

## Employee Performance Impact on Communication and Work Environment

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### ABSTRACT

In a human resource company, it is important for the company, to advance the company and improve employee performance properly. Performance can be influenced by good communication between superiors and subordinates, a good work environment. Performance is an achievement of results by employees in carrying out a job task and responsibility when employees are able to work optimally. If effective communication is established directly or indirectly, then employees will feel comfortable in the work environment, the more employees are given comfort and good communication to foster, the employees will work optimally in carrying out their duties. Based on the test results that have been carried out on communication and the Work Environment on Employee Performance, it can be explained through the discussion as follows Communication has a positive and significant effect on employee performance, work environment has a positive and significant effect on employee performance, and communication and work environment have a positive and significant effect on employee performance.

## INTRODUCTION

There will be more and more competition in the business world so that the impact on companies will be very clear, the competition will be increasingly fierce and companies will compete to innovate and make company performance increase so that companies are able to achieve their main goals. In a human resource company, it is important for the company, to advance the company and improve employee performance properly. Performance can be influenced by good communication between superiors and subordinates, a good work environment.

According to Nabawi (2019) the notion of performance or performance is an illustration of the level of achievement of the implementation of an activity program or policy in realizing the goals, objectives, vision and mission as outlined through the strategic planning of an organization. Performance is an achievement of results by employees in carrying out a job task and responsibility when employees are able to work optimally. If effective communication is established directly or indirectly, then employees will feel comfortable in the work environment, the more employees are given comfort and good communication to foster, the employees will work optimally in carrying out their duties.

Edarmayanti (2017: 343) states that a place where there are a number of groups in which there are several supporting facilities to achieve company goals according to the company's vision and mission. Which can improve employee performance one of which must pay attention to the conditions of the work environment.

## THEORETICAL REVIEW

### *Employee Performance*

According to Prawiro Sentono Sinambela (2018) Performance is the result of individual and team work in an organization that goes according to authority and responsibility in working well and developing morals and ethics in achieving the desired goals. According to Sutrisno (2020: 99) Performance is the attainment of a measuring instrument for productive efficiency, which provides good quality work in terms of physical unity and good physical value. According to Afandi (2018: 89) employee performance indicators are as follows:

1. Quantity is the result of the work of employees who have a sufficient number of capable employees from the quantity of work in a certain time and the quantity of products to be consumed.
2. Quality of work is the product's ability to carry out product durability and reduce damage to products and improve products with modern and quality services by providing satisfied services to customers.
3. Efficiency in carrying out tasks. Multiple resources wisely and in a cost-effective manner.
4. Work discipline, comply with company regulations and comply with the norms that apply to the company, to comply with the regulations made.

5. Initiative The ability to decide and do the right thing without being told, being able to find what should be done with something around us, trying to keep moving to do things even though things are getting more difficult.
6. Accuracy in work is very important in work, so that errors do not occur in the product and the desired goals will be maximized.
7. Good leadership, which is able to direct its employees and able to develop and motivate employees to complete tasks well.
8. Honesty is a difficult thing for humans, but companies must trust employees well and employees must give their best to the company.
9. Creativity Mental processes involve generating ideas.

### *Communication*

According to (I. M. Ginting et al., 2019: 36) Communication is good delivery behavior, which is carried out directly or through social media. Good and polite delivery can assess a person's behavior, effective communication will make it easier for someone to interact and build a closeness of a desired relationship. Nadiroh (2019) Communication is an openness between superiors and subordinates to get job satisfaction, as well as establish closeness and be able to improve good performance for employees.

According to Hutapea and Nuriana (2020: 28) communication is a process in which the formation of a person's communication attitude with other people is involved from polite conversation, good facial expressions and soft intonation. Then communication will lead to harmony and cooperation in carrying out tasks to solve a problem faced by the company. According to Joseph A. De Vito (2017) states that an interpersonal communication can be effective with the following five things, namely:

1. Openness  
Openness to show the quality of openness from interpersonal communication has at least two aspects, namely: the aspect of the desire to be open to everyone who interacts with other people and the aspect of the desire to respond honestly.
2. Empathy  
Empathy is meant to feel as another person feels a feeling at the same time as the other person feels that is, try to feel in the same way that the other person is feeling.
3. Support  
With this support, effective interpersonal communication will be achieved. Support is sometimes spoken and sometimes unspoken.
4. Positiveness Interpersonal communication of this quality has three different aspects, namely: interpersonal communication will be successful if there is positive attention to a person, interpersonal communication will be well maintained if a positive feeling towards another person is communicated and in general communication positive feelings are very useful for streamlining cooperation.
5. Equality (equality)  
Communication will be more effective if they know each other's personality similarities between them.

*Work Environment*

Sinambela (2018) if the working environment conditions are bad and do not support the needs of employees it can result in employees having difficulty concentrating and work relationships being inharmonious which has an impact on decreasing employee performance. Triastuti & Sulaiman, 2018 states that a person's work is influenced by the physical environment in which they work, such as lighting, noise, and the temperature of the work environment. According to Afandi (2018: 71) mentions several indicators of the work environment, namely as follows:

1. Workplace lighting lamps
2. Workplace window
3. Color arrangement
4. Decoration
5. Music sounds
6. Air temperature
7. Air humidity

**METHODOLOGY**

The method used in this research is descriptive quantitative, namely research that describes or describes a situation or an event that is clear by using a questionnaire and collecting information and information that is processed using SPSS, namely multiple linear regression analysis to determine a linear relationship between two or more variables with the dependent variable.

**RESULTS AND DISCUSSIONS**

Linear regression analysis aims to examine the influence of one variable on another. The variable that is affected is called the dependent or dependent variable, while the variable that affects is called the independent variable or the independent variable. Based on the calculation of multiple linear regression analysis carried out through statistical tests using the SPSS program, the following results are obtained:

Table 1. The Calculation of Multiple Linear Regression

		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	16.679	5.954		2.801	.006
	TOTALX 1	.428	.147	.288	2.913	.005
2	TOTALX 2	.606	.123	.487	4.921	.000

a. Dependent Variable: TOTALY

Then the regression equation is obtained as follows:

$Y = 16.679 + 0.428X_1 + 0.606 X_2$  The model equation means that:

1. Constant = 16.679

It means that if the Communication and Work Environment variables are assumed not to exist, then Employee Performance has a value of 16.679.

2. Communication Coefficient ( $X_2$ )

Communication coefficient value of 0.428. This means that if there is an increase of 1 in the Communication value, it will also be followed by an increase in Employee Performance of 0.428.

3. Work Environment Coefficient ( $X_2$ )

Work Environment coefficient value of 0.606. This means that if there is an increase of 1 in the Work Environment value, it will also be followed by an increase in Employee Performance of 0.606.

Based on the test results that have been carried out on communication and the Work Environment on Employee Performance, it can be explained through the discussion as follows:

1. The Effect of Communication on Employee Performance

Based on the results that the communication variable has a t-count value of  $2.913 > 166216$  (t table) and sig.  $0.05 < 0.05$  ( $\alpha$ ) so that it can be said that  $H_0$  is rejected,  $H_a$  is accepted or in other words it can be said that the communication variable has a significant positive influence on employee performance. Maulida (2021) in his research stated that, Communication in organizations shows harmonious relations between leaders and subordinates and with people at an equal level. Communication that occurs within the organization is called organizational communication.

2. The Effect of the Work Environment on Employee Performance

Based on the results that the Work Environment variable has a t-count value of  $4.921 > 166216$  (t table) and sig.  $0.06 < 0.05$  ( $\alpha$ ) so that it can be said that  $H_0$  is rejected,  $H_a$  is accepted or in other words it can be said that the communication variable has a significant positive influence on employee performance. This is because the Work Environment has a positive influence in the form of building good cooperation to improve performance and this research refers to employee performance (Soebagiyo et al., 2021)

3. The Effect of Communication and Work Environment on Employee Performance

Based on the results of the simultaneous test, it was obtained that the calculated F value was 10.448 which was greater than 44,486 (F table). Based on this value, a conclusion was obtained that  $H_0$  was rejected and  $H_a$  was accepted. From the test results it can also be seen that the significant value is 0.000 which is smaller than 0.05. Based on these two things, it shows that

together or simultaneously the variables of Communication and Work Environment have a positive and significant effect on Employee Performance. This is because Communication and Work Environment have a positive influence. This is because Leadership and Work Environment have a positive influence in the form of Communication and employees understand each other and this research refers to (Soebagiyo., 2021)

## **CONCLUSIONS AND RECOMMENDATIONS**

1. Communication has a positive and significant effect on employee performance, for example leaders are able to communicate well and provide motivation to employees to improve performance
2. The work environment has a positive and significant effect on employee performance, for example employees have a positive influence by building good cooperation to improve performance
3. Communication and Work Environment have a positive and significant effect on Employee Performance, for example leaders and employees understand each other so that good communication and work environment on Employee Performance

## **FURTHER STUDY**

Suggestions for this research is the company should be able to improve employee performance, by evaluating the performance. so that the performance evaluation can make one solution to see the existing problems. In addition, companies must also pay attention to aspects of communication and work environment so that in the future the company's performance can be achieved even better.

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