



THE INFLUENCE OF WORK ENVIRONMENT COMMUNICATION AND WORK FACILITIES ON EMPLOYEE PERFORMANCE AT THE TRADE OFFICE OF THE CITY OF PADANG

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ABSTRACT

Employee performance is the result of the quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him. This research aims to determine the effect of communication on the performance of employees of the Trade Department of Padang City, West Sumatra Province, to determine the influence of the work environment on the performance of employees of the Trade Department of Padang City, West Sumatra Province and to determine the influence of work facilities on the performance of employees of the Trade Department of Padang City, West Sumatra Province. The method used in this research is a quantitative method with a descriptive approach. The sample in this study was 87 respondents with data collection techniques using questionnaires which had been tested for validity and reliability. The data analysis techniques used were multiple linear regression analysis and statistical t-test. The results of this research show that communication has a positive and significant effect on employee performance in the Trade Department of Padang City, West Sumatra Province, the work environment has a positive and significant effect on employee performance in the Department Padang City Trade, West Sumatra Province, and work facilities have a positive and significant effect on employee performance at the Padang City Trade Service, West Sumatra Province.

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

Submit : December 19th, 2023

Acceptance : February 24th 2024

INTRODUCTION

Employee performance is defined as the ability of individuals to work in such a way as to maximize their work objectives and minimize the risk of not meeting predetermined targets measured in ratios (Siagian 2007 in Usailan Oemar 2017). Where we can observe the highest level of optimal employee performance based on how an organization or company controls environmental factors to create a supportive environment for developing employee performance levels.

The ability of a worker to successfully do his job in an organization by utilizing all of his skills and available channels in line with organizational goals and work standards is known as employee performance. Where we can assess how well employee performance is both in terms of quantity and quality in completing tasks delegated by superiors in accordance with their role in the organization or company (Hazmi & Nugraha, 2021)

The decline in employee performance is usually caused by poor communication between employees and other coworkers, so that it cannot be completed by employees of the trade office. One of the causes is the implementation of meetings, the number of employees and attendance

and incomplete data which makes a lot of work unable to be completed by employees in a fast period of time, causing negligence in completing the work. The reason for employees being late in completing work is that communication is not smooth so that some parties feel pressured and burdened in completing their work, and also employees feel a lack of time to complete their work.

The main problem that can affect employee performance factors is organizational progress. So we can see that the higher or better an employee's performance in organizational goals, the easier it will be to achieve, and vice versa will happen if employee performance is low. Performance is something that we cannot separate from the organization (Triastuti, 2019).

Performance is a description of the level of achievement of implementation in a program, activity or policy to realize the goals, objectives, vision and mission of the organization expressed through strategic planning of an organization, according to (Jufrizen & Hadi, 2021) Employee performance is the result of work of a quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him (Indrawan et al., 2022). Employee performance is influenced by two factors, namely internal and external factors. Internal factors such as employee performance, communication and organizational commitment while external factors such as work environment, compensation, and work facilities.

Everyone in a company, including employees, must communicate because it will have an impact on the company's performance. Hakim Fahrezi also mentioned that effective communication is carried out not only between superiors and subordinates, but also between employees and consumers and other coworkers so that everyone can facilitate the completion of work by employees, which will certainly improve the quality of employee performance, in particular. Trade Office employees. Due to efficient communication between managers and staff members and between staff members themselves. In order for the Trade Office to produce high-quality work results for the organization, it is important to maintain communication and implement it.

According to the theory according to Rialmi, Morsen (2020), and Sutarno, Yenny, et al (2019), Mentioning that this communication has a positive and significant influence on employee performance. where the owner of the company wants to know what are the factors that cause this to happen, there are work facilities and communication factors. By knowing this, the research will help provide an overview for companies, especially the trade office, in improving human resource management and evaluating the fulfillment of employee work facility needs and good communication can be carried out to establish good work that every agency dreams of (Ragil Anandita et al., 2021)

One of the ways that a business or organization can achieve its pre-set goals is by addressing employees' personal circumstances, such as handling work-related stress effectively and managing communication effectively so that, while working, employees feel more comfortable and calm (Hidayah et al., 2018).

The opinion of the experts above leads to the conclusion that performance is the result and process of work carried out to complete tasks in accordance with institutional goals. Because employees are one of the most important company resources, the potential or implementation of work can be used as a measure of the success of a company, therefore it is very important to maintain and implement Communication, Work Environment and complete work facilities so that all planning from the Company can be carried out properly and precisely.

This research has a difference from previous research, which lies in the title, time and object of research where researchers take objects at the Padang City Trade Office in West Sumatra.

Communication is very important for the company, where effective communication can make business operations run more smoothly, and vice versa. Companies will suffer greatly from a lack of communication (Dita Amanah 2012), Providing understanding, for example from one person to another, through ideas or information is the process of communication, providing this



meaning is more than just the words spoken in conversation; there are also facial expressions, intonation, and other factors that are determined. Wiryanto (Hidayah et al., 2018)

Arie Puspita Wardhani, et al. (2016) where conducted previous research on how communication affects employee performance. Future performance can benefit from the establishment of effective and efficient communication between superiors and subordinates. The results of research conducted with SPSS show that the communication variable has a positive and significant effect, when managers can lead effectively, employees will feel comfortable in their workplace.

H₁: Communication has a positive and significant effect on employee performance

The work environment is the environment of these employees in carrying out their duties and has an influence on employees in carrying out their business. This is because the work environment plays an important role in enabling employees to carry out their duties effectively and efficiently. To achieve organizational goals, organizations must also be able to manage these two dimensions properly so that workers can collaborate with leaders and other workers to work effectively (Bisnis et al., 2022)

Nahason (2020) examined research on the work environment using data from 30 respondents. This study shows that factors related to the work environment have a major influence on employee productivity. This also validates the research of Sumakud and Trang (2021), where the findings of this study show that factors related to the workplace have a major influence on worker productivity. This finding corroborates previous research (Siagian & Khair, 2018) which shows the positive and noteworthy influence of the work environment on employee performance. Similarly, a number of other studies have found that performance is significantly affected by the work environment (Elizer & Tanjung, 2018; Farisi, 2019; Yusnandar, 2019)

H₂ : Work environment has a positive and significant effect on employee performance

Work facilities are resources provided by an organization to support its activities and help achieve the goals set by those in charge. Having access to work facilities can also positively affect employee performance at work (Hadi, 2021)

Research by Wahet et al. (2020) on 65 respondents revealed a significant relationship between work facility variables and employee work. Employee performance may be positively or negatively affected by workplace facilities. This supports research by wailan et al. (2021) shows that the presence of work facilities affects worker productivity. This strengthens the research findings of Sufiyati et al (2021) which explain how the characteristics of work facilities can have a significant effect on employee performance

H₃: Work facilities have a positive and significant effect on employee performance

RESEARCH METHODS

Hypothesis

The type of research used is a quantitative method that aims to test whether independent communication, work environment affects employee performance using signaling theory. Quantitative research methods, research methods based on the philosophy of positivism, which function to examine certain populations or samples, collect data using research instruments, quantitative or statistical data analysis, whose purpose is to test predetermined hypotheses (Sugiyono, 2021).

The data sources in this study are primary data and secondary data Primary data is data obtained directly from the original source Astutik et al. (2020) primary data in this study are the identity of respondents, respondents' responses to communication, work environment, and work facilities on employee performance. This primary data was obtained through distributing

questionnaires.

Population and Sample

Population is a generalization area consisting of objects or subjects that have the quantity and characteristics determined based on the research studied and the conclusions drawn from it. The population in this study were all employees of the Padang City Trade Office, which amounted to 87 civil servants, on Jl.Khatib Sulaiman 67, Lolong Belanti, Kec.Padang Utara, Padang City, West Sumatra (Sugiyono, 2021).

The sample is part of the number and characteristics possessed by the population. Where the sample is a method of data collection that is carried out by recording or examining part of the population according to Nova et al. (2019). However, taking into account that the population element or population size is 87 civil servants, the sampling is the entire existing population, meaning that the sampling technique uses the total sampling method.

RESEARCH RESULTS AND DISCUSSION

Validity Test

Table 1
Employee Performance Validity Test Results (Y)

Item	Corrected Item- Total		Conclusion
	Correlation	r tabel	
1	0,516	0,300	Valid
2	0,479	0,300	Valid
3	0,689	0,300	Valid
4	0,725	0,300	Valid
5	0,708	0,300	Valid
6	0,858	0,300	Valid
7	0,699	0,300	Valid
8	0,688	0,300	Valid
9	0,718	0,300	Valid
10	0,582	0,300	Valid
11	0,645	0,300	Valid
12	0,742	0,300	Valid
13	0,486	0,300	Valid
14	0,619	0,300	Valid
15	0,531	0,300	Valid
16	0,634	0,300	Valid

Source: SPSS 2023 Processed Data.

From the table it can be concluded that all question items can be said to be valid because the Corrected item -Total Correlation exceeds 0.300 so it is declared valid.



Table 2
Communication Validity Test Results (X₁)

Item	Corrected Item- Total Correlation	r tabel	Conclution
1	0,552	0,300	Valid
2	0,457	0,300	Valid
3	0,565	0,300	Valid
4	0,369	0,300	Valid
5	0,436	0,300	Valid
6	0,626	0,300	Valid
7	0,402	0,300	Valid
8	0,613	0,300	Valid
9	0,626	0,300	Valid
10	0,418	0,300	Valid
11	0,443	0,300	Valid
12	0,597	0,300	Valid
13	0,488	0,300	Valid
14	0,611	0,300	Valid
15	0,567	0,300	Valid

Source: SPSS 2023 Processed Data.

From the table it can be concluded that all question items can be said to be valid because the Corrected item Total Correlation exceeds 0.300 so it is declared valid.

Table 3
Results of the Work Environment Validity Test (X₂)

Item	Corrected Item- Total Correlation	r tabel	Conclution
1	0,531	0,300	Valid
2	0,433	0,300	Valid
3	0,536	0,300	Valid
4	0,560	0,300	Valid
5	0,434	0,300	Valid
6	0,495	0,300	Valid
7	0,443	0,300	Valid
8	0,534	0,300	Valid
9	0,442	0,300	Valid
10	0,578	0,300	Valid
11	0,545	0,300	Valid
12	0,423	0,300	Valid

Source: SPSS 2023 Processed Data.

From the table it can be concluded that all question items can be said to be valid because the Corrected item -Total Correlation exceeds 0.300 so it is declared valid.

Table 4
Results of the Work Facility Validity Test (X3)

Item	Corrected Item		Conclusion
	Total Correlation	r tabel	
1	0,661	0,300	Valid
2	0,655	0,300	Valid
3	0,681	0,300	Valid
4	0,675	0,300	Valid
5	0,671	0,300	Valid
6	0,633	0,300	Valid
7	0,636	0,300	Valid
8	0,658	0,300	Valid
9	0,614	0,300	Valid
10	0,543	0,300	Valid
11	0,641	0,300	Valid
12	0,672	0,300	Valid

Source: SPSS 2023 Processed Data.

From the table it can be concluded that all question items can be said to be valid because the Corrected item Total Correlation exceeds 0.300 so it is declared valid.

Reliability Test
Reliability Test Results

Table 5.
Reliability Testing
Item-Total Statistics

Variable	Cronbach's alpha	Critical Value	Conclusion
Communication(X ₁)	0,916	0.60	Reliabel
Work Enviroment (X ₂)	0,868	0.60	Reliabel
Work Facilities (X ₃)	0,826	0,60	Reliabel
Employee Performance (Y)	0,905	0,60	Reliabel

Source: SPSS 2023 Processed Data.

Based on table 5. it can be seen from the results of data processing that it turns out that the Cronbach's alpha value for Communication, Work Environment, Work Facilities and Employee Performance > 0.60. So it can be concluded that the valid question items are reliable, so that the next data processing stage can be carried out.

Descriptive Analysis

The Environmental Performance variable obtained a TCR of 82% including in the Good category, on the question item that got the highest TCR of 87%. While the lowest TCR was 73% TCR. The Communication Variable obtained a TCR of 78% including the category Good enough. In the question items that get the highest TCR of 90%. While the lowest TCR was 81%. The work environment obtained a TCR of 84% including the good category. In the question items that get

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the highest TCR of 91%. While the lowest TCR was 67%. The Work Facility variable obtained a TCR of 83% including the good category. The question item that got the highest TCR was 90%. While the lowest TCR was 73%.

Clasil Assumption Test Normality Test

Table 6.
Normality Test (Conclusion)

Asymp.sig. (2-tailed)	Alpha	Conclusion
0.078	0.05	Test distribution is normal

Source: SPSS 2023 Processed Data.

Table 6 above shows that the data is normally distributed, because Asimp Sig 0.078 is greater than Alpha (0.05). This shows that the data is normally distributed.

Multicollinearity Test Multicollinearity test results

Table 7.
Multicollinearity Test

Variabel	Collinearity statistics		Conclusion
	Tolerance	VIF	
Communication(X1)	0.443	2.256	There is no indication of multicollinearity
Work Enviroment (X2)	0.409	2.444	There is no indication of multicollinearity
Work Facilities (X3)	0.315	3.172	There is no indication of multicollinearity

Source: SPSS 2023 Processed Data

In table 7. above, it can be seen that the tolerance value of the Communication, Work Environment and Work Facilities variables is greater than the tolerance number > 10% and the VIF value is smaller than the VIF value < 10, so it can be concluded that each variable does not have multicollinearity.

Heteroscedasticity Test Heteroscedasticity Test Results

Table 8.
Heteroscedasticity Test

Variabel	Sig	Alpha	Conclusion
Communication(X ₁)	0,120	0,05	No Heteroscedasticity
Work Enviroment (X ₂)	0,384	0,05	No Heteroscedasticity

Work Facilities (X ₃)	0,411	0,05	No Heteroscedasticity
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Source: SPSS 2023 Processed Data

In table 8. from the heteroscedasticity test through SPSS, it can be seen that the significant value of each independent variable is above 0.05, so it can be concluded that there are no symptoms of heteroscedasticity.

Multiple Linear Regression Analysis Multiple Linear Regression Test Results

Table 9.
Multiple Linear Regression Test

Dependent Variable	Constants and variables are free	Regression coefficient
Employee Performance(Y)	Constants (a)	9.281
	Communication(X1)	285
	Work Enviroment (X2)	422
	Work Facilities (X3)	369

Source: SPSS 2023 Processed Data

In table 9, the regression equation model can be obtained as follows:

$$Y = 9.281 + 0.285 X1 + 0.422 X2 + 0.369 X3$$

Where it means that the regression equation above shows the relationship between the independent variable and the dependent variable partially, from this equation it can be concluded that:

1. The constant value is 9.281, which means that if the communication, work environment and work facilities variables increase by one unit, employee performance increases by 9.281 units.
2. The communication coefficient is 0.285, meaning that the communication regression coefficient shows a positive direction. This means that if communication increases by one unit, employee performance increases by 0.285 units, assuming the work environment and work facilities variables are constant.
3. The work environment coefficient is 0.422, meaning that the work environment regression coefficient shows a positive direction. This means that if the work environment increases by one unit, employee performance will increase by 0.422 units, assuming the communication and work facility variables are constant.
4. The work facility coefficient is 0.369, meaning that the work facility regression coefficient shows a positive direction. This means that if the work facility increases, employee performance will increase by 0.369 units, assuming the Communication and Work Environment variables are constant.



Hypothesis Testing Test t (Partial)

Table 10.
Hypothesis Testing

Variables	t tables	t calculate	Sig.	A	Conclusion
Communication(X ₁)	1.988	2.873	0,005	0,05	H ₁ received
Work Enviroment (X ₂)	1.988	3.001	0,004	0,05	H ₂ received
Work Facilities (X ₃)	1.988	2.472	0,015	0,05	H ₃ received

Source: SPSS 2023 Processed Data

In table 10 above, it can be seen that the Communication variable has a t value of 2.873 > t table 1.988 and sig of 0.005 < 0.05, it can be concluded that HO is rejected and H1 is accepted. In the Work Environment variable t count of 3.001 > t table 1.988 and sig of 0.004 < from 0.05, it can be concluded that HO is rejected and H2 is accepted. In the Work Facility variable t count of 2.472 > t table 1.988 and sig of 0.004 < of 0.015, it can be concluded that HO is rejected and H3 is accepted.

Discussion

Effect of Communication on Employee Performance

Based on the tests that have been carried out, it can be concluded that the first hypothesis which states that the Communication variable has a positive and significant effect on Employee Performance, meaning that employees who work in the Company or organization sampled in this study feel that the communication or interaction relationship that occurs between fellow employees of the Padang City Trade Office is well established, with this research making employees more aware of the importance of maintaining good communication, thus affecting Employee Performance in the Company or Organization.

The results of this study are in accordance with research conducted by Takasenseran et al (2014) "The Effect of Work Environment, Communication, and Work Stress on Employee Performance" shows that there is a work environment, communication, and work stress simultaneously or jointly affect employee performance and the effect is positive.

Effect of Work Environment on Employee Performance

Based on the tests that have been carried out, it can be concluded that the second hypothesis which states that the Work Environment variable has a positive and significant effect on Employee Performance, meaning that employees who work in companies or organizations are sampled in this study, the relationship between the Work Environment and employee comfort where it is felt by employees of the Padang City Trade Office so that the work environment is comfortable and works well, by doing this research makes employees more aware of the importance of maintaining a good Work Environment, thus affecting Employee Performance in the Company or Organization.

This research supports Simamora's (2012) statement which states that the extent to which workers fulfill job requirements is what constitutes employee performance. Performance is the extent to which an employee completes the tasks that make up his job (Triastuti, 2019).

Effect of Work Facilities on Employee Performance

Based on the tests that have been carried out, it can be concluded that the third hypothesis

which states that the Work Facilities variable has a positive and significant effect on Employee Performance, meaning that employees who work in companies or organizations are sampled in this study, the relationship between Work Facilities and employee comfort is felt in carrying out the assigned tasks as well as good lighting and the necessary work tools are available by the Employees of the Padang City Trade Office. so that the Work Facilities are fulfilled, it can work well, by doing this research, it makes employees more aware of the importance of complete Work Facilities so that it can affect Employee Performance in the Company or Organization.

The findings of this study are in line with previous research on the topic "The Effect of Work Environment, Work Facilities, and Work Motivation on the Performance of Employees of the Bondowoso Regency DPRD Secretariat" conducted by Wahet et al. in 2020. The research findings show that employee performance is positively influenced by work facility variables.

Then the results of this study are in accordance with research conducted by Munawirsyah (2017) and Damanik (2019) Researching with the title Effect of Work Facilities and Work Discipline on Employee Performance Through Work Motivation. Where the results state that there is a positive and significant influence between work facilities and employee performance. These results identify that if work facilities are fulfilled, employee performance will increase and vice versa.

CONCLUSION

The results of research on the effect of communication, work environment and work facilities on the performance of employees of the Padang City Trade Office can be concluded as follows: (1) Communication has a positive and significant effect on the Performance of Employees of the Padang City Trade Office. (2) The Work Environment has a positive and significant effect on the Performance of Employees of the Padang City Trade Office. (3) Work Facilities have a positive and significant effect on the Performance of Employees of the Padang City Trade Office.

Suggestion

From the results of the study, it is hoped that it can contribute to employees at the Padang City Trade Office. researchers make suggestions so that they can be useful in efforts to improve performance and ability to further advance in the future, it is recommended that the Padang City Trade Office continue to maintain communication, pay attention to the work environment and fulfill complete facilities to make it easier for employees to complete their work.

ACKNOWLEDGMENT

This writing can be completed because the author received a lot of input and encouragement in the form of moral and spiritual motivation. Therefore, the author would like to thank the Padang City Trade Office for allowing me to collect data for my thesis research.

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