

Effect of Communication and Physical Work Environment on Employee Performance of PT.Vadhana International Palembang Branch

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Abstract

This study aims to analyze the effect of communication and physical work environment on the performance of employees of PT Vadhana International Palembang Branch. The data in this study used quantitative research. Then the source of data in this study is primary data. The population in this study were employees of PT. Vadhana International Palembang Branch, which had 72 employees. The sampling technique is done by total sampling or saturated sample or also called census sample, namely the sampling technique is done by taking the entire population because the total population is 72, then all populations are sampled. The data analysis technique in this study used SPSS v26. The results indicate that communication and physical work environment had a significant effect on employee performance. This research is useful for improving employee performance through communication and the company's physical work environment.

Keywords: communication, physical work environment, employee performance

1. Introduction

Human resource management plays an important role for the company in order to provide maximum results and the best professionalism that can be relied on to achieve the company's goals and objectives, namely getting maximum profit. An organization in carrying out activities to achieve its goals has several very influential factors, and one of them is the human resource (HR) factor. Human resource management (HRM) is a process of dealing with various problems in the scope of employees, employees, laborers, managers and other workers to be able to support the activities of the organization or company in order to achieve predetermined goals. Achieving organizational goals requires good cooperation between components in it. Cooperation is formed because of a unified perception of what will be achieved. For this reason, it is very necessary to have good communication between members in it, the role of communication in an organization can create a conducive working relationship in order to achieve organizational goals (Suryani, 2019).

Communication has an important role in an organization or company. In this case, communication is closely related to organizational management in creating a consistent work pattern for a comfortable work situation. If the communication carried out by superiors to their subordinates does not run optimally, employees will have difficulty understanding what the boss wants so that the performance of employees is not controlled properly. Not only communication between superiors and subordinates that relates to employee performance but communication between employees and other employees is still not going well, there are still employees who communicate with other employees who do not provide clear and complete

information so that it relates to the attitude of the employees. the. With the lack of effective organizational communication carried out either from superiors to subordinates or between employees and other employees (Suryani,2019).

In addition to communication, the physical work environment also plays an important role in the organization. The physical work environment as all conditions or circumstances that occur in the work environment related to a comfortable work environment, should pay more attention to the arrangement of the work space such as the placement of work equipment, lighting, noise, and comfort which can later improve employee performance so that they feel at home working in the workplace. the room (Sowmya, 2011).

Performance is an important point in the progress of the company, the increasing performance of employees, the more important it is in the progress of the company, the increasing performance of employees, the faster the achievement of company goals. With the increase in employee performance, the company will benefit, therefore the company continues to maintain that employee performance can increase from time to time. If the employed employees do not have the good performance required by the company, then the company will not achieve the targets that have been set, and will harm the company itself (Suryani, 2019).

PT Vadhana International is a company engaged in construction services, consultancy, rental of vehicles and heavy equipment. As time goes by and the needs of the industrial world develop, Vadhana makes creative and innovative steps and offers other related services. PT. Vadhana is increasingly developing its business in the fields of electrical & instrumentation, well test services, tank cleaning services, coating & protective services, valve repair services, scaffolding and insulation services. Communication between employees in this company has been well established, Researchers pay attention to the two-way communication that occurs within the company goes well, but there are times when the communication that occurs within this company is the lack of clarity on the purpose of the information submitted, such as the delivery of tasks or information others related to the company. In addition to paying attention to communication, the physical work environment must also be considered. This physical work environment can be related to a comfortable office layout, a clean environment, good air exchange, and adequate lighting. A good work environment can support the implementation of work so that employees have the enthusiasm to work and improve employee performance.

1.2 Problem Formulation

The formulation of the problem made by the author is:

1. Does communication affect the performance of employees of PT. Vadhana International Palembang Branch?
2. Does the physical work environment affect the performance of employees of PT. Vadhana International Palembang Branch?
3. Does communication and physical work environment affect employee performance at PT. Vadhana International Palembang Branch?

1.3 Research Objectives

Based on the background and subject matter above, this research aims as follows:

1. To find out the Effect of Communication on Employee Performance at PT. Vadhana International Palembang Branch.

2. To determine the effect of the physical work environment on employee performance at PT. Vadhana International Palembang branch.
3. To determine the effect of communication and physical work environment on employee performance of PT. Vadhana International Palembang Branch.

2. Literature Review

According to Husaini Usman (2011) communication is the process of delivering or receiving messages from one person to another, either directly or indirectly, in writing, verbally or in non-verbal language.

According to Sedarmayanti (2011) the physical work environment is all the conditions around the workplace that will affect employees either directly or indirectly. A well-organized and well-organized physical work environment in accordance with the wishes and needs of employees will make it easier for employees and focused at work, so as to create good employee performance.

According to Mangkunegara (2016) that the term performance from the word job performance or actual performance (work achievement or actual achievement achieved by a person) is the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.

In research conducted by I Wayan Astawa (2020) there is a significant simultaneous influence of communication, compensation and the physical work environment on performance. Choirunnisa (2018) that communication has a significant positive effect on employee performance, the work environment has a significant positive effect on employee performance, simultaneously (together) communication and work environment have a significant effect on employee performance, communication has a dominant influence on employee performance compared to the environment. work.

3. Research Method

The data in this study used quantitative research. According to Sugiyono (2017) quantitative data is data in the form of numbers, or quantitative data that is scored (scoring). Then the source of data in this study is primary data. According to Sugiyono (2017) primary data is a data source that directly provides data to data collectors.

The population in this study were employees of PT. Vadhana International Palembang Branch, which had 72 employees. According to Sugiyono (2017) population is the number of generalization areas consisting of objects or subjects that have the qualities and characteristics set by the researcher and then conclusions are drawn. The sampling technique is done by total sampling or saturated sample or also called census sample, namely the sampling technique is done by taking the entire population because the total population is 72, then all populations are sampled. The data analysis technique in this study used SPSS v26.

4. Findings and Discussions

4.1 Characteristics of Respondents

In order to examine the effect of communication and physical work environment on the performance of Palembang branch employees, this study used a sample of 72 respondents who were employees of PT. Vadhana Internasional Palembang Branch. .

Table 1. Characteristics of respondents by age

Usia Responden	Frekuensi	Persentase (%)
21-30 tahun	14	19,4 %
31-40 tahun	34	44,4%
41-50 tahun	21	30,6 %
> 50 tahun	3	5,6 %
Total	72	100 %

Based on table 1, respondents aged 21-30 years amounted to 14 people with a percentage of 19.4%, respondents aged 31-40 years amounted to 34 people with a percentage of 44.4%, respondents aged 41-50 years amounted to 21 people with a percentage 30.6% and respondents aged more than 50 years amounted to 3 people with a percentage of 5.6%. This means that the majority of respondents are aged 31-40 years.

Table 2. Characteristics of respondents by gender

Jenis kelamin	Frekuensi	Persentase (%)
Laki-laki	70	97,2 %
Perempuan	2	2,8 %
Total	72	100 %

Based on table 2, there are 70 male respondents with a percentage of 97.2% and 2 female respondents with a percentage of 2.8%. This means that most respondents are male.

Table 3. Characteristics of respondents based on education

Pendidikan	Frekuensi	Persentase %
SMA	53	73,6 %
Diploma	6	8,3 %
Sarjana	12	16,7 %
Magister	1	1,4 %
Total	72	100 %

Based on table 3, respondents with high school education are 53 people with a percentage of 73.6%, Diploma are 6 people with a percentage of 8.3%, Bachelors are 12 people with a percentage of 16.7% and Masters is 1 person with a percentage of 1.4% .This means that most respondents are employees with high school education.

Table 4. Characteristics of respondents based on years of service

years of service	Number of people	Percentage %
1 year	4	5,6 %
2 year	6	8,3 %

3 year	7	9,7 %
4 year	3	4,2 %
>5 tyear	52	72,2 %
Total	72	100 %

Based on table 4, respondents who have worked for 1 year are 4 people with a percentage of 5.6%, respondents who have worked for 2 years are 6 people with a percentage of 8.3%, respondents who have worked for 3 years. years as many as 7 people with a percentage of 9.7%, respondents who have worked for 4 years as many as 3 people with a percentage of 4.2%, and respondents who have worked more than 5 years as many as 52 people with a percentage of 72.2%, meaning that most respondents have worked more than five years.

4.2 Validity and Reliability Test Results

The validity test was carried out to measure whether or not the indicators or questionnaires were appropriate for each variable. The test is carried out by comparing the r-count with the r-table, Testing the validity of the data using a two-sided test with a significant level of 5%. This validity test was carried out on 72 respondents, then r-table $df = n-2$ with a significant level of 5%, $df = 72-2$, then r-table = 0 ,2319, based on the results of the validity test, it is known that r-count > r-table, then all questions from the variables are valid. Meanwhile, from the results of the reliability test, the value of Cronbach's Alpha for all variables is greater than 0.60 so that it can be concluded that indicators or questionnaires for communication variables, and the physical work environment and employee performance are all said to be reliable and can be trusted as a variable measuring instrument.

4.3 Hypothesis Testing Results

4.3.1 Partial test results (t-test)

This test shows the results of how much influence the independent variable individually has on the dependent variable. To partially test the effect of each independent variable used in the study, the t-test with a significant level of 5% was used.

Table 5. The results of the t-test of the communication variable

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.286	.907		2.521	.014
	total_x1	.680	.041	.891	16.402	.000

a. Dependent Variable: total_y

Based on table 5, it is known that the Sig value for the communication variable (X1) on employee performance (Y) is 0.000 < 0.05 and the t-count value is 16,402 > t table 1.99495, so it can be concluded that H1 is accepted which means Communication (X1) has an effect significantly to employee performance (Y) at PT. Vadhana Palembang Branch.

Table 6. The results of the t-test of the communication variable

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.862	1.107		3.489	.001
	total_x2	.800	.067	.820	12.006	.000

a. Dependent Variable: total_y

Based on table 6, it is known that the Sig value for the effect of the physical work environment (X2) on employee performance (Y) is $0.000 < 0.05$ and the t value is $12.006 > t$ table 1.99495, so it can be concluded that H2 is accepted which means the physical work environment (X2) has a significant effect on Employee Performance (Y) at PT. Vadhana International Palembang Branch.

4.3.2 Simultaneous F test results

The F statistical test shows whether all independent or independent variables included in the regression model have a joint effect on the dependent variable

Table 7. F Test Results (Simultaneous)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	471.759	2	235.879	145.294	.000 ^b
	Residual	112.019	69	1.623		
	Total	583.778	71			

Based on table 7, it is known that the calculated F value (145.294) > table F value (3.13) and the significance value of F (0.000) < error rate ($\alpha = 0.05$), then H3 is accepted so it can be concluded that communication and physical work environment have an effect significantly to the performance of employees at PT. Vadhana International Palembang Branch.

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