



Effect of Communication and Work Environment on Employee Performance

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Abstract

This study aims to find out: (1) to find out that communication has a partial effect on employee performance at PT Astra Sedaya Finance Gresik Branch (2) to find out that the work environment has a partial effect on employee performance at PT Astra Sedaya Finance Gresik Branch (3) to know communication and work environment influences simultaneously on the performance of employees of PT Astra Sedaya Finance Gresik Branch. In this study using primary data, while the research method involves one dependent variable (employee performance), and two independent variables (communication and work environment). The population used in this study were all PT Astra Sedaya Finance Gresik Branch employees, totaling 45 people. The sampling method was carried out using a non-probability sampling method. The technique used is saturated sampling technique. Data collection methods used in this study were questionnaires, documentation and interviews. The analytical method uses validity test, reliability test, multiple linear analysis, coefficient of determination, t test, F test. Conclusion of the study: communication has a partial effect on the performance of employees of PT Astra Sedaya Finance Gresik Branch, this is evidenced by the $t_{count} (3.9437) > t_{table} (2.01808)$ and a significant level of 0.000 is smaller than alpha 0.05. The work environment has a partial effect on the performance of employees of PT Astra Sedaya Finance Gresik Branch, this is evidenced by the $t_{count} (3.580) > t_{table} (2.01808)$ and a significant level of 0.000 is smaller than alpha 0.05. Communication and the environment simultaneously influence the performance of PT Astra Sedaya Finance Gresik Branch employees. This is evidenced by the value of $F_{count} (46.655) > F_{table} (3.21)$ and a significant level of 0.000 is smaller than alpha 0.05.

Keywords: Communication, Work Environment, Employee Performance

Introduction

Communication is the process of transferring understanding from one person to another in the form of ideas and information (Handoko, 2012: 272). Communication which is a factor of employee performance can be done in simple and complex ways, but now with the development of technology has drastically changed the way people communicate.

ACC provides investment financing, working capital financing, multipurpose financing and operating leases. ACC also supports car sales through a network of dealers, showrooms and individuals in all regions in Indonesia.

For communication seen in the benchmarks: openness, empathy, support, equality. It's been good so far, but there are a number of problems, namely every year there must be a change of boss where subordinates have to adapt or readjust to the new superior's work patterns and cause employee performance to decrease in line with the adaptation process, also opinions may differ due to disagreements in work relations between employees .. In addition, there are several employees who are assigned out of town, where they are often constrained by cellphone signal problems for mutual communication, so that sometimes it causes miss communication between employees and with superiors.(Qodariyah, 2023)

The environment in the company still has deficiencies, including equipment that is still damaged and has not been repaired, air conditioning (AC) and poor workspace arrangement. The workspace between employees is not soundproof and not properly equipped, good cleanliness, poor lighting in the workspace, a fairly noisy office sometimes makes it less quiet. Relations between employees who sometimes have disagreements or are jealous of the achievements of their friends, lack of office guarding or security if there are too many customer complaints that make it uncomfortable at work.

Literature Review

Reliable human resources or employees will affect employee performance, where employee performance is needed in company activities. If employee performance decreases, it is certain that the quality of the company's products will decrease and cannot be on par with other opponents. This is if the long term will cause losses in an organization or company, therefore employee performance is very concerned. Another opinion says that performance is the result of qualitative and quantitative work carried out by an employee to carry out his duties in accordance with the responsibilities given to the employee (Mangkunegara, 2017:67).

According to Siagian in Dangnga and Amran (2019: 2) said employee performance is influenced by several factors such as salary, work environment, company culture, leadership, work motivation, work discipline, job satisfaction, and communication. The employee's performance is most likely reduced if one of the factors is reduced or absent.

Research Method

This research was conducted at PT Astra Sedaya Finance Gresik Branch, which is a subsidiary company of PT Astra International Tbk or commonly known as Astra Credit Companies (ACC). This type of research is quantitative, where this research produces data in the form of numbers and is processed by a computer using the SPSS program. In this study two kinds of research variables were obtained, namely: Independent Variables (Independent Variables) and Dependent Variables (Bound Variables).

Data Analysis Test

1. Validity Test

Testing the validity of this study was carried out using factor analysis, namely the correlation between the scores of device items in the factors, and the correlation between factor scores and total scores (Sugiyono, 2016: 125). If the correlation of each factor is positive and the magnitude is 0.3 or more, the factor is a strong component and is a correlation price (Sugiyono, 2016: 126).

2. Reliability Test

According to Indrawati (2015: 155), reliability is a belief in the reliability, consistency, or stability of a measurement. A questionnaire is declared reliable if the value of Cronbach Alpha (α) > 0.60 (Siregar, 2017:57).

Multiple Linear Regression Analysis

According to Sugiyono (2015: 188) "the method of multiple linear regression analysis is to predict the value of the dependent variable, namely employee performance (Y) by taking into account the values of the independent variables, namely communication (X1) work environment (X2) so that it can be known the positive influence or the negative."

The model equation used is as follows:

$$Y = a + b_1X_1 + b_2X_2$$

Y = Employee Performance Variable

a = Constant Coefficient

X1 = Communication Variable

X2 = Work Environment Variable

b1 = Regression Coefficient (Communication)

b2 = Regression Coefficient (Work Environment)

Hypothesis testing

a. t test

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According to Ghozali (2011: 98) "the t statistical test basically shows how far the influence of one explanatory or independent variable individually explains the variation of the dependent variable."

b. F test

According to Ghozali (2011: 98) "the F statistical test is used to show whether all the independent or independent variables included in the model have a joint effect on the dependent or dependent variable."

c. Correlation Analysis

This partial correlation analysis is used to determine the strength of the relationship between the correlations of the two variables. In the regression analysis, correlation analysis is also described to show the direction of the relationship between the dependent variable and the independent variable in addition to measuring the strength of the association (relationship). To find out and check research data whether there is a relationship, do the Pearson product moment test (Sugiyono, 2013: 216).

d. Determination Coefficient Test

The coefficient of determination R^2 essentially measures how far the model's ability to explain the dependent variables (Ghozali, 2016:95).

Result/Findings

Validity test

"The purpose of conducting a validity test is to measure whether or not a questionnaire is valid or not" (Sujarweni, 2015: 157-158). An instrument is said to be valid if it is able to measure what is desired and can reveal the variables studied appropriately. According to the results of calculations using SPSS validity test analysis, all variables show valid, because the values of each statement item are greater than the critical value (0.3).

Reliability Test

The results of the Cronbachm Alpha (α) statistical test will determine whether the instrument used in the research is reliable or not. A questionnaire is declared reliable if the value of Cronbach Alpha (α) > 0.60 (Siregar, 2017:57).

TABLE OF RELIABILITY TEST RESULTS

Variables	<i>Cronbach's Alpha</i>	Critical Value	Information
X ₁	0,812	0,60	Reliabel
X ₂	0,746	0,60	Reliabel
Y	0,808	0,60	Reliabel

The table shows that all variables have a fairly large Cronbach's Alpha coefficient, which is above 0.60, so it can be concluded that the data is reliable.

Multiple Linear Regression Analysis

This analysis is intended to determine the magnitude of the influence of communication and work environment on the performance of employees of PT. Astra Sedaya Finance Gresik Branch. In this study, the analysis used the SPSS for windows computer software, the results of the SPSS analysis are as follows:

Model	Unstandardized Coefficients		Sig.
	B	Std. Error	
1 (Constant)	1.729	2.899	.554
Communication	.468	.119	.000
Work environment	.474	.132	.001

Based on the table above, the regression equation formed in this regression test is:

$$Y = a + b_1X_1 + b_2X_2$$

$$Y = 1,729 + 0,468X_1 + 0,474X_2$$

From the results of the equation above, it can be interpreted that:

- The constant value is 1.729. This means that the independent variables namely Communication (X₁) and Work Environment (X₂) are constant, so the value of the dependent variable Employee Performance (Y) is 1.729.
- The coefficient value of the Communication variable (X₁) is 0.468 meaning that every 1 unit increase in the Communication variable (X₁) will result in an increase in the Employee Performance variable (Y) of 0.468 units assuming that other factors are constant or fixed.
- The coefficient value of the Work Environment variable (X₂) is 0.474, meaning that every 1 unit increase in the Work Environment variable (X₂) will result in an increase in the Employee Performance variable (Y) of 0.474 units assuming that other factors are constant or fixed.

Hypothesis testing

- t test (partial)

The t statistical test basically shows how far the influence of one explanatory or independent variable individually explains the variation of the dependent variable.

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Model	t	Sig.
1 (Constant)	.596	.554
Communication	3.943	.000
Work environment	3.580	.001

All variables have a value greater than the table, namely 2.01808, so it can be interpreted that all variables partially affect employee performance.

b. F test

The F statistical test is used to show whether all the independent variables included in the model have a joint effect on the dependent variable.

ANOVA^b

Model	F	Sig.
1 Regression	46.655	.000 ^a
Residual		
Total		

From the table above, the Fcount value is $46.655 > F_{table} 3.21$. This means that together (simultaneously) communication and work environment have a significant effect on employee performance at PT Astra Sedaya Finance Gresik Branch.

Correlation Analysis

This partial correlation analysis is used to determine the strength of the relationship between the correlations of the two variables. In the regression analysis, correlation analysis is also described to show the direction of the relationship between the dependent variable and the independent variable in addition to measuring the strength of the association (relationship).

Correlations

	Komunikasi	Lingkungan Kerja	Kinerja Karyawan
Komunikasi	1	.697**	.771**
		.000	.000
	45	45	45
Lingkungan Kerja	.697**	1	.758**
	.000		.000
	45	45	45
Kinerja Karyawan	.771**	.758**	1
	.000	.000	
	45	45	45

The table above shows that the communication variable (X1) has a degree of relationship of 0.771 so that it can be said to have a degree of relationship with a strong correlation with the employee performance variable (Y). The work environment variable (X2) has a degree of relationship of 0.758 so that it can be said to have a degree of relationship with a strong correlation with the employee performance variable (Y).

Coefficient of Determination

The coefficient of determination R² essentially measures how far the model's ability to explain the dependent variables is. The following is the result of the coefficient of determination:

Model	R	R Square
1	.830 ^a	.690

1. The Effect of Communication on Employee Performance

The results showed that there was an effect of communication on the performance of employees of PT Astra Sedaya Finance Gresik Branch, based on the calculation results obtained tcount 3.943 and ttable 1.68195 with sig. 0.000 where tcount > ttable (3.943 > 1.68195) then the hypothesis is accepted. This proves that H₀ is rejected and H₁ is accepted. Therefore it can be concluded that communication has a significant and significant effect on the performance of employees of PT Astra Sedaya Finance Gresik Branch.

2. The Effect of the Work Environment on Employee Performance

The results showed that there was an influence of the work environment on the performance of employees of PT Astra Sedaya Finance Gresik Branch, based on the

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calculation results obtained t_{count} 3.580 and t_{table} 1.68195 with sig. 0.001 where $t_{count} > t_{table}$ ($3.580 > 1.68195$) then the hypothesis is accepted. This proves that H_0 is rejected and H_1 is accepted. Therefore it can be concluded that the work environment has a significant and significant effect on the performance of employees of PT Astra Sedaya Finance Gresik Branch.

3. The Influence of Communication and Work Environment on Employee Performance
Based on the results of the F test, the F_{count} value is 46.655 with a significance value of 0.000 which is less than $\alpha = 0.05$. F_{count} value ($46.655 > F_{table}$ (3.21)), then H_0 is rejected and H_1 is accepted. This means that the variables of Communication and Work Environment together affect the Performance of Employees of PT Astra Sedaya Finance.

Based on the data above, it can be seen that the Coefficient of Determination (R^2) is 0.690, in other words, this shows that the percentage of employee performance variables that can be explained by variations in the independent variables, namely Communication and Work Environment, is 69.0%. While the remaining 31.0% is explained by other factors or variables that are not included in the regression model of this study.

Conclusion

Based on the results of the research and discussion used in accordance with the objectives of the hypothesis which was carried out using multiple linear analysis, the following conclusions can be drawn:

1. The results of the t test analysis for the Communication variable (X_1) obtained a t_{count} of 3.943 and a t_{table} of 1.68195 with sig. 0.000 where $t_{count} > t_{table}$ ($3.943 > 1.68195$) then the hypothesis is accepted. This means that the independent variable Communication (X_1) partially has a significant effect on the dependent variable Employee Performance (Y) PT Astra Sedaya Finance Gresik Branch
2. The results of the t test analysis for the Work Environment variable (X_2) obtained a t_{count} of 3.580 and a t_{table} of 1.68195 with sig. 0.001 where $t_{count} > t_{table}$ ($3.580 > 1.68195$) then the hypothesis is accepted. This means that the independent variable Work Environment (X_2) partially has a significant effect on the dependent variable Employee Performance (Y) PT Astra Sedaya Finance Gresik Branch
3. The results of the F test analysis obtained an F_{count} value of 46.655 with a significance value of 0.000 which is less than $\alpha = 0.005$. The value of F_{count} ($46.655 > F_{table}$ (3.21)), means that the variables of Communication (X_1) and Work Environment (X_2) simultaneously (together) have a significant effect.

Declaration of conflicting interest

There is no conflict of interest in this work.

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