 respondents, as many as 30 respondents (78.9%) were female, while 8 respondents (21.1%) were male.

3.1. Validity and Reliability Tests

Table 3. Validity and Reliability Test Results

Variable		Statement	Validity Test			Remarks	Reliability Test	
			r-Value	r-Table	P(Sig)		Alpha Cronbach	Remarks
Physical Environment	Work	LKF 1	0,688	0,3202	0,000	Valid	0.884 > 0.06	Reliable
		LKF 2	0,645		0,000	Valid		
		LKF 3	0,668		0,000	Valid		
		LKF 4	0,643		0,000	Valid		
		LKF 5	0,732		0,000	Valid		
		LKF 6	0,646		0,000	Valid		
		LKF 7	0,739		0,000	Valid		
		LKF 8	0,657		0,000	Valid		
		LKF 9	0,704		0,000	Valid		
		LKF 10	0,658		0,000	Valid		
		LKF 11	0,621		0,000	Valid		
		LKF 12	0,638		0,000	Valid		
Work Motivation		MK 1	0,783	0,3202	0,000	Valid	0.896 > 0.06	Reliable
		MK 2	0,744		0,000	Valid		
		MK 3	0,617		0,000	Valid		
		MK 4	0,733		0,000	Valid		

	MK 5	0,785		0,000	Valid		
	MK 6	0,740		0,000	Valid		
	MK 7	0,647		0,000	Valid		
	MK 8	0,613		0,000	Valid		
	MK 9	0,830		0,000	Valid		
	MK 10	0,783		0,000	Valid		
Employee Performance	KP 1	0,748	0,3202	0,000	Valid	0.918 > 0.06	Reliable
	KP 2	0,687		0,000	Valid		
	KP 3	0,769		0,000	Valid		
	KP 4	0,823		0,000	Valid		
	KP 5	0,736		0,000	Valid		
	KP 6	0,840		0,000	Valid		
	KP 7	0,748		0,000	Valid		
	KP 8	0,736		0,000	Valid		
	KP 9	0,687		0,000	Valid		
	KP 10	0,823		0,000	Valid		

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

According to Table 3, every statement item in every variable is deemed acceptable since it has a higher r-count value and $0.000 < 0.05$ as the significance level than the rtable (0.3202). The physical work environment variable has an r-calculation value between 0.621 and 0.739, work motivation between 0.613 and 0.830, and employee performance between 0.687 and 0.840. Items LKF7 (0.739), MK9 (0.830), and KP6 (0.840) had the highest computed r-values of each variable, suggesting that they were the most representative when assessing their construction.

The physical work environment (0.884), work motivation (0.896), and employee performance (0.918) all had Alpha Cronbach values above 0.60, according to the reliability test results. As a result, all research tools are deemed trustworthy and have strong internal consistency, making them appropriate for use in additional analysis.

3.2. Descriptive Analysis

Table 4. Descriptive Analysis Results

Yes	Descriptive Analysis Results	Mean Statistics	Mean Value	Criteria
1	Physical Work Environment		3,97	Good
2	Work Motivation		4,14	Good
3	Employee Performance		4,10	Good

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

According to Table 4, respondents evaluated the state of the physical work environment in the Health Sector and the Health Resources Services Division of the Cimahi City Government Health Office to support the execution of work. The Physical Work Environment variable (X1) was given an average value of 3.97 with good criteria. The work motivation variable (X2) received a 4.14 on average with strong criteria, indicating that workers are highly motivated and enthusiastic when performing their tasks.

Additionally, the employee performance variable (Y) received an average score of 4.10 with good criteria, indicating that State Civil Apparatus performance is thought to have fulfilled the objectives and duties of the assigned position. All of the variables fell into the "good" category overall, indicating that the physical workspace and employee motivation can help State Civil Apparatus in the Public Health Sector and the Health Resources Services Division of the Cimahi City Government Health Office perform well.

3.3. Classical Assumption Test

3.3.1. Normality Test

Table 5. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		38
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1,69693137
Most Extreme Differences	Absolute	,084
	Positive	,075
	Negative	-,084

Test Statistic	.084
Asymp. Sig. (2-tailed)	.200 ^{c,d}

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

The data demonstrated a significance value (Asymp. Sig. (2-tail)) of $0.200 > 0.05$ according to the results of the physical work environment factors' normalcy test and the impact work motivation on employee performance. This suggests that the data in this study are distributed normally, meeting the normalcy assumption and allowing them to proceed to the stage of double linear regression analysis.

3.3.2. Multicollinearity Test

Table 6. Multicollinearity Test Results

Models	Tolerance	VIF
(constant)		
Physical Work Environment	0,311	3,217
Work Motivation	0,311	3,217

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

A tolerance value of $0.311 > 0.10$ with a value of the Variance Inflation Factor (VIF) of $3.217 < 10.00$ indicated that there were no signs of multicollinearity based on the outcomes of the multicollinearity test of the variables of the physical work environment and work motivation on employee performance. This suggests that there is little correlation between the regression model's independent variables.

3.3.3. Heteroskedasticity Test

Table 7. Heteroscedasticity Test Results

Models	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4,102	1,491		2,751	,009
Physical Work Environment	,021	,053	,113	,394	,696
Work Motivation	-,091	,062	-,424	-1,483	,147

Dependent variable: ABS RES

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

The physical work environment variable had a 0.696 significance level and the work motivation variable had a significance value of 0.147, both of which were greater than 0.05, according to the Glejser method's heteroscedasticity test results. This implies that there are no signs of heteroscedasticity, which means that the regression model satisfies the homoscedasticity condition and there is no residual variance between observations.

3.4. Multiple Regression Test

z

Table 8. Multiple Regression Test Results

Models	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-,625	2,552		-,245	,808
Physical Work Environment	,218	,091	,245	2,403	,022
Work Motivation	,753	,106	,728	7,138	,000

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

The regression equation $Y = -0.625 + 0.218X_1 + 0.753X_2$ was derived from the multiple linear regression analysis findings. The physical work environment variable has a positive regression coefficient of 0.218, indicating a one-way influence whereby employee performance will rise when the physical work environment improves. This implies that, under the assumption that work motivation is a constant, a rise in the physical work environment variable will always be succeeded by a rise in employee performance. In the meantime, the work motivation variable has a positive regression coefficient of 0.753, indicating a one-way influence whereby employee performance will rise in tandem with an increase in work motivation.

3.4.1. Determination Test

Table 9. Determination Test Results

Model Summary				
Models	R	R Square	Customized R Square	Study Level Errors Forecast
1	,942 ^a	,887	,880	1,610

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

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

The square value of R (determination coefficient) was found to be 0.887 according to the outcomes of data processing with Version of SPSS 25. This figure demonstrates that State Civil Apparatus employee performance in the Public Health Sector and the Health Resources Services Division of the Cimahi City Government Health Office is simultaneously impacted by the factors of motivation at work and the physical work environment by 88.7%. The Cimahi City Government Health Office states that State Civil Apparatus employees' performance in the public health and health resources services sectors is positively or significantly impacted by their physical workspace and motivation. However, the remaining 11.3% was due to other factors that were not investigated in this study.

3.4.2. Partial test (t-test)

Table 10. Results Of Partial Test Of The Physical Work Environment On Employee Performance

Variable	t value	t table	Sig.	Prob.	Description
X1	2,403	1,68957	0,011	0,05	Significant

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

According to the partial test findings, the X1 variable received a significance value of 0.011, which is less than 0.05 ($0.011 < 0.05$), and a tvalue of 2.403, which is higher than the ttable of 1.68957 ($2.403 > 1.68957$). The findings indicate that H_a is approved and H_0 is rejected. Consequently, the variable Y is positively impacted by the variable X1.

The results of a one-party test for the physical work environment variable on employee performance can be explained as follows Figure 6.



Figure 6. One-Party test results

Table 11. Results Of Partial Tests Of Work Motivation On Employee Performance

Variable	t value	t table	Sig.	Prob.	Description
X2	7,138	1,68957	0,000	0,05	Significant

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

The partial test findings demonstrated that the X2 the variable had a significance worth of 0.000, which is less than 0.05 ($0.000 < 0.05$), and a tvalue of 7.138, which is larger than the ttable 1.68957 ($7.138 > 1.68957$). The findings indicate that H_0 is rejected and H_a is accepted. Consequently, the variable Y is positively impacted by the variable X2.

The results of a one-party test for the variable of work motivation on employee performance can be explained as follows Figure 7.

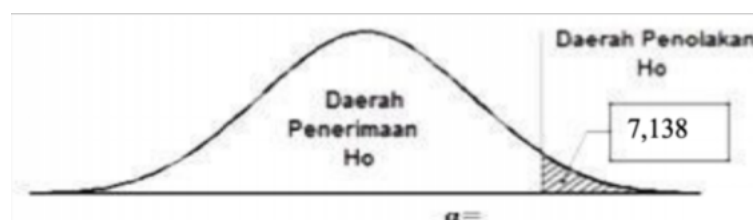


Figure 7. One-Party Test Results

3.4.3. Simultaneous Tests (F Tests)

Table 12. Simultaneous Test Results

	Models	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	834,429	2	417,215	137,056	,000 ^b
	Residual	106,544	35	3,044		
	Total	940,974	37			

Source: SPSS Data Processing Calculation Results Version 25, Year 2026

4. CONCLUSION

Considering the findings of the study and the conversation conducted about the impact of the physical work environment and work motivation on the performance of State Civil Apparatus employees within the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office, consequently, the following inferences can be made:

- Respondents' responses regarding the physical work environment for State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office fall within the good category.
- Respondents' responses regarding work motivation among State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office fall within the high category.
- Respondents' responses regarding employee performance among State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office fall within the good category.
- The impact of the physical work environment and work motivation on the performance of State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office, both partially and simultaneously, is as follows:
 - The physical work environment has a favorable impact on the performance of State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office.
 - Work motivation has a positive effect on the performance of State Civil Apparatus employees in the Public Health Division and the Health.
 - The physical work environment and work motivation simultaneously impact the performance of State Civil Apparatus employees in the Public Health Division and the Health Resources Services Division of the Cimahi City Health Office.

Based on the results of the descriptive analysis, the variables of physical working environment, work motivation and staff performance at the Cimahi City Health Department fall into the 'good' category. However, there are still several aspects that require the department's attention, namely indoor air comfort under the physical working environment variable, opportunities for career development under the work motivation variable, and the quantity of work output under the staff performance variable. These findings suggest that organisations need to implement more comprehensive human resource management strategies by improving the quality of the working environment through regular maintenance of air conditioning (AC) systems, ensuring that ventilation and air circulation are functioning properly, as well as improving lighting and maintaining the cleanliness and hygiene of workspaces. Furthermore, organisations need to strengthen their career development systems by providing staff with greater opportunities to undertake education, training and competence development programmes, and by implementing a promotion system that is transparent, objective and based on merit and competence. On the other hand, to increase the volume of work produced, organisations need to carry out regular evaluations of work targets to ensure that the workload is commensurate with staff members' capabilities and available resources, accompanied by ongoing development through guidance, support, monitoring and feedback. The implementation of these various measures is expected to create a more conducive work environment, boost employee motivation, and optimize employee performance in support of achieving organizational goals and improving the quality of public services. This study has limitations regarding the number of respondents and the variables used. The study involved only 40 respondents; therefore, the findings have limitations in terms of generalizability to State Civil Apparatus outside the scope of the study. In addition, this study used only two independent variables the physical work environment and work motivation so there are still other factors that could potentially influence employee performance that have not been examined. Given these limitations, future research is recommended to include a larger sample size and a broader scope of study. In addition, future research could incorporate other variables that may influence State Civil Apparatus performance, such as leadership, organizational culture, and workload, thereby providing a more comprehensive understanding of the factors that affect employee performance.

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