

## EMPLOYEE PERFORMANCE AS A RESULT OF COMMUNICATION AND WORK ENVIRONMENT

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### ARTICLE INFO

#### Keywords :

Employee performance ,  
communication ,  
environment Work

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### ABSTRACT

Study This aim For test influence communication and environment Work to performance employees at PERUMDA Tirta Giri Nata Cirebon City. Method research used \_ in study This is method study quantitative. Population in study This is 180 employees of PERUMDA Tirta Giri Nata Cirebon City with sample as many as 65 employees. Data collection techniques using questionnaire and results data analysis used is analysis regression double. Research results show in a manner simultaneous influence positive and significant variable communication and environment Work to performance employee can seen from mark  $7.823 > 2.76$  then can concluded that  $H_0$  is rejected and  $H_a$  is accepted . It means there is influence between communication and environment Work in a manner together to performance employees at PERUMDA Tirta Giri Nata Cirebon City.

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### 1. INTRODUCTION

Source Power man are people or the humans employed inside \_ a business unit For operate something work in accordance with the role he has . Due to assignment every power Work customized with their respective roles , sometimes happen separation task or distribution work . Source Power quality human beings , especially in PERUMDA Tirta Giri Nata , Cirebon City, are urgently needed in the company . Company must own system good management , so \_ Can maintain quality human resources For provide benefits for company and human resources alone .

one \_ possible factor \_ influence level success something organization is performance employee . Performance according [1] is results Work in a manner quality and quantity achieved by a person employee in carry out his job in accordance not quite enough answer given \_ to him . Whereas according to [2] Performance is mark from set behavior employees who contribute , good in a manner positive or negative to fulfillment organization . order activity management walk with well , then agency must own knowledgeable and involved staff \_ business For manage agency optimally Possible so that performance employee increase .

PERUMDA Tirta Giri Nata City of Cirebon is company owned by Cirebon City Regional Government serving clean water supply to its citizens , which is felt as very basic needs for society . PERUMDA Tirta Giri Nata Cirebon City always try For serve and provide clean water needs to Cirebon City residents with hope the people of Cirebon City get clean water service so that feel satisfied and not experience difficulty For get clean water supply .

The performance of PERUMDA Tirta Giri Nata Cirebon City employees is assessed directly by HRD / Personnel with base absences , presence in the room , and completed work . Until moment this , goal from PERUMDA Tirta Giri Nata City of Cirebon regarding emphasis level losing water still Not yet achieved , because percentage level water loss at PERUMDA Tirta Giri Nata Cirebon City at the time This Still high , that is reach 35% (2022). While target emphasis water leaks up on the verge reasonable 20%. Besides That Still Lots complaint customer about water distribution that is not equally shrinking water discharge fiber . So , performance employees of PERUMDA Tirta Giri Nata , Cirebon City must improved . Amount production of raw water and clean water in PERUMDA Tirta Giri Nata, Cirebon City a number of year final No stable .

The following is the amount data development production of raw water and clean water in PERUMDA Tirta Giri Nata, Cirebon City as following :

Table 1. Development 5 Years Production Final

| Year | Raw Water                       |              | Production Water                |              |
|------|---------------------------------|--------------|---------------------------------|--------------|
|      | Volume (M <sup>3</sup> / Year ) | Debit (L/Dt) | Volume (M <sup>3</sup> / Year ) | Debit (L/Dt) |
| 2018 | 31,709,721                      | 1006         | 30,404,683                      | 964          |
| 2019 | 32,226,015                      | 1,022        | 29,723,709                      | 943          |
| 2020 | 34,287,801                      | 1,088        | 29,793,415                      | 945          |
| 2021 | 32,459,874                      | 1,042        | 30,186,856                      | 960          |
| 2022 | 33,170,795                      | 1,052        | 30,720,996                      | 974          |

Source : PDAM Tirta Giri Nata City of Cirebon 2021

Based on the data above is known that for 5 Years finally PERUMDA Tirta Giri Nata Cirebon City experienced increase amount water production . From these data development production of raw water and clean water Not yet stable on any the year . However , researchers find that for 2 Years final Lots very complaint from public or customers at PERUMDA Tirta Giri Nata Cirebon City. this \_ happen because There is a number of problems that occur related performance employee .

Components that become base problem performance employees at PERUMDA Tirta Giri Nata, Cirebon City is exists disturbance clean water flow , termination temporary water consumption , damage to the PDAM meter , etc. it \_ happen Because still employee \_ not enough thorough in the workmanship . So that problem the hinder activity performance that occurred at PERUMDA Tirta Giri Nata, Cirebon City. Following is problems that occur in PERUMDA Tirta Giri Nata City of Cirebon:

Table 2. Components Problems with PDAM Tirta Giri Nata City of Cirebon (2022)

| No. | Month / Year | Component Problems                                     | Information   |
|-----|--------------|--|---------------|
| 1.  | January      | Disturbance clean water flow , reduced water discharge | -             |
| 2.  | February     | Disturbance clean water flow , damage meter            | 12th and 22nd |
| 3.  | July         | Temporary water stop                                   | -             |
| 4.  | August       | Disturbance clean water flow , damage meter            | -             |
| 5.  | November     | Disturbance clean water flow                           | -             |
| 6.  | December     | Damage meter , the water discharge decreases           | -             |

Source : <https://pdamkotacirebon.co.id/page/2/>

PERUMDA Tirta Giri Nata Cirebon City is lacking thorough and agile in respond complaints that occurred . employee performance will the more Good if exists the information obtained direct conveyed and exist good *feedback* . \_ kindly whole Still not optimal yet from No stable increase production and quantity annoying distractions and complaints \_ performance employee . it \_ caused by various influencing factors \_ performance employee . As for the factors the including : communication , and the environment work .

Communication according to [3] Communication is interactions that occur in each individual needed in something institution To use delivery message or information to others. This communication took place at PERUMDA Tirta Giri Nata, Cirebon City Still rated not enough Good Because Still often happen error generated work \_ consequence error communication . There is good communication \_ so the information provided can delivered and managed with well by the recipient information . Information coming from who , how The method so Can disseminated , how can accepted , responded as well as response What to the person receiving it .

Communication required for employees know obligations and responsibilities he replied , p This means employee know position in organization . Mechanism communication can make cohesiveness behavior every employee in group , in order to achieve One purpose . Success something organization is strongly influenced by performance individual employee [4] . Every organization / agency will always try For increase performance clerk , with hope what happened \_ objective company reached . Factor communication influential to performance employee , because employee feel responsive or accept information in a manner clear and well connected \_ with his job , then will impact on the performance that will be bring progress for organization / institution . Previously Already done studies about role communication to performance employee .

Environment work is also factor performance support \_ employee . Importance notice environment work because can estimate performance employee at one company . Environment Work is life social , physical , and psychological in a agency that can affect performance employee . [5] The work environment is everything that exists approx \_ employee who can influence satisfaction , safety , convenience , and performance employee in carry out his job . Environment adequate work \_ as well as in accordance with circumstances Work employee can increase performance employee at one company . Notice environment Work is is one \_ effort For increase performance employee . Previously Already done studies about role environment Work to performance employee [6] .

The performance of employees at PERUMDA Tirta Giri Nata, Cirebon City is suspected influenced by work environment . Environment work at PERUMDA Tirta Giri Nata, Cirebon City cleanliness place Work environment Still not optimal. A number of room it seems like not enough cleanliness and comfort , of course This not appropriate \_ with Standard operational Work (SOP) that has been set . Moreover, air conditioning in some room Work No Work maximum consequence lateness service air conditioning repair . A number of regulation added after the Covid-19 pandemic , such as No can traveling to outside city For objective besides need The employee performance office at PERUMDA Tirta Giri Nata, Cirebon City is suspected influenced by the environment work .

Over problems the researcher have view to problems that occur because Still lack of necessary communication \_ known to the company can anticipate with give clear and customized information \_ environment Work For maintain stability performance employee . With effective communication \_ will add harmony as well as intertwined connection good work \_ between employee . And a good work environment and create working conditions that can provide motivation work, it will also have a good effect on employee morale at work .

## 2. METHODS

Type study This is quantitative . Population in study This that is PDAM Tirta Giri Nata employees total 188 employees . Whereas sample study This determined through random sampling using formula slovin with level error 10 % so obtained the total sample as many as 65 respondents . Data collection techniques using questionnaires and interviews .

Analysis used \_ in study This includes validity and reliability tests instrument research , Test assumptions classic , analysis multiple linear regression , coefficient hypothesis determination and test .

## 3. RESULT AND DISCUSSION

### 3.1 Requested Cars in Indonesia as Sample Data

Analysis regression double he did For know magnitude influence from a number of variable independent in a manner together to variable dependent , in study This that is variable Communication (X<sub>1</sub>) and Environment Work (X<sub>2</sub>) in a manner together on Employee Performance (Y). Analysis results regression double with using the IBM SPSS *Statistics program 25.0 for windows* can seen in the table following .

Table 3. Regression Test Results Double

| Coefficients <sup>a</sup> |                                    |            |                                    |      |            |
|---------------------------|------------------------------------|------------|------------------------------------|------|------------|
| Model                     | Unstandardized Coefficients        |            | Standardized Coefficients<br>Betas | t    | Sig.       |
|                           | B                                  | std. Error |                                    |      |            |
| 1                         | (Constant)                         | 34,505     | 11515                              |      |            |
|                           | Communication (X <sub>1</sub> )    | .396       | .173                               | .261 | 2,294 .025 |
|                           | Environment Work (X <sub>2</sub> ) | .433       | .141                               | .349 | 3,067 .003 |

a. Dependent Variable: Employee Performance (Y)

Based on table 3 can is known equality regression as following :

$$Y = 34.505 + 0.396X_1 + 0.433X_2$$

The linear regression equation above shows the direction of each independent variable to the dependent variable and can be described as follows:

1. The value of the constant is 34.505, meaning that if the value of communication and work environment is 0, then the value of employee performance is 34.505.
2. The regression coefficient value of the communication variable has a value of 0.396 meaning that if the other variables have a fixed value and the work environment increases by 1, the employee's

performance will increase by 0.396. The communication coefficient is positive which means that there is a positive relationship between communication variables and employee performance. This shows that the better work communication can improve employee performance.

- The regression coefficient value of the work environment variable has a value of 0.433 meaning that if the other variables have a fixed value and the work environment increases by 1, the employee's performance will increase by 0.433. The work environment coefficient is positive, which means that there is a positive relationship between work environment variables and employee performance. This shows that the better the work environment can improve employee performance.

### 3.2 Coefficient Determination

The coefficient of determination is carried out with the aim of knowing the magnitude of the influence of communication and work environment, both partially and collectively on employee performance. Following are the results of the coefficient of determination from this study:

Table 4. Coefficient Results Determination

| Summary models |                   |          |                   |                            |  |
|----------------|-------------------|----------|-------------------|----------------------------|--|
| Model          | R                 | R Square | Adjusted R Square | std. Error of the Estimate |  |
| 1              | .449 <sup>a</sup> | .201     | .176              | 5,059                      |  |

a. Predictors: (Constant), Environment Work (X<sub>2</sub>), Communication (X<sub>1</sub>)

Based on table 4 above, it can be seen that the coefficient of determination R<sup>2</sup> (Adjusted R Square) is 0.176, meaning that communication and the work environment simultaneously affect employee performance by 1.76% and the remaining 8.24% is influenced by other factors not examined.

### 3.3 Hypothesis Test

#### t test

The t test was conducted to test whether each independent variable has a significant effect on the dependent variable. The t test (partial) can be known by using the comparison  $t_{count} > t_{table}$  then the research hypothesis is partially accepted (significant) and if  $t_{count} < t_{table}$  then the research hypothesis is partially rejected (not significant).

Table 5. t test results

| Coefficients <sup>a</sup> |                       |                             |            |                           |       |      |
|---------------------------|-----------------------|-----------------------------|------------|---------------------------|-------|------|
| Model                     |                       | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|                           |                       | B                           | std. Error | Betas                     |       |      |
| 1                         | (Constant)            | 34,505                      | 11515      |                           | 2,996 | .004 |
|                           | Communication (X1)    | .396                        | .173       | .261                      | 2,294 | .025 |
|                           | Environment Work (X2) | .433                        | .141       | .349                      | 3,067 | .003 |

a. Dependent Variable: Employee Performance (Y)

Based on the table above can concluded that :

- variable Communication own influence to Employee Performance . this \_ proven with mark *p-value* (Sig) < 0.05 , namely 0.025 < 0.05 and the value  $t_{hitung} > t_{tabel}$  ie 2.284 > 1.669 then H<sub>0</sub> rejected and H<sub>a</sub> accepted . So that can concluded that variable communication influential positive and significant to performance employee .
- variable Environment Work own influence to Employee Performance . this \_ proven with mark *p-value* (Sig) < 0.05 , namely 0.003 < 0.05 and the value  $t_{hitung} > t_{tabel}$  ie 3.067 > 1.669 then H<sub>0</sub> rejected and H<sub>a</sub> accepted . So that can concluded that variable environment Work influential positive and significant to performance employee .

#### F test

The F test (simultaneous) was conducted to determine whether or not the influence of the independent variables, namely communication and work environment, had on the dependent variable, namely employee performance jointly. F test can be done by comparing  $F_{count} > F_{table}$  or it can also be seen from the significance value. The following is the result of the calculation:

Table 6 F Test Results

|       |            | ANOVA <sup>a</sup> |    |            |       |                   |
|-------|------------|--------------------|----|------------|-------|-------------------|
| Model |            | Sum of Squares     | Df | MeanSquare | F     | Sig.              |
| 1     | Regression | 400,372            | 2  | 200,186    | 7,823 | .001 <sup>b</sup> |
|       | residual   | 1586613            | 62 | 25,591     |       |                   |
|       | Total      | 1986.985           | 64 |            |       |                   |

a. Dependent Variable: Employee Performance (Y)  
 b. Predictors: (Constant), Environment Work (X2), Communication (X1)

Based on the table above can obtained mark  $F_{count}$  of 7.823 > 2.76 then can concluded that  $H_0$  is rejected and  $H_a$  is accepted . It means there is influence between communication and environment Work in a manner together to performance employees at PERUMDA Tirta Giri Nata Cirebon City.

### 3.4 Discussion

#### The Effect of Communication (X<sub>1</sub>) on Employee Performance (Y) at PERUMDA Tirta Giri Nata, Cirebon City

Based on the research results with the help of the IBM SPSS Statistics 25.0 program, the t value was 2.294, while the t<sub>table</sub> with degrees of freedom (df) = 65 - 2 = 63 at a significance level of 0.05 (two-tailed test) was 1.669. Thus 2.294 > 1.669 so it can be concluded that  $t_{count} > t_{table}$ , which means that communication has a positive and significant influence on the performance of PERUMDA Tirta Giri Nata employees, Cirebon City. This means that with good communication and in accordance with the ability of employees it will improve employee performance. Communication is a very important tool for conveying or receiving information to or from other parties. The results of this study are in line with the results of the study, [7] Communication own enough influence \_ strong in purposeful organization \_ For maximizing performance employees and improvement performance employee . Study This along with \_ results study [8] and [9] There is influence positive and significant between Communication on employee performance .

#### The Effect of the Work Environment (X<sub>2</sub>) on Employee Performance (Y) at PERUMDA Tirta Giri Nata, Cirebon City

Based on the research results with the help of the IBM SPSS Statistics 25.0 program, the t value was 3.067, while the t<sub>table</sub> with degrees of freedom (df) = 65 - 2 = 63 at a significance level of 0.05 (two-tailed test) was 1.669. Thus 3.067 > 1.669 so it can be concluded that  $t_{count} > t_{table}$ , which means that the work environment has a positive and significant influence on the performance of PERUMDA Tirta Giri Nata employees, Cirebon City. There is distribution about environment Work the No can separated One each other. Between the two must each other balanced , because Good environment Work physique nor non-physical You're welcome affect performance employee . For balancing both of them needed awareness party management from company the . because \_ it is necessary environment conducive work \_ For support performance employee in carry out work , for results work obtained \_ can achieved optimally . Study results this also proves environment Work influential significant to performance employee . this result supported with study previously from [10] [11] and [12] results This show For development performance employee need notice environment suitable and acceptable work \_ support task from employee .

#### Effect of Communication (X<sub>1</sub>) and Work Environment (X<sub>2</sub>) on Employee Performance (Y)

Statistical test results on communication and work environment variables on employee performance show that the R square value is 0.176. This number indicates the magnitude of the simultaneous influence of communication and work environment on employee performance is 1.76% while the remaining 8.24% is influenced by other factors that are not researched. It can be seen from the results of the data analysis that the  $F_{count}$  is 7.823 with the condition  $\alpha = 0.05$  with the value  $df = 2 - k - 1$  where k is the number of independent variables, so 65 - 3 - 1 = 61, it can be obtained that the  $F_{table}$  value is 2.76 and a significant value of 0.000 < 0.05, thus it can be concluded that the  $F_{calculated}$  value is 7.823 >  $F_{table}$  2.76 where  $H_0$  is rejected and  $H_a$  is accepted or the variables of communication and work environment together have a significant and positive effect on the performance of PERUMDA Tirta Giri employees Nata City of Cirebon. this \_ in line with previous research conducted by [13] [14] and [15] which state that communication and the work environment have a simultaneous influence on employee performance.

#### 4. CONCLUSION

Based on results analysis and discussion can concluded that performance PERUMDA Tirta Giri Nata employees of Cirebon City were influenced by variable communication and variables environment Work Good in a manner Partial or in a manner simultaneous with mark coefficient determination equal to 0.176, which means that communication and work environment together affect employee performance by 1.76% and the remaining 8.24% is influenced by other factors not examined. Based on the frequency distribution of the communication variable, the statement that received the lowest score was "employees can overcome bad communication problems" so this communication problem must be improved again. While the distribution of work environment variables that get the lowest score is the statement "employees feel safe while working" and "employees feel CCTV is safer than having a security guard at the office" so this security issue must also be improved to improve employee performance at PERUMDA Tirta Giri Nata, Cirebon City .

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