

ABSTRACT

BPJS Ketenagakerjaan is a public-owned legal entity that serves as an institution that performs the function of social protection for the Indonesian people with a legal basis under the UU 24 tahun 2011 on the Social Security. This research was conducted on BPJS Ketenagakerjaan Bandung Lodaya in the region II West Java. Branch office as an extension of the company in order to serve and fulfill the needs of participants (users of BPJS Ketenagakerjaan services) located from the share of the area. One of the benchmarks of the company's strategic success is through employee performance. Some factors can affect employee performance, work environment. Based on the results of interviews, secondary data studies, and the dissemination of the questionnaire, the phenomenon found in the company are fluctuating employee performance, the degree of absence tends to increase, and work environment that is below standards by the employees.

The purpose of this research is to know the influence of the work environment physical and non physical on the performance of employees simultaneously, partially, direct and indirect in the company. So it can be formed advice for improved. This research uses quantitative methods and uses saturated samples or populations by spreading the questionnaire to 36 employees of BPJS Ketenagakerjaan Bandung Lodaya. To interpret the research results using descriptive analysis, Method of Successive Interval (MSI), classic assumption test, coefficient of determination and path analysis.

The results showed that the conditions of both working environment are "very good" and the performance of employees is "excellent". Work environment physically and non physically are simultaneous and partial to the employee's performance. On the path analysis physical work environment affects in total 55% and non physical work environment effects in total 29,7% effect employees ' performance. The impact of the working environment on employee performance, therefore to improve the performance of the company employees can improve the work environment in the company in order to improve the other variables.

Keywords: *Physical Work Environment, Non Physical Work Environment, Employee Performance, Path Analysis*