

Influence Of Physical Work Environment, Work Discipline and Communication on Performance of Service Employees Investment and Integrated Services One Door of Labuhanbatu Regency

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Abstract

This study aims to analyze the influence of the physical work environment, work discipline and communication on the performance of employees at the Office of Investment and One Stop Services in Labuhanbatu Regency. The population in this study were 50 people. The sampling technique used was saturated sampling, so the sample size in this study was 50 people. The data collection method used a questionnaire/questionnaire. The results of multiple linear regression analysis obtained the equation $Y = 1.411 + 0.700X_1 + 0.251X_2 + 0.477X_3$. In the partial test (t test) the regression coefficient of the physical work environment variable (X1) obtained a t value of 3.273 > t table 2.012 which means that the physical work environment variable has a positive and significant effect on the employee performance variable with a significant value of $0.002 < 0.05$. The regression coefficient of the work discipline variable (X2) obtained the t value of 2.120 > t table 2, 012 which means that the work discipline variable has a positive and significant effect on the employee performance variable with a significant value of $0.039 < 0.05$. The communication variable regression coefficient (X3) obtained the t-count value of 2.132 > t-table 2.012, which means that the communication variable has a positive and significant effect on the employee performance variable with a significant value of $0.038 < 0.05$. The results of the F test obtained the Fcount value of 31,629 > Ftable 2.81 with a significance value of $0.000 < 0.05$ so it can be concluded that the variables of the physical work environment, work discipline and communication simultaneously have a positive and significant effect on employee performance.

Keywords

work environment; discipline; communication; performance



I. Introduction

In an organization, the performance of an employee is an important asset that is needed to support and help achieve the goals desired by an organization. Therefore, every organization always monitors the performance of its employees so that they continue to improve their performance better. Effective and efficient employee performance is needed by an organization because it will advance the organization. Several factors that influence employee performance are physical work environment, work discipline and communication.

A good and comfortable physical work environment can ensure employees work enthusiastically so that it affects employee performance. High work discipline makes it easier for the organization to achieve its goals, if employees have work discipline, employees will work effectively and can make time efficient at work so that there will be

no deviations that can harm the organization and can improve the performance of the employees themselves.. By communicating activities in an organization will not be hampered because someone relates to each other for the same purpose both between superiors and subordinates and fellow subordinates.

Phenomena or problems that occur at the Investment and One Stop Service Office of Labuhanbatu Regency, namely: the work environment is not well maintained, both from the aspect of cleanliness and inadequate and not well maintained supporting facilities. The decrease in the level of employee discipline is because there are still many employees who experience delays and absences. Lack of communication between superiors and subordinates results in differences of opinion. Bosses tend not to listen to input or ideas from their subordinates because they feel they are right with their opinions.

The formulation of the problem in this study are: 1) does the physical work environment affect the performance of the employees of the Labuhanbatu Regency Investment and One-Stop Integrated Service? 2) Does work discipline affect the performance of the employees of the Labuhanbatu Regency Investment and One-Stop Integrated Service? 3) Does communication affect the performance of the employees of the Labuhanbatu Regency Investment and One-Stop Integrated Service?

The aims of this study are: 1) to analyze the effect of the physical work environment on the performance of the employees of the Investment and One Stop Service Office of Labuhanbatu Regency. 2) to analyze the effect of work discipline on the performance of the employees of the Investment and One Stop Service Office of Labuhanbatu Regency. 3) To analyze the effect of communication on the performance of the employees of the Investment and One Stop Service Office of Labuhanbatu Regency.

II. Review of Literature

2.1 Physical Work Environment

Panjaitan (2017) explains that the work environment is all workplace conditions that can affect employees directly or indirectly. According to Pawirosumarto et al., (2017) the physical work environment is a physical work environment in the form of space, physical layout, noise level, equipment in the workplace, materials in the workplace for employees who work and of course improving the quality of employees. Meanwhile, Sedarmayanti quoted by Dewi and Sudibya (2018) states that the physical work environment is all physical conditions that are around the workplace that can affect workers either directly or indirectly. Meanwhile, according to Moekijat (2013) said that the physical work environment is a work environment consisting of equipment, The indicators of the physical work environment according to Hendri (2012) are: 1) work equipment 2) facilities 3) workplace safety.

2.2 Work Discipline

Hasibuan (2017) says that discipline is the awareness and willingness of an employee to obey all company regulations and applicable social norms. According to Sinambela (2018), work discipline is a person's ability to work regularly, diligently continuously and work in accordance with applicable rules and does not violate the rules that have been set. While the opinion of Rivai (2014) that work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness to obey all company regulations and applicable social norms. Indicators of work discipline according to Sidanti (2015) are:

2.3 Communication

Handoko (2016) explains that communication is a process of transferring understanding in the form of ideas or information from one person to another. According to Wandu et al., (2019) that communication is an activity of delivering and receiving information carried out by two or more people. Meanwhile, according to Simbolon (2021) explains that communication in an organization is an important factor in undergoing interaction with each other, if there is no communication, all individuals in the organization cannot know what they should do for the organization, leaders cannot receive input from information and givers. unable to give instructions. Communication indicators according to Robbins and Judge (2014) include the following: 1) communication with superiors. Communication that flows in higher levels in a group or organization 2) communication with subordinates. Communication that flows from one level in the group or organization to a lower level 3) communication with fellow co-workers. Communication that occurs between fellow members or co-workers of the same work group, among members of the work group at the same level.

2.4 Employee Performance

Sutrisno (2016) says that performance is the result of an employee's work in terms of quality, quantity, working time, and cooperation to achieve the goals set by the organization. According to Arianty (2014) performance is the result of work achieved by a person in carrying out the tasks assigned to him based on experience, sincerity and time. Whereas according to Rivai quoted by Ataunur and Ariyanto (2015) employee performance is a real behavior that is displayed by each employee as work performance produced by employees according to their role in the company. Employee performance indicators according to Ivancevich and Konopaske (2013) are: 1) the quality of work is the quality of work achieved based on the requirements, 2) the quantity of work is the quantity of work achieved based on conditions 3) the time of completion of work is the accuracy of completing the work in accordance with the time 4) cooperation is the willingness and ability of employees to cooperate with colleagues in carrying out a task to achieve a common goal. 5) Initiative is related to the initiative taken by employees in doing something related to work.

III. Research Method

This type of research is quantitative descriptive research. The place of this research was carried out at the Office of Investment and One Stop Integrated Services on Jl. Sisingamangaraja No. 16 Ujung Bandar, Rantauprapat, South Rantau Labuhanbatu Regency, North Sumatra. Data collection techniques used in the study were observation, documentation and questionnaires. The population in this study were 50 employees of the Office of Investment and One Stop Integrated Services. The sampling technique used is saturated sampling, namely determination technique sample by taking all members of the population as a sample then the sample size in this study was 50 people. This study uses the classical assumption test: normality test, multicollinearity test and heteroscedasticity test. Multiple linear regression test, partial test (t test), simulative significant test (f test) and coefficient of determination test (R²).

IV. Result and Discussion

4.1 Classic assumption test

a. Normality test

Normality test results withusing the One-Sample Kolmogorov-Smirnov method can be seen in table 1:

Table 1. Normality Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardize d Residual
N		50
Normal Parameters, b	mean	.0000000
	Std. Deviation	1.87627070
Most Extreme Differences	Absolute	.074
	Positive	.045
	negative	-.074
Test Statistics		.074
asymp. Sig. (2-tailed)		.200c,d

- a. Test distribution is Normal.
 - b. Calculated from data.
 - c. Lilliefors Significance Correction.
 - d. This is a lower bound of the true significance.
- Information: asymp. Sig. (2-tailed) > 0.05.
Source: *Research Results, 2022.*

Table 1 normality test using the One-Sample Kolmogorov-Smirnov method which has an Asymp value. Sig. (2-tailed) that is 0.200 > 0.05 significant level. So it can be concluded that the data is normally distributed.

b. Multicollinearity Test

The results of the multicollinearity test can be seen in Table 2:

Table 2. Multicollinearity Test Results
Coefficientsa

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	PHYSICAL WORK ENVIRONMENT	.377	2.650
	WORK DISCIPLINE	.787	1,270
	COMMUNICATION	.355	2.815

- a. Dependent Variable: Employee Performance
- Information: VIF value < 10 and valuetolerance> 0.1.
Source: *Research Results, 2022.*

Table 2 shows that the physical work environment variable has a VIF value < 10 ($2.650 < 10$) and a value of *tolerance* > 0.1 ($0.377 > 0.1$), the work discipline variable has a VIF value < 10 ($1.270 < 10$) and a tolerance value > 0.1 ($0.787 > 0.1$), the communication variable has a VIF value < 10 ($2.815 < 10$) and tolerance value > 0.1 ($0.355 > 0.1$) so that it can be concluded that there is no multicollinearity.

c. Heteroscedasticity Test

Testing the results of the next research is the results of the heteroscedasticity test using the Glejser method which can be loaded in Table 3.

Table 3. Heteroscedasticity Test Results Glejser . Method

Model		Coefficients ^a		Standardized Coefficients Beta	T	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	1.197	1.333		.898	.374
	PHYSICAL WORK ENVIRONMENT	-.218	.130	-.386	-1.675	.101
	WORK DISCIPLINE	.078	.072	.174	1.090	.281
	COMMUNICATION	.098	.136	.171	.718	.476

a. Dependent Variable: Abs_Res

Source: Research Results, 2022.

Heteroscedasticity test using the Glejser method, it is known that the significant value of the physical work environment variable (X1) of 0.101, work discipline (X2) is 0.281 and communication (X3) is 0.476. This explains that there is no heteroscedasticity due to the significant value > 0.05 .

d. Multiple Linear Regression Test

The results of the next test with multiple linear regression can be seen in Table 4:

Table 4. Multiple Linear Regression Test Results

Model		Coefficients ^a		Standardized Coefficients Beta	T	Sig.
		Unstandardized Coefficients B	Std. Error			
1	(Constant)	1.411	2.191		.644	.523
	PHYSICAL WORK ENVIRONMENT	.700	.214	.449	3.273	.002
	WORK DISCIPLINE	.251	.118	.201	2.120	.039
	COMMUNICATION	.477	.224	.301	2.132	.038

a. Dependent Variable: Employee Performance

Source: Research Results, 2022.

Based on Table 4, the following multiple linear regression equation is obtained: $Y = 1.411 + 0.700X_1 + 0.251X_2 + 0.477X_3$. Constant value = 1.411, meaning that if the variables of the physical work environment, work discipline and communication are 0 then

the employee's performance is 1.411. The regression coefficient of the physical work environment = 0.700, meaning that if the physical work environment variable increases by 1 unit, the employee performance variable will increase by 0.700. Work discipline regression coefficient = 0.251, meaning that if the work discipline variable increases by 1 unit, the employee performance variable will increase by 0.251. The communication regression coefficient = 0.477, meaning that if the communication variable increases by 1 unit, the employee performance variable will increase by 0.477.

4.2 Partial Test (t Test)

To test the research hypothesis, the t-test was used. This test was conducted to analyze the effect of the independent variables, namely the physical work environment (X1), work discipline (X2), and communication (X3) partially on the dependent variable, namely employee performance (Y). The decision-making criteria are error rate (α) = 5% and degrees of freedom (df) = n (number of samples) – k (number of variables used) = 50 - 4 = 46, t table = 2.012. The results of the t test can be seen in Table 5.

Table 5. Partial Test Results (t Test)
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.411	2.191		.644	.523
	PHYSICAL WORK ENVIRONMENT	.700	.214	.449	3.273	.002
	WORK DISCIPLINE	.251	.118	.201	2.120	.039
	COMMUNICATION	.477	.224	.301	2,132	.038

a. Dependent Variable: Employee Performance

Source: *Research Results, 2022.*

Based on Table 5, the physical work environment variable (X1) obtained a t-count value of 3.273 > t-table 2.012 which means that the physical work environment variable has a positive and significant effect on employee performance variables with a significant value of 0.002 < 0.05. The work discipline variable (X2) has a t-count value of 2.120 > t-table 2.012, which means that the work discipline variable has a positive and significant effect on the employee performance variable with a significant value of 0.039 < 0.05. The communication variable (X3) has a t-count value of 2.132 > t-table 2.012, which means that the communication variable has a positive and significant effect on the employee performance variable with a significant value of 0.038 < 0.05.

4.3 Simulative Significant Test (F Test)

The F test was conducted to test the independent variables, namely the physical work environment (X1), work discipline (X2) and communication (X3) simultaneously having a significant relationship to the dependent variable, namely employee performance (Y). The decision-making criteria are: Error rate (α) = 5% and numerator degree = k (number of variables used) - 1 = 4 - 1 = 3, denominator degree = n (number of samples) – k (number of variables used) = 50 - 4 = 46, F table = 2.81. The results of the Simulative Significant Test (Test F) can be seen in Table 6.

Table 6. Simulative Significant Test Results (Test F)
ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	355,821	3	118.607	31,629	.000b
	Residual	172.499	46	3.750		
	Total	528,320	49			

a. Dependent Variable: EMPLOYEE PERFORMANCE

b. Predictors: (Constant), COMMUNICATION, WORK DISCIPLINE, PHYSICAL WORK ENVIRONMENT

Source: Research Results, 2022.

Table 6 shows the Fcount value of 31.629 > Ftable 2.81 with a significance value of 0.000 < 0.05. It can be concluded that the variables of the physical work environment, work discipline and communication simultaneously have a positive and significant effect on employee performance.

4.4 Coefficient of Determination Test (R²)

The coefficient of determination was carried out to analyze the effect of the independent variables, namely the physical work environment (X1), work discipline (X2) and communication (X3) on the dependent variable, namely employee performance (Y). The results of the coefficient of determination can be seen in Table 7:

Table 7. Coefficient of Determination Test Results (R²)
Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.821a	.673	.652	1,936

a. Predictors: (Constant), COMMUNICATION, WORK DISCIPLINE, PHYSICAL WORK ENVIRONMENT

b. Dependent Variable: EMPLOYEE PERFORMANCE

Source: Research Results, 2022.

Based on Table 7, the R Square value of the physical work environment, work discipline and communication variables on the employee performance variable is 0.673. It can be concluded that the variable physical work environment, work discipline and communication have an influence of 67.3% on the employee performance variable, while the remaining 32.7% is influenced by other variables outside of this study.

4.5 Discussion

The results of the t-test of the physical work environment variable (X1) obtained a t-count value of 3.273 > t table 2.012 which means that the variable physical work environment positive and significant effect on employee performance variables with a significant value of 0.002 < 0.05 so that the hypothesis is accepted. These results are in line with research conducted by Wulandari (2017) that physical work environment positive and significant effect on employee performance variables. The work discipline variable (X2) obtained a t-count value of 2.120 > t-table 2.012 which means that the work discipline variable has a positive and significant effect on the employee performance variable with a significant value of 0.039 < 0.05 so that the hypothesis is accepted. These results are in line

with research conducted by Suryono (2017) that work discipline has a positive and significant effect on employee performance variables. The communication variable (X3) has a t-count value of 2.132 > t-table 2.012 which means that the communication variable has a positive and significant effect on the employee performance variable with a significant value of 0.038 < 0.05 so that the hypothesis is accepted. These results are in line with research conducted by Hendriani and Hariyandi (2014) that communication has a positive and significant effect on employee performance variables.

The results of the F test obtained that the Fcount value is 31,629 > Ftable 2.81 with a significance value of 0.000 < 0.05 so it can be concluded that the variables of the physical work environment, work discipline and communication simultaneously have a positive and significant effect on employee performance. The results of the coefficient of determination test show that variable physical work environment, work discipline and communication have an influence of 67.3% on the employee performance variable, while the remaining 32.7% is influenced by other variables outside of this study.

V. Conclusion

The physical work environment has a positive and significant effect on the performance of the employees of the Office of Investment and One Stop Integrated Services Labuhanbatu Regency. Work discipline has a positive and significant effect on the performance of the employees of the Office of Investment and One Stop Integrated Services Labuhanbatu Regency. Communication has a positive and significant effect on the performance of the employees of the Office of Investment and One Stop Integrated Services Labuhanbatu Regency. The physical work environment, work discipline and communication simultaneously or together have a positive and significant effect on the performance of the employees of the Office of Investment and One Stop Integrated Services Labuhanbatu Regency.

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