

THE INFLUENCE OF THE WORK ENVIRONMENT ON THE PERFORMANCE OF MULTITECH SMARTPHONE EMPLOYEES IN PALOPO CITY

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Abstract

In the highly competitive landscape of today's globalized era, organizations and companies are compelled to optimize the performance of their employees or human resources. One effective approach to managing employees and enhancing their work performance within an organization is by fostering a comfortable, safe, conducive, and pleasant work environment. This research aims to investigate the relationship between the work environment and employee performance and to determine the extent of the work environment's influence on employee performance. The study involved distributing questionnaires to 40 employees at Multitech Smartphone Palopo. The findings reveal a positive and significant correlation between the work environment and employee performance. Consequently, it can be concluded that the work environment plays a vital role in positively influencing the performance of employees at Multitech Smartphone in Palopo City.

Keywords: Employee Performance, MultiTech Smartphone Employees, Work Environment

1. INTRODUCTION

In today's era of globalization, effective management is a crucial aspect for every company. A well-managed company can significantly enhance its organizational effectiveness, which is measured by its ability to achieve set targets (quantity, quality, and time) and carry out programs or missions successfully. The work environment, encompassing both physical and non-physical aspects, plays a pivotal role in providing a pleasant, calming, and conducive atmosphere within the workplace. Therefore, it stands as one of the most critical components that require careful consideration by companies to ensure employees can comfortably and efficiently fulfill their tasks and responsibilities.

In this context, the term "work environment" refers to everything that surrounds employees and has the potential to influence their performance in fulfilling their assigned tasks. A positive work environment can boost employee morale and behavior, resulting in improved overall performance. Consequently, companies must provide the best possible facilities to aid workers in completing their tasks effectively. Conversely, a poor work environment can lead to a decrease in employee performance, causing delays in meeting predetermined targets and compromising the effectiveness and efficiency of the work system. In essence, an unsupportive work environment can hinder concentration and foster disharmonious work relationships, ultimately leading to a decline in employee performance.

Employee performance is greatly impacted by their work environment. Performance refers to the outcome of work or job achievements, indicating the results of organizational tasks carried out by employees to the best of their abilities. This involves following instructions (manuals) and guidance provided by leaders (managers) while utilizing employees' competencies and knowledge in their work.

In sum, performance encompasses all employee achievements in utilizing their abilities to achieve the best possible results, considering both quantity and quality. This leads to effectiveness and efficiency in all activities, promoting progress towards better outcomes for the company. Additionally, external factors, such as leadership style, employee relationships, and the work environment, also play significant roles.

This research aims to investigate the relationship between the work environment and employee performance and to determine the extent of the work environment's influence on employee performance. Understanding the relationship between the work environment and employee performance is crucial for organizations seeking to enhance their productivity and overall success. The significance of this research lies in its potential to identify key factors within the work environment that positively impact employee performance. By uncovering such factors, organizations can make targeted improvements to create a more conducive and motivating workplace. This, in turn, can lead to higher employee satisfaction, increased productivity, reduced turnover rates, and ultimately, a more competitive and thriving business.

2. LITERATURE REVIEW

2.1. The Work Environment Theory

The work environment is the entire setting and infrastructure surrounding employees that can influence their job performance (Sutrisno, cited in June & Siagian, 2020). It includes everything around workers that can affect how they carry out their tasks (Nitisemito, cited in Wardana & Ergantara, 2020). Having a comfortable and healthy workspace significantly impacts employees' well-being and motivation (Simanjuntak, cited in Saripuddin, 2015).

A good work environment doesn't directly participate in the production process but directly affects employees' performance and achievements. When employees have a comfortable work environment, their performance improves automatically. On the other hand, an unstable work environment can lead to a decrease in employee performance. Strong work relationships within the environment are essential for maximizing employee performance. To achieve this, the work environment should be safe, peaceful, clean, well-lit, and free from threats and disturbances. A conducive work environment positively impacts employee work continuity, while a less conducive one can have negative effects on employee sustainability.

According to Subroto (cited in Tanoyo et al., 2015), the work environment provides a pleasant and reassuring impression, both physically and non-physically. The physical work environment can be categorized into two types: direct environment related to employees (e.g., tables and chairs) and intermediary/general environment affecting work conditions (e.g., temperature, humidity, lighting, noise, vibration, smells, and colors).

Non-physical work environment elements are related to employees' psychological well-being. It includes two indicators:

- a. Working relationships between employees: Good working relationships among employees enhance morale and productivity, while conflicts can worsen the work atmosphere.
- b. Working relationship between employees and leaders: The attitude of superiors towards subordinates influences employees' activities and morale. A friendly and respectful attitude fosters a positive work environment and motivates employees.

The objective of workplace management is to address work-related stress within the company's environment. Stress is influenced by individual factors, as suggested by the interactive perspective (Munandar, cited in Sazly & Permana, 2020). To manage stress, efforts can be made to modify environmental factors that trigger stress and to enhance individual factors, increasing individuals' ability to handle situations without perceiving them as highly stressful too quickly.

2.2. Theory of Employee Performance

Employee performance refers to the results and achievements of their work, considering both the quantity and quality of output (Abdullah, cited in Sazly & Permana, 2020). It is the outcome of an employee's efforts in carrying out their tasks and utilizing their skills to achieve the best possible results and contribute to the company's development (Mangkunegara, cited in Lestary & Chaniago, 2017). Employee performance can be measured using various indicators, such as accuracy in task completion, adherence to working hours, and cooperation with colleagues (Setiawan, cited in Sihaloho & Siregar, 2020).

Factors influencing employee performance include individual abilities, level of effort, and organizational support (Mathis, cited in Wijaya & Susanty, 2017). Individual abilities include talents, knowledge, and interpersonal skills, while the level of effort is related to an employee's motivation and commitment to their work. Organizational support, on the other hand, involves providing resources like training and technology to help employees perform well.

Performance appraisal is the process of measuring and evaluating individual performance (Wibowo, cited in Rosminah, 2021). Both employees and managers share responsibilities in achieving work performance goals. Employees need to be committed to achieving their goals and seek feedback and training to improve. Managers, on the other hand, should create motivating work conditions, observe and document employee performance, and provide feedback and development opportunities.

The benefits of performance appraisal include improving employee performance by identifying areas for improvement, making fair compensation adjustments based on merit, and aiding in decisions related to promotion and career development. It also helps identify training needs, rectify errors in HR procedures, and address external challenges affecting employee performance. Moreover, performance appraisal provides feedback on the effectiveness of the HR department in supporting employees.

2.3. Previous research

In a previous study conducted by Sazly and Permana (2020) titled "The Influence of the Work Environment on Employee Performance at the Teluknaga District Office, Tangerang Regency," it was found that there is a strong relationship between the work environment and employee performance. The coefficient of determination indicated that the work environment accounts for 37.7% of the influence on employee performance, while the remaining 62.3% is influenced by other factors. The regression coefficient formed from the study results is represented as $Y = 17.986 + 0.303$.

Another study by Raja focused on the relationship between employees and the supporting factors of work environment, work motivation, and performance. The results

showed that in the case of Adventist Advanced School employees at Surya Nusantara Adventist College, Pematangsiantar, the work environment had no significant influence on their performance. The significance value was 0.759, which is greater than 0.05, and the t-value was 0.310, which is less than the critical t-value of 2.005, based on the data from the t-test.

3. RESEARCH METHOD

The research design chosen for this study is quantitative descriptive research, aimed at describing and explaining the influence of the work environment on the performance of employees at Multitech Smartphone in Palopo City. The research design provides direction to the study, and in this case, it involves collecting numerical data to analyze the relationship between variables. The study was conducted over a period of approximately three months, from February to March 2022, at Multitech Smartphone, which is located on Kelapa Street in Palopo, South Sulawesi.

The population of interest for this research consists of 40 employees from 5 branches of Multitech Smartphone in Palopo City. A saturated sampling technique was used, meaning that the entire population was taken as the sample since it is less than 100. This approach allows for a comprehensive representation of the target population, ensuring that a sufficient number of participants were included in the study.

To gather data, two main data collection techniques were employed: distributing questionnaires and conducting direct observations. The questionnaires contained structured questions related to employee attitudes and opinions concerning compensation, motivation, and their impact on workplace performance. Additionally, direct observations were conducted in the field to gain further insights and relevant information for the research.

A Likert scale with a 5-point rating was used as the research instrument. The scale offered five alternatives: "Strongly agree," "Agree," "Doubtful," "Don't agree," and "Strongly Disagree." This scale helped measure and quantify the responses of the participants, facilitating data analysis and interpretation.

Data analysis in this study involved using Simple Linear Regression analysis. The primary goal was to examine the relationship between employee performance (dependent variable, Y) and the work environment (independent variable, X). The method of least squares was employed for parameter estimation, under the assumption that errors are normally distributed with a mean of zero and a constant standard deviation.

4. RESULTS AND DISCUSSION

**Table 1. Simple Linear Regression Analysis
Coefficients^a**

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	Std. Error	Beta		
1 (Constant)	15,027	3,859		3,894	,000
Work environment	,259	, 121	,328	2,143	.039

a. Dependent Variable: Performance_Work

Based on the data analysis using SPSS 20, the regression equation obtained is as follows: $Y = 15.027 + 0.259X$

From this equation, the following conclusions can be drawn:

1. The constant value of 15.027 represents the baseline level of Employee Performance when the Work Environment variable (X) is zero. In other words, when there is no change in the Work Environment, the Multitech Smartphone's work environment is at a level of 15.027 units.
2. The regression coefficient for the Work Environment variable is 0.259. This means that for every one unit increase in the Work Environment, the employee performance value increases by 0.259. It indicates that the Work Environment has a positive contribution to employee performance.

The findings of this study have demonstrated a positive and significant relationship between the Work Environment and Employee Performance. The calculated t-value of 15.027 surpasses the critical t-value of 3.898, and the significant value of 0.000 is below the threshold of 0.05. These results clearly indicate that the Work Environment plays a crucial role in influencing Employee Performance at Multitech Smartphone in Palopo City. Specifically, an improvement in the Work Environment has a positive impact on Employee Performance, while a decline in the Work Environment may result in reduced employee productivity.

The substantial significance of the Work Environment's impact on Employee Performance is further supported by related research. For example, a study conducted by Wijaya and Susanty (2017) titled "The Influence of Work Environment on Employee Performance in the Regional Government Agency of Musi Banyuasin District (Case Study: Department of Mining and Energy of Musi Banyuasin District)" also revealed a strong positive correlation between the Work Environment and Employee Performance. Their research findings align with the present study, suggesting that a favorable Work Environment contributes to enhanced Employee Performance.

Likewise, another research conducted by Yuliantari and Prasasti (2020) titled "The Influence of Work Environment on Employee Performance at the Regional Office of the Directorate General of Higher Education, Jakarta" further supports the significant impact of the Work Environment on Employee Performance. The study concluded that there is indeed a substantial relationship between the Work Environment (X) and Employee

Performance (Y) at the Regional Office of the Directorate General of Higher Education, Jakarta. Their findings, in conjunction with this study, establish a consistent pattern indicating the vital role of the Work Environment in determining Employee Performance.

Overall, these research outcomes contribute to a growing body of evidence that highlights the critical influence of the Work Environment on Employee Performance across various organizational settings. The results underscore the importance of creating and maintaining a conducive Work Environment that fosters employee well-being, satisfaction, and productivity. Companies and institutions that prioritize the enhancement of their Work Environments are likely to witness improved Employee Performance and, subsequently, increased overall organizational effectiveness. By understanding the significance of the Work Environment-Performance relationship, decision-makers can implement targeted strategies to create an optimal work setting that empowers and motivates their workforce to achieve their full potential.

5. CONCLUSION

In conclusion, the research findings and discussions presented in this study confirm the positive and significant impact of the work environment on employee performance at Multitech Smartphone in Palopo. The study not only establishes a positive correlation between financial literacy and financial management but also underscores the noteworthy influence of the work environment on employee performance, emphasizing the importance of cultivating a conducive work environment to enhance overall employee performance.

Moreover, this research contributes to the understanding of how financial literacy positively affects financial management within organizations and sheds light on the significant role played by the work environment in shaping employee performance. By acknowledging the significance of both financial literacy and a positive work environment, companies can implement targeted strategies to foster employee growth, well-being, and improved financial outcomes, ultimately leading to a more successful and thriving organization. With this knowledge, organizations can take proactive measures to create an environment that empowers employees and maximizes their potential, resulting in a more productive and successful workforce.

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