

**The Effect of Work Environment and Communication on Employee Performance in The Quality Control Section at The Decoration Department of PT Lung Cheong Brothers Industrial Kragilan Serang**

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**ABSTRACT**

*This study aims to determine the effect of the work environment and communication on the performance of quality control employees at PT. Lung Cheong Brothers Industrial decoration department. The research method used is quantitative research. The results of the quantitative analysis can be explained that the influence of the work environment and communication is very closely related to employee performance, the leadership of PT. Lung Cheong Brothers Industrial needs to pay attention to employee performance with an adequate work environment so that employees can work optimally.*

**Keywords:** *Work Environment, Communication, and Employee Performance*

## **INTRODUCTION**

The development of the business world is progressing rapidly, this is marked by an increasingly fierce level of competition. Therefore, for companies that have the desire to win the competition, they must be able to improve services and maintain the performance of their employees.

Human Resources (HR) are people who design and produce goods and services, allocate financial resources, control quality, and formulate overall strategies to achieve goals.

In this case the work environment has contributed to improving employee performance. The success of an organization in managing its human resources determines the success of achieving organizational goals. Every organization will always try to improve the performance of its employees, with the hope that the company's goals will be achieved.

Therefore, it is appropriate for the company to provide an adequate working environment for its employees such as a comfortable office layout, workplace decorations, beautiful colors, a clean environment, air circulation in the room, air humidity, temperature or air temperature in the room, adequate lighting or light, melodious music, safety in the workplace, as well as the relationship between fellow employees and the relationship between employees and leaders so that employees who are not optimal at work, by creating an adequate work environment can be more enthusiastic and can optimize their performance.

A work environment that is fun and can meet the needs of employees

will provide a sense of satisfaction and encourage their morale. A work environment that receives less attention will have a negative impact and reduce morale, this is due to employees experiencing distractions in carrying out their duties, resulting in a lack of enthusiasm and a lack of energy and thoughts devoted to their duties.

Internal communication is considered necessary in improving employee performance, because if the communication that exists between leaders and employees and fellow employees is harmonious then it will create a pleasant climate so that employees can be comfortable at work.

Communication that goes well and is supported by a conducive work environment will improve the performance of employees of PT. Lung Cheong Brothers Industrial, especially in the Quality Control section of the Decoration Department. Based on the results of temporary research in the Decoration Department of PT. Lung Cheong Brothers Industrial, where the research was conducted to find out what factors affect employee performance, showed that the Decoration Department of PT. Lung Cheong Brothers Industrial has uncomfortable working conditions such as air conditioners that are not functioning properly, poor air circulation, noise is often heard around the work environment area which can reduce the level of concentration of employees in carrying out their duties and responsibilities as well as the lack of communication between superiors and subordinates, where there are

many misunderstandings (mist understanding) between what is ordered by superiors and what is done by subordinates in carrying out work tasks.

Decoration Department PT. Lung Cheong Brothers Industrial always conducts assessments to measure employee performance by comparing work results in achieving company goals. As a company engaged in the production of children's toys, the main focus is the quality of the toys produced.

Based on the background description, the writer is interested in conducting research by taking the title "The Effect Of Work Environment And Communication On Employee Performance In The Quality Control Section At The Decoration Department Of PT. Lung Cheong Brothers Industrial Kragilan Serang".

**RESEARCH METHODS**

The approach method used by researchers is descriptive with a quantitative approach or statistical data analysis. What is meant by a

quantitative approach is research that focuses on presenting data in the form of numbers or quantitative scoring using statistics.

In this study, the population is the employees of the Decoration section at PT. Lung Cheong Brothers Industrial Kragilan Serang population of 186 people. To determine the sample taken using the slovin formula with a sample taken of 54 people.

**RESULTS AND DISCUSSION**

The results of multiple analysis using the IBM SPSS 23 program can be as follows:

**Normality test**

The normality test aims to test whether the confounding or residual variables in the regression model have a normal distribution, by conducting a Kolmogorov-Smirnov non-parametric statistical test. At least the test method for data distribution is by looking at the significance value of the variable, if it is significantly greater than 0.05 at the 5% alpha significance level, then it indicates a normal data distribution.

Table 1 Normality Test Results

**One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residuals
N		54
Normal Parameters, b	Means	,000000
	std. Deviation	2.40842479
Most Extreme Differences	absolute	,111
	Positive	,069
	Negative	-,111
Test Statistics		,111
asymp. Sig. (2-tailed)		,097c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

The output results above are known to be sig.  $0.200 > 0.05$  then the data is normally distributed.

**Multicollinearity Test**

The multicollinearity test aims

to test whether the regression model found a correlation between the independent variables.

To detect the presence or absence of multicollinearity in the

regression, it can be seen that if the tolerance value is > 0.10 and VIF < 10, then multicollinearity does not

occur. The results of the multicollinearity test can be seen in the following table:

Table 2 Multicollinearity Test Results

Model	Coefficients <sup>a</sup>					Collinearity Statistics	
	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	tolerance	VIF
	B	std. Error	Betas				
(Constant)	-31,726	7,131		4,449	,000		
1 Work environment	,826	0.08	,770	10.33	,000	,970	1,031
Communication	,690	,099	,520	6,969	,000	,970	1,031

a. Dependent Variable: Employee\_Performance

Based on table 2 above, each VIF value is less than 10 and the tolerance value is more than 0.10 for each variable. So it can be concluded that the regression equation model does not have multicollinearity problems and can be used in this study.

**Correlation Coefficient Test**

The correlation technique used in testing the correlation coefficient is the Pearson's Product Moment

method which aims to determine the level of closeness of the relationship between variables expressed by the correlation coefficient (r) contained in the SPSS program. If the significance value is <0.05 then it is correlated and if the significance value is > 0.05 then it is not correlated.

The results of the correlation coefficient test using the SPSS 25 program are as follows:

Table 3. Correlation Coefficient Test Results

		Work environment	Communication	Employee performance
Work environment	Pearson Correlation	1	-,173	,680**
	Sig. (2-tailed)		,210	,000
	N	54	54	54
Communication	Pearson Correlation	-,173	1	,386**
	Sig. (2-tailed)	,210		,004
	N	54	54	54
Employee performance	Pearson Correlation	,680**	,386**	1
	Sig. (2-tailed)	,000	,004	
	N	54	54	54

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the results of table 4 above, it shows a significance value of the work environment of 0.000 and Communication of 0.000, it can be said that the two independent variables have a relationship with

performance. The Pearson Correlation Work Environment Value is 0.680 and the Pearson Correlation Communication Value is 0.386, so in the guidelines for the degree of relationship it can be said

that the Work Environment Pearson Correlation value is included in the medium correlation category and Communication is included in the strong correlation category.

**Multiple Linear Regression Coefficient Test**

Table 4. Multiple Linear Regression Coefficient Test Results

Model	Unstandardized Coefficients		Standardized Coefficients Betas	t	Sig.
	B	std. Error			
(Constant)	-31,726	7,131		4,449	,000
1 Work environment	,826	0.08	,770	10.33	,000
Communication	,690	,099	,520	6,969	,000

a. Dependent Variable: Employee\_Performance

All regression coefficients for all variables are positive, this illustrates that if leadership and

Testing the hypothesis in this study was carried out using a multiple linear regression analysis model and is a two-tail study with a significance level ( $\alpha$ ) of 0.05. The calculation of the multiple linear regression model was carried out with the help of SPSS 25.

discipline are increased, employee performance will also increase.

**T Test (Partial Test)**

Table 5. T test results

Model	Unstandardized Coefficients		Standardized Coefficients Betas	t	Sig.
	B	std. Error			
(Constant)	31,726	7,131		4,449	,000
1 Work environment	,826	0.08	,770	10.33	,000
Communication	,690	,099	,520	6,969	,000

a. Dependent Variable: Employee\_Performance

**Summary models**

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	,851a	,725	,714	2,455

a. Predictors: (Constant), Communication, Work\_Environment

Based on the basis of decision making: it is known that the t value of the work environment variable is  $10.328 > t$  table 2.007, it is concluded that there is an influence of the work environment on employee performance. The t value of the communication variable is  $6.969 > t$  table 2.007, it can be concluded that communication has an effect on employee performance. The influence

of the work environment and communication on employee performance is 71.4%, the rest is influenced by other factors of 28.6%.

**Simultaneous F Test**

Based on the output of SPSS 25, the F test results of the Work Environment (X1) and Communication (X2) variables on Employee Performance (Y) are as follows:

Table 6. Simultaneous Hypothesis Test F-test

**ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	MeanSquare	F	Sig.
1	Regression	809,610	2	404,805	67,154	,000b
	residual	307,427	51	6,028		
	Total	1,117,037	53			

a. Dependent Variable: Employee\_Performance

b. Predictors: (Constant), Communication, Work\_Environment

Summary models

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	,851a	,725	,714	2,455

a. Predictors: (Constant), Communication, Work\_Environment

In the simultaneous test the value of sig.  $0.000 < 0.005$ , so the conclusion is that simultaneously Work Environment (X1) and Communication (X2) have a significant influence on employee performance (Y). The magnitude of the simultaneous influence of the Adjusted R Square value is 0.714, if multiplied by 100 it is 71.4%. From the conclusion, the contribution of the Work Environment (X1) and Communication (X2) simultaneously is 71.4 and the rest is influenced by other factors of 28.6%.

**DISCUSSION**

After carrying out various hypothesis tests, the results are obtained which will be presented in this discussion. From these results will answer the questions described earlier in the formulation of the problem in this study. The results of this study include:

1. The influence of the work environment on employee performance has the effect of this being proven by the results of the t test. It is known that the significance value for the effect of X1 on Y is  $0.000 < 0.05$  and the t-value is  $10.328 >$  the t-table value is 2.007, so it can be concluded that H1 is accepted, which means

that there is an influence of X1 on Y.

2. The influence of communication on employee performance has no effect, this is proven by the results of the t test. It is known that the significance value for the effect of X2 on Y is  $0.000 < 0.05$  and the t-value is  $6.969 >$  the t-table value is 2.007 so that it can be concluded that H2 is accepted, which means that there is an influence of X2 on Y.
3. Taken together, the influence of the work environment and communication has an influence on employee performance. Based on the output above, it is known that the significance value for the influence of X1 and X2 simultaneously on Y is  $0.000 < 0.05$  and the calculated F value is  $44.482 >$  F table 3.14 so that it can be concluded that H3 is accepted, which means that there is an effect of X1 and X2 simultaneously on Y

**CONCLUSION**

Based on the results of the research and discussion in this thesis entitled "The Influence of the Work Environment and Communication on Employee Performance in the Quality Control Section of the Decoration Department of PT. Lung Cheong

Brothers Industrial” which has been stated in the previous chapter of the research can be concluded as follows:

1. There is an influence of work environment variables on the performance of employees in the quality control section of the decoration department of PT. Lung Cheong Brothers Industrial Kragilan Serang.
2. There is an influence of communication variables on the performance of employees in the quality control section of the decoration department of PT. Lung Cheong Brothers Industrial Kragilan Serang.
3. Taken together, the work environment and communication variables have a significant effect on the performance of employees in the quality control section of the decoration department of PT. Lung Cheong Brothers Industrial Kragilan Serang.

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