



The Influence Of Infrastructure, Human Resources, Work Environment, Motivation, Standard Operating Procedures, And Work Discipline On The Work Effectiveness Of Class Iib Correctional Institution Employees

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ABSTRACT

This study aims to identify and analyze the influence of infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline both individually and collectively on the work effectiveness of employees at the Class IIB Muara Enim Correctional Institution. The research applies a quantitative approach by distributing questionnaires to respondents as the primary data collection method. Data quality was examined through validity, reliability, and normality tests, while the analysis was conducted using both descriptive and inferential statistics, including multiple regression analysis, partial (t-test), simultaneous (F-test), and the coefficient of determination (R^2). The findings indicate that each independent variable namely infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline has a positive and significant influence on employee work effectiveness. Furthermore, when tested simultaneously, these variables collectively demonstrate a strong and significant impact on the overall work effectiveness of employees at the Class IIB Muara Enim Correctional Institution.

INTRODUCTION

Government agencies are parts of the government that carry out tasks to meet the needs of the community. Correctional institutions are one such agency. Government Which have task as place For operate Coaching to Prisoners in accordance with the Constitution Community Development Number 22 year 2022 concerning Corrections. Carrying out busy office work also

requires support infrastructure Which adequate, means infrastructure can support or support the implementation of the work unit's tasks and functions. In general, infrastructure means as all something Which is support implementation something process in activities.

Means infrastructure is all Which is support main the implementation of an process. So infrastructure office is facility place goods No move which is used to support office facilities in achieving business or organizational goals. This infrastructure is everything needed for permanent activities. or still like building, field, hall And and so on in something Organizations or companies. Infrastructure is anything used to support the implementation of office activities that are permanent or fixed.

Human resource management is the process of managing an individual or group of individuals working within an agency, institution, or organization. The quality of human resources relates to the value or quality of an individual's ability to account for their actions in daily life and in society in general. Quality source Power man is somebody Which capable create value by utilizing all the strengths within a person through the highest energy in achieving all goals. The quality of human resources is the ability or ability somebody in finish his job with strive for self-development and encourage the development of colleagues. Quality source Power man is somebody Which fulfil quality such as knowledge and skills, mental qualities and spiritual qualities.

Table 1 Education Employee Institution Community Development Class IIB Muara Enim

No	Education	Amount	%
1	Bachelor S2	2	2
2	Bachelor S1	45	52
3	SENIOR HIGH SCHOOL	40	46
		87	100 %

Source : Institution Community Development Class IIB Estuary Enim, 2024

The results in table 1 above explain the education of Correctional Institution employees. Class IIB Estuary Enim, employee with education Bachelor S2 as many as 2 people or 2%, employees with a Bachelor's degree as many as 45 people or 52% and employees with a high school education as many as 40 people or 46%.

The work environment or place where employees work is a very important factor in employees carrying out their activities, where the work environment is a condition or situation that exists in an organization, therefore, every agency must provide a good work environment or working conditions such as the layout of the room for Work Which comfortable, clean, ventilation air Which Enough, as well as giving color and lighting Which Enough in accordance with condition building, environment Work Which Good can support employees in working optimally so that employees have passion in working so that it will increase employee work performance optimally. In achieving the desired goals in carrying out an activity or activities so required something motivation as stimulation or Also Power movement someone. Work motivation or driving force is something that creates enthusiasm or encouragement in working that a person has. Through function hope somebody in operate his activities with the level of achieving work results and ultimately resulting in reward for one's achievements. A person with the willingness to do and complete task his duties in reach objective Which in accordance with desire and previous targets.

Employees with ingrained motivation will carry out assigned tasks, which will determine their attitude toward carrying out their duties. Work motivation focuses more on the ongoing

situation each employee experiences regarding their work, such as their feelings about the amount of work they are given. Standard operating procedures, or more commonly known as SOPs, are a collection of regulation Which made For make things easier task Which done. In In an organization, SOPs function to make it easier for employees to work according to their duties. main And its function. SOUP very needed so that every employee know direction and goals to be achieved.

To achieve the desired goals in carrying out an activity, motivation is needed as a stimulus or driving force. Work motivation, or driving force, is something that creates enthusiasm or drive for a person's work. Effectiveness Work related with ability in reach objective by using the right tools to achieve effective goals. Effectiveness is the achievement of objective or results Which desired without ignore factor – factor energy, time, cost, thought, tool -tool Which has issued. Effectiveness Work is the completion of work on time in accordance with the provisions, meaning whether the implementation of a task assessed Good or No Good very depends How task That implemented. The following is the number of WBP, Detainees and Inmates in Class A Correctional Institutions IIB Estuary Enim can seen on table following :

Table 2 Number of Prisoners and Inmates in Institutions Community Development Class IIB Estuary Enim

PRISONER						
No	Status	Mature		Child		Amount
		L	P	L	P	
1	AI	96	4	0	0	100
	A.II	37	2	0	0	39
	A.III	121	7	2	0	130
	A.IV	1	0	0	0	1
	AV	0	0	0	0	0
	Amount	255	13	2	0	270
PRISONERS						
No	Status	Mature		Child		Amount
		L	P	L	P	
2	BI	769	6	0	0	775
	B.IIa	87	2	1	0	90
	B.IIb	0	0	0	0	0
	B.III	6	0	0	0	6
	Amount	862	8	1	0	871
	Amount Prisoners And Prisoner					1,141

Source : Institution Community Development Class IIB Estuary Enim, 2024

The data from the Class IIB Muara Enim Correctional Institution show that there are 1,141 inmates in total, consisting of 270 detainees and 871 prisoners. This condition demands adequate infrastructure and competent human resources to ensure that correctional operations run effectively. However, observations indicate several problems within the institution, such as inadequate office facilities, a shortage of qualified staff, an uncondusive work environment, low employee motivation, unclear implementation of standard operating procedures, and weak work discipline. These factors collectively hinder the achievement of optimal work effectiveness. Therefore, this study aims to examine both the partial and simultaneous influence of infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline on the work effectiveness of employees at the Class IIB Muara Enim Correctional Institution.

LITERATURE REVIEW

Facilities And Infrastructure

According to Endang R (2022), office infrastructure generally refers to immovable objects such as buildings, rooms, and land. The Regulation of the Minister of Home Affairs No. 7 of 2006 on the Standardization of Facilities and Infrastructure for Local Government Work, Article 1, also explains that office infrastructure includes facilities that indirectly support the smooth implementation of official duties, helping improve performance in line with assigned responsibilities such as office buildings, official residences, and institutional housing.

Infrastructure, in this context, covers everything needed for permanent or long-term activities for instance, buildings, fields, auditoriums, and other facilities within an organization or company. From several expert opinions, it can be concluded that office infrastructure refers to all permanent or long-term assets that support the execution of office activities. Examples include land, office buildings, and workspaces.

Human Resources

According to Nawawi (2019), human resources refer to an individual or a group of people who work within an institution, agency, or organization. Salim (2020, p.35) defines human resources as the value or quality of a person reflected in their sense of responsibility for their actions, both in daily life and in social interactions in general. Ndraha (2021) explains that human resources are individuals capable of creating value by utilizing all the strengths within themselves and channeling their highest energy to achieve goals. Matindas (2020) adds that human resources encompass a person's ability to complete their work by striving for self-development and encouraging the growth of their colleagues. Meanwhile, Danim (2019) views human resources as individuals who possess qualities such as knowledge and skills, as well as mental and spiritual strength.

Work Environment

The work environment refers to the overall conditions surrounding the workplace that can influence an individual or a group of people in carrying out their activities. This includes not only physical aspects such as infrastructure and equipment but also elements related to human resources. A good work environment is typically characterized by safety, comfort, cleanliness, controlled noise levels, and adequate lighting. The workplace plays a vital role in supporting employees' performance. Therefore, every organization should provide a conducive work environment such as a well-organized workspace, cleanliness, proper ventilation, suitable color schemes, and sufficient lighting all adjusted to the condition of the building. A good work environment encourages employees to work more enthusiastically, helping them reach their full potential and ultimately improving their performance. Based on the definitions above, the physical work environment can be concluded as everything that exists within or around the workplace and affects the conditions in which employees perform their tasks.

Motivation

According to Hasibuan (2021, p.191), motivation is a stimulus or driving force that moves a person to carry out certain activities or actions in order to achieve specific goals. Meanwhile, Harbani (2020, p.45) defines motivation as something that generates enthusiasm or a driving energy in an individual's work. From these definitions, it can be concluded that motivation is a driving force or impulse that generates enthusiasm for work and serves as the foundation for an individual in performing their job.

Standard Operating Procedure (Sop)

According to Laksmi (2020, p.52), a Standard Operating Procedure (SOP) is a document related to procedures that are carried out in a chronological order to complete a task, with the aim of achieving the most effective work results from employees at the lowest possible cost.

Work Discipline

According to Muchdarsyah Sinungan (2020, p.125), discipline is a person's mental attitude that can be observed through their behavior and actions, which reflect obedience to rules and regulations established to achieve predetermined goals. Meanwhile, Moekijat (2020, p.139) defines discipline as an inner strength that develops within an individual, enabling them to willingly conform to existing rules and values.

Work Effectiveness

According to Kurniawan (2021, p.82), work effectiveness is the ability to carry out tasks and functions (operations, activities, programs, or missions) of an organization or similar entity without pressure or conflict among its implementers. Meanwhile, Mahmudi (2019, p.44) defines work effectiveness as the relationship between output and objectives the greater the contribution of the output to the achievement of goals, the more effective the organization, program, or activity becomes.

METHODS

This study used a quantitative approach with a causal associative design to analyze the influence of infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline on employee work effectiveness at the Class IIB Muara Enim Correctional Institution. The research involved 87 employees as the total sample using a census method. Data were collected through questionnaires using a Likert scale, while additional information was obtained from institutional documents and relevant literature. Data quality was tested using validity, reliability, and normality tests. The analysis employed multiple linear regression with t-tests and F-tests to determine partial and simultaneous effects, as well as a coefficient of determination (R^2) to measure the contribution of independent variables. All analyses were processed using SPSS software.

RESULTS

Analysis Regression Multiple

To see the extent of the partial influence of the four independent variables on the dependent variable, a multiple regression equation is used with the following formula:

Table 3 Test Regression Multiple Variables Infrastructure (X 1), Human Resources (X 2), Work Environment (X 3), Motivation (X 4), Standard Operational Procedure (X 5), Discipline Work (X 6) With Work Effectiveness (Y)

Coefficients^a

Model		Unstandardized Coefficients	
		B	Std. Error
1	(Constant)	.982	1,817
	Means Infrastructure	.286	.085
	Source Power Man	.157	.051

Environment Work	.270	.084
Motivation	.493	.066
Standard Operational Procedures	.195	.066
Discipline Work	.575	.074

Source : Data processed with Program SPSS Version 27.0 2024

The results of the multiple regression analysis show that all independent variables Facilities and Infrastructure (X_1), Human Resources (X_2), Work Environment (X_3), Motivation (X_4), Standard Operating Procedures (X_5), and Work Discipline (X_6) positively influence Work Effectiveness (Y). The regression equation obtained is:

$$Y = 0.982 + 0.286(X_1) + 0.157(X_2) + 0.270(X_3) + 0.493(X_4) + 0.195(X_5) + 0.575(X_6).$$

The constant value (0.982) indicates that when all independent variables are zero, Work Effectiveness is 0.982. Among the predictors, Work Discipline (0.575) and Motivation (0.493) show the strongest effects on Work Effectiveness, followed by Facilities and Infrastructure (0.286), Work Environment (0.270), Standard Operating Procedures (0.195), and Human Resources (0.157). These findings suggest that enhancing discipline and motivation can significantly improve employee effectiveness, while other factors such as incentives, delegation, and supervision may also contribute indirectly.

Test Partial (T-Test)

Test partial (test t) is testing Which done For test significance between the *independent variable* and the *dependent variable* separately or partially with the following calculation:

Table 4 Test Partial (Test t)

Model		T	Sig.
	Means Infrastructure	3,376	.001
	Source Power Man	3,094	.003
	Environment Work	3,206	.002
	Motivation	7,439	.000
	Standard Operational Procedures	2,957	.004
	Discipline Work	7,737	.000

Source : Data processed with Program SPSS Version 27.0 year 2024

Based on results analysis regression between variables – variables free to dependent variable , then it can be described as follows:

1. Significance test of the influence of the Infrastructure variable (X_1) on the Work Effectiveness variable (Y), obtained The Sig value is $0.001 < 0.05$, so H_a is accepted and H_o is rejected. Therefore, the Facilities and Infrastructure variable (X_1) has a significant effect on the Work Effectiveness variable. (Y). So the hypothesis proposed in this study is proven to show a significant influence.
2. Significant test of the influence of the Human Resources variable (X_2) on the Effectiveness variable Work (Y), obtained mark Sig, $0.003 < 0.05$, so that H_a accepted And H_o is rejected. Then the Human Resources variable (X_2) have a significant impact on the Work Effectiveness variable (Y). So the hypothesis proposed in this study is proven to show a significant influence.
3. Significant test of the influence of the Work Environment variable (X_3) on the Work Effectiveness variable (Y), obtained The Sig value is $0.002 < 0.05$, so H_a is accepted and H_o

is rejected. Therefore, the Work Environment variable (X3) has a significant effect on the Work Effectiveness variable. (Y). So the hypothesis proposed in this study is proven to show a significant influence.

4. Test significant influence variables Motivation (X 4) to variables Effectiveness Work (Y), obtained mark Sig, $0,000 < 0,05$, so that H_a accepted And H_o rejected. So Motivation variables (X 4) has an effect significant to variables Effectiveness Work (Y). So *The hypothesis proposed in this study was proven to show a significant influence.*
5. Test significant influence of the Standard Operating Procedure variable (X5) on the Effectiveness variable Work (Y), obtained mark Sig, $0,004 < 0,05$, so that H_a accepted And H_o is rejected. Therefore, the Standard Operating Procedure variable (X5) has a significant effect on variables Effectiveness Work (Y). So hypothesis Which submitted in This research has proven to show that there is a significant influence.
6. Test significant influence of the Discipline variable Work (X 6) on the Work Effectiveness variable (Y), obtained Sig value, $0,000 < 0,05$, so H_a is accepted and H_o is rejected. Then the variable Discipline Work (X 6) influential significant to variables Effectiveness Work (Y). So hypothesis Which submitted proven show There is influence Which significant.

Coefficient Determination

The coefficient of determination is used to determine how much influence the independent variables have on the dependent variable.

Table 5 Coefficients Determination

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.952 ^a	.906	.899	2,186

Source : Data processed with Program SPSS Version 27.0 year 2024

The results of the table above show a coefficient of determination value of 0.906, this has meaning size influence variables Means Infrastructure (X 1), Source Power Human (X 2), Work Environment (X 3), Motivation (X 4), Standard Operating Procedures (X 5) and Discipline Work (X6) in a way together The same to variables Effectiveness Work (Y) of 90.6 % And the rest 9.4 % influenced by variables variables other Which No investigated by the author, such as providing incentives, granting authority, division of labor, supervision and work planning.

Test Simultan (Test F)

The simultaneous test is used to determine whether the independent variables together have a significant effect on the dependent variable. This test can be seen in the following table:

Table 6 Test Simultan (Test F)

ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	3700.952	6	616,825	129,073	.000 ^a
Residual	382,312	80	4,779		
Total	4083.264	86			

Source : Data processed with Program SPSS Version 27.0 year 2024

The results of the table above obtained a Sig value of $0.000 < 0.05$, thus H_0 was rejected and H_a was accepted, meaning that the variables of Facilities and Infrastructure (X_1), Human Resources (X_2), Work Environment (X_3), Motivation (X_4), Standard Operating Procedures (X_5) and Work Discipline (X_6) together have a significant influence on the Work Effectiveness variable. (Y), so the hypothesis in this study is proven to show a significant influence.

DISCUSSION

The results of the multiple regression analysis indicate that all independent variables infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline have a significant positive effect on work effectiveness at Class IIB Muara Enim Correctional Institution.

1. Effect of Infrastructure on Work Effectiveness Infrastructure has a positive and significant effect on work effectiveness with a regression coefficient of 0.286 (Sig. $0.001 < 0.05$). This implies that adequate office facilities such as computers, buildings, and supporting equipment improve employee performance efficiency. The findings align with studies by Aspa (2021), Erial (2020), and Sarniati (2019), which confirm that better infrastructure enhances employee work effectiveness.
2. Effect of Human Resources on Work Effectiveness Human resources also significantly affect work effectiveness, with a coefficient of 0.157 (Sig. $0.003 < 0.05$). Qualified, skilled, and experienced employees contribute positively to organizational performance. The results support previous research by Marsan (2019), Aspa (2021), and Pudir (2020), showing that human resource quality significantly influences work effectiveness.
3. Effect of Work Environment on Work Effectiveness The work environment shows a significant positive influence, with a coefficient of 0.270 (Sig. $0.002 < 0.05$). A comfortable, safe, and well-organized workspace encourages concentration and productivity. This is consistent with findings by Razidi (2020), Meicka (2021), and Aspa (2021), which reveal that a conducive work environment supports effective job performance.
4. Effect of Motivation on Work Effectiveness Motivation has the strongest impact, with a coefficient of 0.493 (Sig. $0.000 < 0.05$). Employees who are motivated by internal drives, recognition, and incentives show higher work effectiveness. These results corroborate previous studies by Erial (2020), Sarniati (2019), and Marsan (2019), emphasizing motivation as a key determinant of employee performance.
5. Effect of Standard Operating Procedures (SOP) on Work Effectiveness SOP significantly influences work effectiveness with a coefficient of 0.195 (Sig. $0.004 < 0.05$). Clear procedures help streamline tasks, reduce errors, and ensure consistency in service delivery. These findings are supported by Sarniati (2019), Tiara (2021), and Firmansyah (2020), who found that SOPs positively affect employee performance and discipline.
6. Effect of Work Discipline on Work Effectiveness Work discipline shows the highest effect on work effectiveness with a coefficient of 0.575 (Sig. $0.000 < 0.05$). Employees who adhere to rules, work on time, and show responsibility demonstrate higher levels of effectiveness. This is in line with research by Wawan (2020) and Firmansyah (2020), confirming that discipline plays a vital role in achieving optimal job performance.

Overall, these findings highlight that motivation and work discipline are the most dominant factors influencing work effectiveness, while infrastructure, human resources, work environment, and SOP serve as important supporting elements in enhancing organizational performance.

CONCLUSION

1. Infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline each have a positive and significant effect on employee work effectiveness at the Class IIB Muara Enim Correctional Institution.
2. Simultaneously, these six variables significantly influence work effectiveness, with a coefficient of determination (R^2) of 0.728, indicating that 72.8% of the variation in work effectiveness can be explained by these factors, while the remaining 27.2% is influenced by other variables not examined in this study.
3. The findings highlight that adequate facilities, competent human resources, a conducive work environment, high motivation, clear and consistent SOP implementation, and strong work discipline are key determinants in improving employee effectiveness and organizational performance.
4. It is recommended that management strengthen employee training programs, improve work facilities, enforce standard operating procedures, and implement reward and punishment mechanisms to enhance motivation and discipline.

LIMITATION

1. Scope of the study.
The research was conducted only at the Class IIB Muara Enim Correctional Institution. Therefore, the findings cannot be generalized to other correctional institutions or public organizations that may have different organizational structures, resources, and work cultures.
2. Data collection method.
The study relied on questionnaire-based data collection, which depends on respondents' perceptions. This method may introduce response bias or subjectivity in the answers provided by participants.
3. Limited research variables.
The variables analyzed were confined to six main factors infrastructure, human resources, work environment, motivation, standard operating procedures, and work discipline. Other important aspects such as leadership, organizational culture, and job satisfaction were not included in the research model.
4. Recommendations for future research.
Future studies are suggested to expand the research scope by including more diverse institutions, adopting mixed-method approaches (quantitative and qualitative), and incorporating additional variables that may influence employee work effectiveness.

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