Literature Study: The Effect of the Working Environment on Employee Performance

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ABSTRACT

The work environment is one of the factors that can affect employee performance. A harmonious relationship between employees and superiors, colleagues, and subordinates can have a positive impact on these employees. This also affects the performance which tends to be good. This study aims to measure how the work environment affects employee performance. The method used in this research is qualitative with data collection techniques through literature studies where the data used is secondary data which is the result of research from previous researchers. The references used in this study are 10 scientific papers which will be reviewed again to provide an overview of the effect of the workplace on employee performance. Based on a literature study that has been conducted, it shows that the work environment, both physical and non-physical, has a partial and also simultaneous influence on employee performance.

Keywords: work situation; employee performance; qualitative method.

INTRODUCTION

Company to achieve its goals makes the most of its existing resources. One of them is human resources. According to (Budianto and Katini, 2017), human resources in a company are people who design and produce goods or services, control quality, market products, allocate financial resources, and formulate all agency strategies and objectives.

Human resources are important because human resources are the driving force and determining the running of a company. The good and bad of human resources in a company can be assessed through the performance of the company’s employees (Ramli and Mariam, 2020). The better the company’s performance, the easier it will be for the company's goals to be achieved (Nurdiansyah, Mariam, Ameido and Ramli, 2020; Imran,
Arvian, and Ramli, 2020). Performance is an action, not an event. Performance is individual because each employee has different abilities in completing their duties and responsibilities.

In terms of achieving good performance, several problems need attention, one of which is the workplace. A good workplace will make employees work calmly so that it has an impact on work results and performance (Ramli and Novariani, 2020). The workplace consists of physical and also non-physical work situations. The physical work situation is a facility condition that supports or functions as a supporting tool in doing a job (Chandra, Takaya, and Ramli, 2019). Meanwhile, a non-physical work situation is a relation of work conditions between employees and superiors, colleagues, and subordinates.

Work Situation

According to Mardiana (Wijaya and Susanty, 2017), a work environment is a place where employees do work or daily activities. According to Nadia, et al. (2014) the work environment is everything that is in the workspace around workers and affects their work. From this explanation, it can be explained that the work situation is everything around the employee or employee that affects the work activities carried out in an area. Although the work environment is an important factor because it affects work activities in a company, sometimes companies do not pay attention to the conditions of the work environment around the company.

According to (Sofyan, 2013), in general, the work environment is influenced by the following factors:

1. Work facilities, a work environment with unsupportive work facilities such as lack of work tools, poor air circulation, and unclear procedures can affect employee performance;

2. Salaries and allowances, salaries that are not by employee expectations will make employees look at a work environment that guarantees more work achievement;

3. Work relations, good and harmonious working relationships will increase work productivity because one employee and another employee will mutually support the achievement of goals and/or results.
According to Sedarmayanti (2009), the work situation is broadly divided into two, namely physical and non-physical.

**Physical Work Situation**

According to Sumartono and Sugito (2004), a physical work environment is a physical condition in the company around the workplace, such as air circulation, wall color, security, space, etc. Meanwhile, according to Sedarmayanti (2009), the physical work situation is all situations that exist around the workplace which have to affect directly or indirectly to employees.

Mangkunegara (2006) explains that physical work environment factors include:

1. Cleanliness, clean workplace conditions will make employees feel comfortable so that they affect employee morale;
2. Air exchange, good air exchange will create freshness and healthiness so that it makes sense of comfort and affects employee morale;
3. Sufficient lighting, workplace lighting will support employees to complete their work better and more carefully;
4. Temperature, according to research results for temperature levels will have a different effect on each employee. This situation is not absolute because the adaptability of each employee is different depending on the area where the employee lives;
5. Noise, noise in the workplace can reduce employee concentration at work and also affect their health.

According to (Budianto and Katini, 2017) the physical work situation is divided into two categories, that is:

1. Work situation that is directly related to employees, such as work tools, benches, desks, and so on.
2. Intermediate/general environment or can also be called the work environment that can affect the human condition, such as temperature, humidity, air circulation, lighting, noise, mechanical vibrations, unpleasant odors, room color, and so on.
Non-Physical Work Situation

Based on Nitisemito (2000), Mariam, and Ramli (2019), a non-physical work situation is a condition that supports cooperation between superior and subordinate levels as well as colleagues who have the same position in the company. Meanwhile, according to Sedarmayanti (2009), non-physical work environments are all situations that occur related to work relationships, both with superiors and colleagues or with subordinates. It can be seen from this explanation that the non-physical work situation includes work relationships that occur within the company, which includes the behavior of all people who work at the company, where the behavior is influenced by the habits and organizational culture (Takaya, Ramli and Lukito, 2019; Ghazmahadi, Yuswar Z Basri, Kusnadi, AH Ramli, 2020). This causes the non-physical work environment to not be ignored by the company.

Employee Performance

According to Wirawan (2009), performance is the output produced by functions or indicators of a job or a profession within a certain time. According to Kusnadi (2003), performance is a movement, action, implementation, activity, or conscious action directed to reach a certain point or target. Based on Nawawi (2005), employee performance is the output of work in quality and quantity reach by an employee in carrying out his task. From the explanation above, it can be concluded that employee performance is the output of results both in quality and quantity reach by employees through an activity directed to reach a certain point or target.

METHODS

The research method used in this study is a qualitative method using secondary data from previous studies by the problems being studied. The data collection process is carried out using literature studies or commonly called literature studies. As for the data analysis method in this study using descriptive analysis will then be analyzed inductively.
DISCUSSION, CONCLUSION, AND SUGGESTION

Discussion

In a study entitled "Analysis of the Work Environment on Employee Performance at the Faculty of Economics and Business, UNSRAT Manado" Lidya (2015) found three research results, namely:

1. The physical situation partially take effect positive and important effect on employee performance at the Faculty of Economics and Business, UNSRAT Manado;
2. Non-physical situation partially take effect positive and important effect on employee performance at the Faculty of Economics and Business, UNSRAT Manado;
3. The physical and non-physical environments simultaneously have a positive and important effect on employee performance at the Faculty of Economics and Business, UNSRAT Manado.

In a study entitled "The Effect of Work Environment on Employee Performance (Study on the employees of Auto 2000 Sukun Malang)" Nadiya, et al. (2014) have the results which state that the physical and non-physical work environments in Auto 2000 Sukun Malang are already good and the results This is supported by respondents' answers to questionnaires and also through responses from interviews conducted by researchers, in this study it is also concluded that there is a partially important effect between the physical work situation and employee performance, and the physical and non-physical work situation affects simultaneously and significant to the employee performance of Auto 2000 Sukun Malang.

In a study entitled "The Effect of Work Situation on Employee Performance at PT. Perusahaan Gas Negara (Persero) Tbk. SBU Distribution Region I Jakarta" (Budianto and Katini, 2017) have results which state that:

1. The work environment at PT. Perusahaan Gas Negara (Persero) Tbk. SBU Distribution Area I Jakarta is good, this can be seen from the results of qualitative and quantitative analyzes conducted by researchers;
2. The performance of PT. Perusahaan Gas Negara (Persero) Tbk. SBU Distribution Area I Jakarta is very good, this can also be seen from the results of qualitative and quantitative analyzes conducted by researchers;
3. There is a very strong and positive (significant) influence between the work environment and the performance of employees of PT. Perusahaan Gas Negara (Persero) Tbk. SBU Distribution Region I Jakarta.

A study entitled "The Effect of Work Situation on Employee Performance in Local Government Agencies of Musi Banyuasin Regency (Case Study of the Mining and Energy Office of Musi Banyuasin Regency)" (Wijaya and Susanty, 2017) have results that explain that there is a positive and important relationship between work situation and employee performance at the Mining and Energy Office of Musi Banyuasin Regency.

In a study entitled "The Effect of Work Situation on Employee Performance (Study on Employees of the North Malang Pratama Tax Office)" Nela Pima Rahmawati, et al. (2014) have results which state that physical and non-physical working conditions and performance of the Tax Office employees North Malang Pratama is good, the physical work environment has an important effect on the performance of the employees of the North Malang Pratama Tax Office, the non-physical work situation has an important effect on the employee performance of the North Malang Pratama Tax Office, and the physical and non-physical work environments have a simultaneous and important effect on the performance of employees of the North Malang Primary Tax Office.

A study entitled "The Effect of Work Situation on Work Performance of BAPPEDA Employees" (Sofyan, 2013) has results which state that the work environment is directly proportional to employee performance, the work environment affects the performance of BAPPEDA employees, and there is a significant effect between work environment and performance. BAPPEDA employees.

A study entitled "The Effect of Work Situation on Employee Performance at PT. Bank Syariah Mandiri "(Syafrina and Manik, 2018) has a result which states that the work situation has a positive and important effect on the performance of PT. Bank Syariah Mandiri Flamboyan Sub-Branch Office, Tapung District.

A study entitled "The Effect of Work Situation on the Performance of Education Personnel at the Cirebon Maritime Academy" (Siagian, 2020) has a result which states that the work situation has a positive effect on the performance of education personnel at the Cirebon Maritime Academy by 82.7%.
A study entitled "The Effect of Work Situation on Employee Performance at PT. Mentari Persada in Jakarta" (Sunarsi et al., 2020) has results that state that the work environment and employee performance at PT. Mentari Persada is good and the work situation has a significant effect on employee performance.

A study entitled "The Effect of Work Situation on Performance (Study on Employees of PT. Naraya Telematics Malang)" (Putra, 2013) has a result which states that the work situation has an important and simultaneous effect on the performance of employees of PT. Naraya Telematics Malang and the non-physical work situation has a greater regression value than the physical work environment in that it has a positive effect on employee performance.

Based on several studies that have been mentioned above, it is clear that the overall work environment (both physical and non-physical) has a simultaneous and important effect on employee performance.

**Conclusion**

The work situation is an important factor in a company because it affects the company’s work activities. The theory regarding the effect of the work situation on employee performance in a company is considered to have been proven correct. This can be seen from previous studies that have produced the same conclusions about the effect of the work situation on employee performance where it is shown that the work situation has a simultaneous and important effect on employee performance of a company. Likewise, the two categories of the work environment, namely the physical work situation and the non-physical work situation. Both physical and non-physical work environments have a partial and important effect on employee performance.

**Suggestions**

With the proven theory of the effect of the work situation on employee performance, there are several suggestions from researchers for organizations, namely:

1. Maintain and improve good communication between employees who work in the company, both superior to subordinates or vice versa and also to colleagues;
2. Raising awareness of the responsibilities of employees in carrying out their duties.

And for further researchers who want to develop this research, researchers suggest deepening research on the effect of the work environment with changes in the current pandemic conditions on employee performance.

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