

The Effect of Communication and Physical Work Environment on Employee Performance at 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. This research used primary data and secondary data through distributing questionnaires to all 72 respondents. The research method used is multiple linear regression analysis. The results indicate that communication (X1) and physical work environment (X2) had a significant effect on employee performance (Y). 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 upon to achieve the company's goals and objectives, namely to get maximum profits. An organization in carrying out activities to achieve its goals has several factors that are very influential, and one of them is the factor of human resources (HR). Human resource management (HRM) is a process of dealing with various problems within the scope of employees, clerks, laborers, managers and other workers to be able to support organizational or company activities in order to achieve predetermined goals. Achieving organizational goals requires good cooperation between the components in it. Collaboration is formed because there is 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 (Syriani, 2019).

Communication has an important role in the organization or company. In this case communication is closely related to organizational management in creating consistent work patterns for comfortable work situations. If the communication carried out by superiors to their subordinates does not run optimally, employees will have difficulty understanding what the superiors want so that the performance of the employees is not properly controlled. It is not only communication between superiors and subordinates that is related to employee performance but communication between employees and other employees is still not going well, there are still employees who communicate with other employees do not provide clear and complete information so that it relates to the attitudes of employees the. With less effective organizational communication carried out either from superiors to subordinates or between employees and other employees. (Suryani, 2019)

Apart from 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 situation, should pay more

attention to the arrangement of 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 there. the room (Sowmya, 2011).

Performance is an important point in the company's progress, the more the employee's performance increases, the more important it is in the company's progress, the higher the employee's performance, the faster the company's goals will be achieved. By increasing employee performance, the company will benefit, therefore the company continues to maintain employee performance so that it can improve from time to time. If the employees employed do not have the good performance required by the company, then the company will not achieve the set targets, and it will be detrimental to the company itself (Suryani, 2019).

PT Vadhana International is a company engaged in construction services, consultancy, vehicle and heavy equipment rental. 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 electrical & instrumentation business, well test services, tank cleaning services, coating & protective services, valve repair services, scaffolding and insulation services. Communication between employees within this company has been well established. Researchers pay attention to two-way communication that occurs within the company that is going well, but there are times when the communication that occurs within this company is a lack of clarity about the purpose of the information conveyed, such as delivery of assignments or information. other matters relating 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.

Based on the results of the description above, the authors feel interested in conducting research with the title "The Influence of Communication and Physical Work Environment on Employee Performance at PT.Vadhana International Palembang Branch"

2. Literature Review

According to Husaini Usman (2011) communication is the process of triggering or receiving messages from one person to another, either directly or indirectly, in writing, orally or in non-verbal language. physical work environment. According to Sedarmayanti (2011), the physical work environment is all conditions that exist around the workplace that will affect employees both directly and indirectly. A well-organized and regulated physical work environment according to the wishes and needs of employees will make it easier for employees to focus on work, so as to create good employee performance.

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

According to I Wayan Astawa (2020) The Effects of Communication, Compensation and Physical Work Environment on the Performance of Education Personnel in the STIE BIITM SAHID BALI Environment. The results showed that there was a significant simultaneous effect of communication, compensation and physical work environment on the performance of teaching staff at STIE BIITM SAHID BALI.

According to Choirunnisa (2018) The Effect of Communication and Physical Work Environment on Employee Performance at PT. PLN (Persero) Tbk. Area Malang Rayon Malang City. Based on research shows that communication has a significant positive effect on employee performance, the work environment has a significant positive influence on employee performance, simultaneously (together) communication and work environment have a significant effect on employee performance, communication has a dominant influence on employees performance compared to the work environment .

According to Hakim Fachrezi Hazmanan Khair (2020) The Influence of Communication, Motivation and Work Environment on Employee Performance at PT. Angkasa Pura II (Persero) Kualanamu Branch Office. The results showed that there was a significant influence between communication and work environment variables on motivation. The results of the study show that there is an influence and not significant between the variables of communication on performance, there is an influence and a significant difference between the variables of the work environment and motivation on performance, then the results of the study show that motivation does not act as a mediator of communication and the work environment on performance in the Safety, Risk and Quality Control at PT. Angkasa Pura II (Persero) Kualanamu Branch Office.

3. Research Method

The place of this research was carried out at PT. Vadhana International Palembang Branch with address Jl. Lais-Tripe, Tj scallops, Lais, Musi Banyuasin Regency, South Sumatra. In this study the authors used quantitative research. According to Sugiyono (2017) quantitative data is data in the form of numbers, or quantitative data that is scored (scoring). Data sources is primary data and secondary data. According to Sugiyono (2017) primary data is a data source that directly provides data to data collectors. In this research conducted by Distributing Questionnaires. Secondary data is data obtained indirectly through intermediary media obtained and recorded by other parties.

The population in this study were employees of PT. Vadhana International Palembang Branch, whose number of employees was 72 people. The sampling technique is carried out by taking the entire population, because the total population is 72, the population is used as a sample. So the sample to be studied is 72 people who are employees of PT.Vadhana International Palembang Branch.

4. Findings and Discussions

4.1 Findings

Analysis of the data obtained from the questionnaires that were distributed to 72 respondents consisting of all employees of PT.Vadhana International Palembang Branch, in carrying out this data analysis the researcher used SPSS V26 so that the results were obtained.

4.1.1 Validity and reliability testing

Validity Test

The validity test was carried out to measure whether the indicators or questionnaires of each variable were correct or not. Tests were carried out by comparing r-counts with r-tables using the SPSS program.

Testing the validity of the data using a two-tailed 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 $r_{table} = 0.2319$. The validity level of the indicator or questionnaire can be determined, if the $r_{count} > r_{table}$ = valid and $r_{count} < r_{table}$ = invalid. The results of the validity test can be seen from the table below using r_{count} and r_{table} , as follows:

Table 1. The Validity of communication variable validity

Statement	r_{count}	r_{table}	Description
K1	0,899	0,2319	Valid
K2	0,847	0,2319	Valid
K3	0,936	0,2319	Valid
K4	0,904	0,2319	Valid
K5	0,909	0,2319	Valid

Source: data processed with SPSS V.26

Based on the comparison between r_{count} and r_{table} , it can be concluded that all statements for the communication variable (X1) are valid.

Table 2. The Validity of physical work environment variables (X2)

Statement	r_{count}	r_{table}	Description
LKF1	0,831	0,2319	Valid
LKF2	0,857	0,2319	Valid
LKF3	0,875	0,2319	Valid
LKF4	0,871	0,2319	Valid

Source: data processed with SPSS V.26

Based on the comparison between r_{count} and r_{table} , it can be concluded that all statements for the physical work environment variable (X2) are declared valid.

Table 3. The Validity of employee performance variable validity (Y)

Statement	r_{count}	r_{table}	Description
K1	0,959	0,2319	Valid
K2	0,945	0,2319	Valid
K3	0,974	0,2319	Valid
K4	0,945	0,2319	Valid

Source: data processed with SPSS V.26

Based on the comparison between r_{count} and r_{table} , it can be concluded that all statements for the employee performance variable (Y) are declared valid.

Reliability Test

Reliability test is used to determine whether the indicators or questionnaires used can be trusted and reliable as a variable measuring tool. The variable is said to be reliable if the Cronbach's alpha value is > 0.60 . The results of this reliability test use SPSSV. 26, can be seen in the following table:

Table 4. Reliability test results

Variable	Cronbach's Alpha	Reliability Standards	Description
Communication	0,940	0,60	Reliable
Physical work environment	0,877	0,60	Reliable
Employee performance	0,968	0,60	Reliable

Source: data processed with SPSS V.26

The Cronbach's Alpha value for all variables is greater than 0.60 so that it can be concluded that the indicators or questionnaires used are communication variables, and the physical work environment on employee performance are all said to be reliable and can be trusted as variable measuring instruments.

4.1.2 Hypothesis Testing

1. Partial Test (t-test)

This test shows the results of how much influence one independent variable individually has in explaining the difference between the two average values with the standard error of the difference in the mean of the two samples. To test the effect of each independent variable used in the study partially, the t test is used with a significant level of 5%.

Table 5. Partial t test of communication variables

Coefficients^a

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

a. Dependent Variable: total_y

Source: data processed with SPSS V.26

Table 5 produces a t-count of 16,402 at a sig level of 0,000. The results of the t-test are associated with the hypothesis proposed in this study.

Criteria for accepting the hypothesis if:

- ☐ If t-count $>$ t-table sig $<$ 0.05, then H1 is accepted.
- ☐ Significant level = 5% degrees of freedom (df) $= (\alpha/2 ; n-K-1) = (0.05/2 ; 72-2-1) = (0.025 ; 69) = 1.99495$.

Description:

K = Number of Variables

n = Number of Samples

H1: Indicates that there is communication about performance at PT.Vadhana International Palembang Branch.

It is known that the Sig value for the influence of communication (X1) on employee performance (Y) is $0.000 < 0.05$ and the t-count value is $16.402 > t\text{-table } 1.99495$, so it can be concluded that H1 is accepted which means that communication (X1) has a significant effect on Employee performance (Y) at PT.Vadhana Palembang Branch.

2. Physical work environment variable t test.

This test shows the results of how much influence one independent variable individually has in explaining the difference between the two average values with the standard error of the difference in the mean of the two samples. To test the effect of each independent variable used in the study partially, the t test is used with a significant level of 5%.

Table 6. Partial t test of physical work environment variables

Coefficients ^a				
Unstandardized Coefficients		Standardized Coefficients		
B	Std. Error	Beta	t	Sig.
3.862	1.107		3.489	.001
.800	.067	.820	12.006	.000

Source: data processed with SPSS V.26

In table 6 the t count is 12.006 at a sig level of 0.000. The results of the t-test are associated with the first hypothesis proposed in this study.

Criteria for accepting the hypothesis:

- If $t_{\text{count}} > t\text{-table}$ and $\text{sig} < 0.05$, then H3 is accepted.
- Significant level = 5% degrees of freedom (df) $= (\alpha/2 ; n-K-1) = (0.05/2 ; 72-2-1) = (0.025 ; 69) = 1.99495$.

H2: Indicates the influence of the physical work environment on performance at PT.Vadhana International Palembang Branch.

The Sig value for the effect of the physical work environment (X2) on employees (Y) is $0.000 < 0.05$ and the t count value is $12.006 > t\text{ table } 1.99495$, so it can be interpreted that H2 is accepted which means the physical work environment (X2) has a significant effect on significantly to Employee Performance (Y) at PT.Vadhana International Palembang Branch.

2. Simultaneous F-test

Statistical test to show whether all independent or independent variables included in the regression model have a joint effect on the dependent variable for making decisions to accept or reject with a significant comparison level of 0.05. If the probability F is greater than 0.05, the regression model cannot be used or predicts the dependent variable, in other words, the independent variables together have no effect on the dependent variable. For this reason, simultaneous hypothesis testing is carried out as follows:

Table 7. F test (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			

a. Dependent Variable: total_y

b. Predictors: (Constant), total_x2, total_x1

Source: data processed with SPSS V.26

On the basis of decision making according to (Sujarweni 2015:95):

1. Decision making based on probability values:

a. If significant $\alpha < \text{error rate}$ ($\alpha < 0.05$), then H3 is accepted.

2. Decision making based on the calculated F value:

a. If F-count $>$ F-table then H3 is accepted.

By determining the F-table:

The degree of confidence is 5% with a two-tailed test, where:

$V1 = K = 2$ (K = Number of independent variables)

$V2 = n - K - 1 = 72 - 2 - 1 = 69 \rightarrow f \text{ table } (=2.69)$

So, the value of F table = 3.13 is obtained

Because 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 the physical work environment have a significant effect on employee performance at PT.Vadhana International Palembang Branch.

This means that the third hypothesis of the study can be accepted. This is supported by previous research conducted by Indah (2018) that communication and the physical work environment have a significant effect on employee performance.

4.2 Discussions

The effect of communication on the performance of employees of PT. Vadhana International Palembang Branch. The results showed that there was an influence of communication on the performance of employees of PT. Vadhana International Palembang Branch, based on the calculation results obtained t count 16.407 and t table 1.99495 with sig. 0.000 where t count $>$ t table (16.402 $>$ 1.99495) then the hypothesis is accepted. According to Robbins who stated that Communication helps the development of the company by explaining to employees what to do, how they work well and what to do to improve performance if it is below standard. In accordance with previous research conducted by Indah Choirun Nisa (2018) The Effects of Communication and the Environment physical work on the performance of PT PLN (Persero) Tbk employees. Malang Rayon Area Malang City which states that effective communication has a positive and significant impact on employee performance. Based on the results of research

conducted by communication researchers, it has a positive effect on employee performance. This shows that communication in the company is going well. It can be seen from employees who have a harmonious relationship with both fellow employees and employees with superiors.

The results showed that there was an influence of the physical work environment on the performance of employees of PT. Vadhana International Palembang branch, based on the calculation results obtained t count 12.006 and t table 1.99495 with sig. 0.000 where $t_{count} > t_{table}$ ($12.006 > 1.99495$) then the hypothesis is accepted. According to Sugito, a comfortable, safe and clean physical work environment will lead to or increase morale of physical work, a bad work environment will reduce performance. employees will increase. In accordance with previous research conducted by Indah Choirun Nisa 2018 The effect of communication and the physical work environment on the performance of PT.PLN (Persero) Tbk employees. Malang Area Rayon Malang City. Based on the results of research conducted by researchers the physical work environment has a positive effect on employee performance. This shows that the better the physical work environment at the company is able to make employees feel happy with their work, which in turn makes employees eager to work because it is supported by a safe and conducive work environment.

The results showed that there was an influence of communication and physical work environment on the performance of employees at PT. Vadhana Palembang Branch, based on the calculation results obtained F_{hitung} 145.294 and F_{table} 3.98 with sig. 0.000 where $f_{count} > f_{table}$ ($145.294 > 3.13$) then the hypothesis is accepted. This states that simultaneously all independent variables, namely work environment variables (X_1) and communication (X_2) have a significant effect simultaneously on employee performance (Y). Also seen from the coefficient of determination shows that the independent variable is 80.8% while the remaining 19.2% is explained by other variables that are not in this study. Based on the results of the F test or simultaneous and work environment coefficient test and communication have a significant positive effect on the performance of employees of PT.Vadhana Palembang Branch. Based on the results of research conducted by researchers that communication and the physical work environment have a positive effect on employee performance. This shows that communication and the physical work environment in the company are going well. Judging from a conducive work environment and supported by harmonious communication, it shows that the company is very good in terms of communication and physical work environment.

5. Conclusion

Based on the data obtained and reprocessed, the results of research on the effect of communication and the physical work environment on the performance of employees of PT.Vadhana International Palembang Branch can be concluded that:

Based on the data obtained and reprocessed, the results of research on the effect of communication and the physical work environment on the performance of employees of PT.Vadhana International Palembang Branch can be concluded that:

1. Based on the results of multiple regression analysis, a constant value of 1,836 means that if the communication and physical work environment variables are zero, then the employee's performance will be worth 1,836. So it can be concluded that without the communication variables and physical work environment, the employee's performance will be 1,836 and show positive results.

2. a. T test Variable X_1 partially the communication variable has a positive and significant influence, this is evidenced by the regression value of 0.532 and the calculated t value of

16.402 > t table of 1.99495,

b. Partial testing of the physical work environment variable has a positive and significant effect on employee performance with a regression value of 0.223 and t count 12.006 > t table 1.99495.

3. Simultaneously between the variables of communication and the physical work environment on employee performance this is evidenced by a sig value of 0.000 < 0.005 and has an F-count value of 145,294 > F table value of 3.13 so that Variable X jointly influences significantly Y Variable .

4. The results of the correlation coefficient (R) = 0.899 or 89.9%. The results of these calculations show that the level of closeness of variable X to variable Y is strong.

5. Based on the results of the coefficient of determination (R²), the value of r square is 0.808 or 80.8% indicating that the communication variable (X1) and the physical work environment (X2) affect employee performance (Y) by 80.8% while the remaining 19.2 % is influenced by other factors outside the independent variable in this study.

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