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## The Influence of Work Environment on Employee Performance at PT. PNM Medan Tembung Area

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### Abstract

This study investigates the influence of the work environment on employee performance at PT. PNM Area Medan Tembung, focusing on both physical and non-physical factors. The purpose of this study was to determine and analyse the influence of the work environment on employee performance at PT. Area PNM Medan Tembung. The sample in this study was 30 employees of PT. Area PNM Medan Tembung. The sampling technique used was purposive sampling, namely determining the sample with certain considerations. The type and source of data were obtained through primary and secondary data. Analysis of the data obtained using simple regression. Based on the results of the research and discussion in this study, it is known that the work environment variable significantly influences the performance of PT employees. PNM Area Medan Tembung which is shown in the significant test, namely  $t_{count} > t_{table}$  of 28.225 >  $t_{table}$  2.020 and from the work environment variable on employee performance of 71.7%. When viewed from the descriptive results, the percentage of the work environment variable is included in the high category, namely 139 and the employee performance variable of 139 is also in the high category.

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### Keywords

Employee Performance; Influence; Work Environment.

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## INTRODUCTION

Human resource management (HRM) plays a crucial role in the success of an organization, making it one of the main sources of competitive advantage. Employees are not only task implementers, but also the main drivers of the organization. Without effective HR support, any strategy and management system will be less effective (Komarudin, Ismail, and Muizu, 2018: 77). Therefore, it is important for organizations to provide positive direction and support to employees so that goals can be achieved optimally. The success of any organization is deeply rooted in the management of its human resources, making Human Resource Management (HRM) a critical factor in achieving a sustainable competitive

advantage. Employees are not merely the executors of tasks; they are the core driving force that propels an organization forward. Without effective HRM practices, even the most well-conceived strategies and sophisticated management systems are unlikely to yield the desired results. As Komarudin, Ismail, and Muizu (2018) highlight, the importance of providing direction and support to employees cannot be overstated if organizational goals are to be achieved efficiently.

The work environment, both physical and non-physical, greatly affects employee performance. Research shows that a conducive work environment has a significant effect on employee productivity (Ahmad, Mappamiring, and Mustari, 2022: 98). Good facilities such as workspaces, air conditioning, and office stationery support work comfort and effectiveness. However, problems such as inadequate air conditioning and poor communication can reduce employee enthusiasm and work results.

A crucial aspect of HRM is ensuring a conducive work environment, as both the physical and non-physical elements of the workplace significantly impact employee performance. Numerous studies have demonstrated a direct correlation between a positive work environment and enhanced employee productivity. For instance, Ahmad, Mappamiring, and Mustari (2022) found that a supportive work environment—characterized by proper facilities such as comfortable workspaces, adequate air conditioning, and sufficient office supplies—plays a significant role in fostering work effectiveness and comfort. Conversely, issues such as inadequate air conditioning, poor communication, and substandard facilities can lead to diminished employee morale and lower work output.

At PT. PNM Area Medan Tembung, although the physical facilities are generally good, there are still shortcomings that affect work comfort. Therefore, improving facilities and communication in the workplace is very important to improve employee performance and achieve overall organizational success. At PT. PNM Area Medan Tembung, the physical facilities provided to employees are generally satisfactory, but there are notable shortcomings that hinder overall work comfort. These inadequacies, though seemingly minor, can have a considerable impact on employee motivation and, consequently, on their performance. The need to address these issues is paramount, as a well-maintained and supportive work environment is essential not only for individual performance but also for the collective success of the organization.

The interplay between the work environment and employee performance is a subject of significant interest, as it offers insights into how organizational resources

can be optimized to enhance productivity. By exploring the specific factors that contribute to or detract from a conducive work environment, organizations can develop targeted strategies to improve employee satisfaction and performance. This research aims to investigate the influence of the work environment on employee performance at PT. PNM Area Medan Tembung, providing a detailed analysis of the factors at play and offering recommendations for improvement.

While numerous studies have examined the relationship between the work environment and employee performance, there is a notable gap in understanding the specific nuances of this relationship within the context of regional or smaller-scale organizations like PT. PNM Area Medan Tembung. Most existing research tends to focus on larger corporations or diverse industries, often overlooking the unique challenges and dynamics faced by organizations in smaller urban or semi-urban settings. Furthermore, the majority of these studies emphasize general factors such as workspace design or communication practices, without delving deeply into the specific physical and non-physical elements that may influence employee performance in these particular contexts.

The novelty of this research lies in its focused exploration of the work environment's impact on employee performance at PT. PNM Area Medan Tembung. By conducting a detailed analysis that includes both physical factors, such as facility adequacy, and non-physical factors, such as interpersonal communication and organizational culture, this study provides fresh insights into how these variables interact to influence performance in a smaller, regionally located organization. Additionally, this research offers practical recommendations tailored to the unique characteristics and needs of PT. PNM Area Medan Tembung, contributing valuable knowledge that can be applied to similar organizations within the region.

The primary objective of this research is to analyze and determine the extent to which the work environment influences employee performance at PT. PNM Area Medan Tembung. By identifying the specific physical and non-physical factors that significantly impact performance, the study aims to provide actionable insights that can be used to enhance workplace conditions and improve overall productivity. The benefits of this research include offering PT. PNM Area Medan Tembung practical recommendations for optimizing their work environment, thereby boosting employee satisfaction, motivation, and performance. Additionally, the findings can serve as a reference for similar organizations seeking to understand and improve the

relationship between the work environment and employee outcomes, contributing to the broader field of human resource management.

## **METHODS**

This study adopts a quantitative approach to study the influence of the work environment on employee performance at PT. PNM Area Medan Tembung. This type of research is field research that aims to describe and analyze the situation that occurs in the field. Data were collected using a questionnaire as the main tool, which is a primary data collection method to measure employee opinions, attitudes, and experiences. The questionnaire used consisted of closed questions with a 5-point Likert scale, allowing for an assessment of the independent variable (Work Environment) and the dependent variable (Employee Performance). The study was conducted at the location of PT. PNM Area Medan Tembung for two months, from June to December 2023, to ensure an adequate and representative data collection period. In data collection, this study involved observation techniques, interviews, and questionnaire distribution. Observations were carried out to gain a direct understanding of the physical conditions of the work environment. Interviews were conducted with several informants to dig deeper into their perceptions of the work environment. The data obtained were then analyzed using descriptive analysis methods and simple linear regression with the help of SPSS software. Validity and reliability tests were carried out to ensure the accuracy and consistency of the data collected. Validity measures the extent to which a research instrument can measure what it is intended to, while reliability uses Cronbach's Alpha to test the consistency of the results. A simple linear regression model is used to test the relationship between work environment variables and employee performance, with the coefficient of determination ( $R^2$ ) measuring the proportion of variation in performance that can be explained by work environment variables.

## **RESULT AND DISCUSSION**

The research conducted at PT. PNM Area Medan Tembung revealed significant insights into the relationship between the work environment and employee performance. Through comprehensive data collection and analysis, it was found that both physical and non-physical elements of the work environment have a measurable impact on how employees perform their duties. The analysis of physical factors, such as the adequacy of workspace, availability of air conditioning, and provision of necessary office supplies, showed that these elements play a crucial role

in ensuring work comfort and efficiency. Employees who reported having access to well-maintained facilities and comfortable working conditions were generally more satisfied and productive. The study found a positive correlation between these physical factors and performance metrics, indicating that improvements in the physical work environment could lead to enhanced employee output.

On the non-physical side, communication and organizational culture emerged as significant influencers of employee performance. The research highlighted that clear and open communication channels, as well as a supportive organizational culture, contribute positively to employee motivation and engagement. Employees who felt that their concerns were heard and that they were part of a cohesive team tended to exhibit higher levels of commitment and productivity. Conversely, issues such as inadequate communication and a lack of team cohesion were associated with lower performance levels, underscoring the importance of fostering a positive organizational climate.

The regression analysis further confirmed that the work environment, encompassing both physical and non-physical factors, significantly affects employee performance at PT. PNM Area Medan Tembung. The coefficient of determination ( $R^2$ ) indicated that a substantial proportion of the variance in employee performance could be explained by the work environment variables. This finding underscores the critical role of the work environment in shaping employee behavior and outcomes. In summary, the research demonstrates that both physical and non-physical aspects of the work environment are key determinants of employee performance at PT. PNM Area Medan Tembung. The study's findings suggest that by addressing specific environmental factors, the organization can effectively enhance employee satisfaction and productivity, leading to better overall organizational performance. These results provide a clear roadmap for PT. PNM Area Medan Tembung to make targeted improvements in their work environment, ultimately driving their success in the long term.

Based on the results of the study on the influence of the work environment on employee performance at PT. PNM Area Medan Tembung, it can be concluded that the work environment has a significant and positive impact on employee performance. Data obtained from 30 respondents showed that the proportion of gender and age group among employees was almost balanced, with 53.3% male and 46.7% female, and the majority were between 20 and 30 years old. This finding

reflects the diversity in age groups and gender that can affect the dynamics of the work environment and performance. The results of a simple linear regression analysis indicate that every one unit increase in the work environment variable will increase employee performance by 1.136 units. With a p-value of 0.000, which is far below 0.05, the influence of the work environment on employee performance is proven to be statistically significant. Further discussion reveals that the highest assessment on the employee relationship factor (score 201) highlights the importance of harmonious social interaction in improving performance. Conversely, the lowest assessment on the office environment temperature (score 184) indicates a lack of physical comfort that can reduce work enthusiasm.

These results underline the importance of creating a comfortable and conducive work environment, both physically and socially. Finally, although employees show high responsibility (score 139), challenges still exist in achieving company targets (score 83), indicating the need for improvement in target achievement and training to improve work efficiency. In conclusion, a good work environment can improve overall employee performance, and companies need to continue to improve the physical and social aspects of the workplace to achieve optimal results.

The findings of this study align with and expand upon previous research on the influence of the work environment on employee performance, while also offering unique insights specific to PT. PNM Area Medan Tembung. Existing literature has long established that both physical and non-physical aspects of the work environment play a critical role in shaping employee behavior and productivity. For instance, studies by Ahmad, Mappamiring, and Mustari (2022) emphasize the importance of a conducive physical environment—such as adequate workspace and air conditioning—in fostering employee comfort and effectiveness. Similarly, Komarudin, Ismail, and Muizu (2018) argue that non-physical factors, including communication and organizational culture, significantly impact employee motivation and overall performance.

The current study corroborates these findings, confirming that both physical and non-physical elements of the work environment are indeed significant predictors of employee performance at PT. PNM Area Medan Tembung. The positive correlation between well-maintained physical facilities and higher employee productivity found in this research echoes the conclusions of previous studies,

reinforcing the notion that a supportive physical environment is essential for optimal work performance.

However, this study also provides a deeper understanding of how these factors interact within the specific context of PT. PNM Area Medan Tembung. While the general principles outlined in the literature hold true, the research identified particular areas where the physical environment could be improved to better support employee performance. For example, while air conditioning and workspace adequacy were generally satisfactory, certain deficiencies—such as outdated equipment or inadequate office supplies—were found to negatively impact employee comfort and efficiency. This finding suggests that even minor improvements in physical facilities could lead to significant gains in productivity, a point that may be overlooked in broader studies that do not focus on such specific contexts.

The study's exploration of non-physical factors, such as communication and organizational culture, also adds a nuanced perspective to existing theories. Previous research highlights the importance of clear communication and a positive organizational climate in enhancing employee engagement and performance. This study not only supports these conclusions but also reveals the critical role of interpersonal relationships and team cohesion at PT. PNM Area Medan Tembung. Employees who perceived strong support from their colleagues and felt a sense of belonging within the organization were more likely to perform at higher levels. Conversely, where communication was perceived as inadequate or organizational culture as unsupportive, employee motivation and performance suffered. This insight underscores the importance of fostering a collaborative and communicative work environment, particularly in smaller or regionally focused organizations.

The regression analysis performed in this study further substantiates the theoretical frameworks proposed by earlier researchers, demonstrating that the work environment is a significant determinant of employee performance. The high coefficient of determination ( $R^2$ ) indicates that a considerable portion of the variation in employee performance at PT. PNM Area Medan Tembung can be attributed to the work environment. This finding reinforces the idea that organizations can significantly enhance their performance by making targeted improvements to both the physical and non-physical aspects of the work environment. In conclusion, this study not only validates existing research on the impact of the work environment on employee performance but also contributes new insights specific to PT. PNM Area

Medan Tembung. By providing a detailed analysis of the particular factors that influence performance in this context, the research offers practical recommendations that are directly applicable to the organization. Moreover, it highlights the importance of considering both general principles and specific contextual factors when designing strategies to improve the work environment and, consequently, employee performance.

## **CONCLUSION**

Based on the analysis and discussion, it can be concluded as follows: The work environment has a significant effect on employee performance at PT PNM Area Medan Tembung. So, it means that the better the work environment, the better the performance of employees at PT.PNM Area Medan Tembung. The performance results of employees at PT.PNM Area Medan Tembung are categorized as good in doing their jobs. There is a positive and significant relationship between the work environment and employee performance at PT.PNM Area Medan Tembung.

The analysis of the research findings confirms that both physical and non-physical elements of the work environment significantly influence employee performance at PT. PNM Area Medan Tembung. The study reinforces the existing literature, highlighting the importance of a well-maintained physical workspace, effective communication, and a supportive organizational culture in enhancing employee productivity. The results indicate that even minor improvements in physical facilities, coupled with efforts to strengthen communication and foster team cohesion, can lead to substantial gains in employee performance. These insights provide a clear pathway for PT. PNM Area Medan Tembung to optimize its work environment, thereby boosting overall organizational effectiveness. For future research, it is recommended to explore the long-term effects of work environment improvements on employee performance, particularly focusing on how sustained changes in both physical and non-physical factors contribute to organizational success. Additionally, similar studies could be conducted in different regional contexts or industries to compare the influence of the work environment on employee performance across various settings. This would provide a broader understanding of how different organizational environments impact employee behavior and performance, allowing for more tailored strategies to be developed in diverse organizational contexts.



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