

The Influence of Work Environment and Work Discipline on Employee Performance at PT. Pos Indonesia (Persero)

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Abstract

This study aims to determine the effect of the work environment and work discipline on the performance of the employees of PT. Pos Indonesia (Persero). The data collection method used in this research is using field research and library research. The data of this study used primary data obtained from the results of distributing questionnaires. The sample used is 35 employees of PT. Pos Indonesia (Persero). Data analysis used multiple linear regression analysis, t test, F test and coefficient of determination. The results of the regression and hypothesis testing show that (1) the work environment partially has a positive and significant effect on the performance of the employees at PT. Pos Indonesia (Persero). (2) Work discipline partially has a positive and significant effect on employee performance at PT. Pos Indonesia (Persero). (3) The work environment and work discipline simultaneously have a positive and significant effect on the performance of employees at PT. Pos Indonesia (Persero). The magnitude of the contribution of the influence of the work environment and work discipline on the performance of employees at PT. Pos Indonesia (Persero) is 61.6% while the remaining 38.4% is influenced by other variables not examined in this study, for example work motivation, work safety and health, job satisfaction and so on.

Keywords: Work Environment, Work Discipline, Employee Performance.

Introduction

Resources in a company become the focus for the survival of the company. Human resources play a key role in every activity of the company. Although there are many facilities and infrastructure, as well as resources, the company cannot run well without the help of human resources. Thus, human resources are the key to all their needs. High-performing human resources determine the profitability of the company. Companies can develop and survive in a competitive environment, if supported by the performance of employees who are qualified in their fields.

The work environment is a very interesting and important issue, because it has been proven to provide great benefits to individuals, communities and organizations. A clean work

environment brings a sense of comfort and supports employees to work optimally. On the other hand, a lack of work environment reduces employee workload.

The state of the work environment at PT Pos Indonesia (Persero) which is less conducive such as the lack of cleanliness in the work environment in the delivery room of the Post Office which does not meet public service standards results in a lack of employee comfort, lack of fresh air circulation in the Post Office workspace which makes employees feel very hot while working, lack of lighting in the delivery workspace of the Padang Post Office and lack of modern computer equipment facilities in the workspace. Completeness of supporting facilities really needs to be equipped to work and others. Based on the results of interviews with the Delivery Manager at the Indonesian Post Office (Persero) as an initial observation of the research, there are several employee complaints regarding the employee work environment which can affect employee performance.

Studies on the effect of work environment and work discipline on employee performance have been researched quite a lot before, such as research from Kusniawati (2014) where the results are the work environment and work discipline positively and significantly affect employee performance at PT. Gapuraning Rahayu.

Furthermore, research conducted by Ferawati (2017) where the results of his research also show that the work environment and work discipline have an influence on employee performance partially and together.

A factor that can help employees realize company goals is employee discipline. Thus, the person or employee is ready to follow all the rules and carry out his duties voluntarily or as needed. The problem of decreased employee productivity is due to lack of work discipline. Based on an interview with the delivery manager of PT Pos Indonesia (Persero). The performance of Pos Indonesia (Persero) employees is said to be declining.

The following is data on the percentage of delays of delivery employees at PT.Pos Indonesia (Persero) during the period May to December 2020.

**Table 1. Percentage of Delay of Delivery Employees of PT.Pos Indonesia (Persero)
Period May - December 2020**

Month	Total Employees	Late Employee	Percentage (%)
May	35	11	31%
Jun	35	10	28%
July	35	8	23%
August	35	12	34%
September	35	10	28%
October	35	9	25%
November	35	11	31%

December	35	13	37%
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Based on table 1. it can be seen that the level of work discipline in employees at PT Pos Indonesia (Persero) Because every May to December 2020 period there are still employees who are late for work. This delay will have an impact on reducing employee performance so that this can harm the company and needs to be avoided.

The company has made strict regulations that if there are employees who do not obey the rules and are late for work, the company can withhold employee salaries according to the rules for employees. However, with this policy, employees who violate the rules are still found.

PT Pos Indonesia (Persero) is a state-owned enterprise engaged in courier services, logistics and financial transactions PT Pos Indonesia (Persero) must understand that employee productivity is very important for the company, but the characteristics of each person are different, which causes the performance of each employee to be different. Based on preliminary observations made by researchers at PT Pos Indonesia (Persero), there are several problems that are quite inhibiting the performance of delivery employees.

Table 2. Recapitulation of Employee Performance Delivery PT.Pos Indonesia (Persero) Period May to December 2020

Month	Total shipment	Successful interactions	fail between
May	17.194	16.353	841
Jun	28.404	27.259	1.145
July	23.577	23.379	198
August	24.855	23.857	998
September	21.306	20.795	511
October	27.296	25.995	1.301
November	26.266	24.904	1.362
December	31.019	29.551	1.468

Based on table 2, it can be seen that the results of the performance achievement of Delivery employees at PT Pos Indonesia (Persero) have not yet reached the target set by the company. If you pay attention, the achievement of the successful status of postal shipments tends to decrease and there are still many failed postal shipments in the May - December 2020 period. So it is necessary to know the factors that cause the decline in the successful delivery rate. This can be caused by a less supportive work environment so that employees are less able to achieve maximum performance.

It is very difficult to make efforts to improve employee performance, this problem is usually related to human resources. Some of the things that companies do are improve the work environment that is less comfortable so that employee performance is more productive and enthusiastic about working. Then the company also needs to improve work discipline so that employees are more organized and orderly to the existing rules.

Method

In collecting data, the techniques used are field research and literature. Field research is sourced from primary data by distributing questionnaires to employees of PT Pos Indonesia (Persero), Jalan Bagindo Aziz Chan No.7. Meanwhile, data collection with literature research is obtained from books, journals, or articles.

Population is a set of things and possible values, both quantitative and qualitative, which are based entirely and clearly on certain characteristics of an object. The population of this study were 35 employees of PT Pos Indonesia (Persero). The sample selection uses total sampling, namely the entire existing population representing the sample in this study.

According to Arikunto (2012), validity is a measure of the suitability or level of suitability of an instrument. If the correlation is positive and the value is 0.3 and above, it is said to be valid. Conversely, if the correlation of each element of the instrument is less than 0.3, it is said to be invalid (Ghozali, 2014). An instrument is called reliable if the reliability number exceeds 0.6.

Normality test, multicollinearity test, and heteroscedasticity test are used in testing classical assumptions on the model (Ghozali, 2016). Then proceed with TCR analysis, multiple regression, coefficient of determination and partial hypothesis test (t test) and simultaneous hypothesis test (F test).

Result and Discussion

Multiple Linear Regression

Multiple linear regression analysis used in seeing the effect of work environment and work discipline on the performance of delivery employees at PT Pos Indonesia (Persero) can be seen in the following table:

Table 3. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	31.597	10.232		3.088	.004
Lingkungan Kerja	.527	.224	.386	2.347	.025
Disiplin Kerja	.475	.172	.454	2.762	.009

a. Dependent Variable: Kinerja Karyawan

The analysis results in the following equation:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 31,597 + 0,527X_1 + 0,475X_2 + e$$

From the above equation, the following can be interpreted, A constant of 31.597 means that if the work environment, and work discipline ($X_1 = X_2 = 0$) employee performance is constant, namely 31.597 units. The work environment regression coefficient is 0.527. This coefficient is positive. If the work environment is increased by one unit, it will increase the performance of delivery employees at PT Pos Indonesia (Persero) by 0.527 units. The work discipline regression coefficient is 0.475. This coefficient is positive. If the work discipline is increased by one unit, it will increase the performance of delivery employees at PT Pos Indonesia (Persero) by 0.475 units.

Determinant Coefficient

The coefficient of determination is used in seeing the contribution of the influence of the independent variable on the dependent variable (Ghozali, 2016). In order to assess the contribution of the work environment and work discipline to the performance of employees between PT Pos Indonesia (Persero) presented as follows.

Table 4. Determinant Coefficient

Model	R	RSquare	Adjusted RSquare	Std. Error of the Estimate
1	.785 ^a	.616	.592	4.52679
a. Predictors: (Constan), Disiplin Kerja, Lingkungan Kerja				
b. Dependent Variable: Kinerja Karyawan				

The results of the coefficient of determination test in table 4 found Adjusted R Square is 0.616. This means that the contribution of the influence of the work environment and work discipline on the performance of delivery employees at PT. Pos is 61.6% while 38.4% is the contribution of other variables such as work motivation, occupational safety and occupational health, job satisfaction and so on.

Partial Test (t Test)

The t test is used in testing the individual effect of the independent variable with the dependent variable. The results are as in the following table.

Table 2. Determinant Coefficient

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		

1	(Constant)	31.597	10.232		3.088	.004
	Lingkungan Kerja	.527	.224	.386	2.347	.025
	Disiplin Kerja	.475	.172	.454	2.762	.009

a. Dependent Variable: Kinerja Karyawan

The t table value is 2.036 with a significance degree of 0.05 ($\alpha = 5\%$) and an independent degree of 0.05 $df = n - k - 1 = 35 - 2 - 1 = 32$ (number of n-respondents and number k of independent variables). Based on the SPSS output from the table above, it is known the t value of the work environment variable is $2.347 > t$ table 2.036. Thus, the table number $t > t$ and the calculated value of the resulting sig is $0.025 < 0.05$, so H_0 is not accepted. H_a is accepted. Thus, the work environment has a significant influence on employee performance. The t value of the labor subject is $2.762 > t$ table 2.036. Thus the t table number $> t$ and the calculated value of sig $0.009 < 0.05$, so H_0 is not accepted, H_a is accepted. Thus, work discipline has a significant effect on employee performance

Simultaneous Test (F Test)

Table 6. F Test

	Model	Sum of Squares	df	Mean Square	F	Sig
1	Regression	1050.663	2	525.331	25.636	.000 ^b
	Residual	655.737	32	20.492		
	Total	1706.400	34			

a. Dependent Variable: Kinerja Karyawan
b. Predictors: (Constant), Disiplin Kerja , Lingkungan Kerja

From the F test it is found that the F count is $25.636 > F$ table 3.29 ($df_1 = 2$ and $df_2 = 35 - 2 - 1 = 32$) and the sig is $0.000 < 0.05$, so the H_0 test decision is rejected and H_a is accepted. It means that the work environment and work discipline simultaneously have a significant effect on the performance of delivery employees at PT Pos Indonesia.

Discussion

The Effect of Work Environment on Employee Performance

An improved work environment can be seen in the work atmosphere, relationships with coworkers and the availability of employment. The work atmosphere can be seen from the environmental conditions around employees that can affect performance. This work atmosphere includes the workplace, equipment and equipment, cleanliness, lighting, quietness. Harmonious and family relationships are one of the factors that influence employee work. If there is a harmonious relationship between colleagues, employees will remain in the same

organization. The availability of complete work equipment, even though it is not new, is one of the supporting processes at work (Nitisemito, 2013). So if supported by a work environment that supports work can have an impact on improving employee performance in the company where they work.

The results of this study are supported by the results of previous research conducted by Pratiwi (2017), Tyas (2018), Kusniawati (2014), Yudiningsih (2016) and Prahazia (2018) which found that work environment variables have a significant influence on employee performance.

Effect of Work Discipline on Employee Performance

Good disciplinary behavior reflects a sense of responsibility of a person or employee for the tasks assigned to him. This stimulates employee work to create organizational goals. An employee needs rules as guidelines and advice in building good discipline in the organization. With good rules and regulations, employee performance can improve.

The results of this study are in line with previous research conducted by Pratiwi (2017), Tyas (2018), Kusniawati (2014), Yudiningsih (2016) and Sulila (2019) which proves discipline has a significant effect on employee performance.

The Effect of Work Environment and Work Discipline on Employee Performance

Employee performance appraisal is the result of work done by employees during a certain period of time. This productivity goal is the result of collective thinking and agreement.

The same applies to performance appraisal. Companies need to understand that employee productivity is very important for a company, but the characteristics of each person are different, resulting in different performance for each employee. The results of this study are in line with previous research conducted by Ferawati (2017) and Prahazia (2018) which found that the work environment and work discipline have a significant influence on employee performance.

Conclusion

From the results of the analysis and discussion at PT Pos Indonesia (Persero), it can be concluded that the work environment partially has a positive and significant effect on the performance of delivery employees at PT Pos Indonesia (Persero). Work environment and work discipline simultaneously or together have a positive and significant effect on the performance of delivery employees at PT. Pos Indonesia (Persero). The magnitude of the contribution of the influence of the work environment and work discipline on the performance of delivery employees at PT. Pos Indonesia (Persero) is 61.6%, the remaining 38.4% is contributions such as work motivation, occupational safety and occupational health, job satisfaction and so on.

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