

# The Effect of Organizational Communication and Work Environment on Employee Performance at PT. Kencana Sawit Indonesia (KSI)

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## Abstract

The porpuse of this research is to examine the directives of organizational communication and work environment variables on employee performance at PT. Kencana Sawit Indonesia (KSI). The data was collected by distributing questionnaires to 50 respondents using a saturated sampling technique, where all members of the population were sampled, using multiple linear regression testing with the help of the SPSS application. The results of the study indicate that organizational commucation has a positive and significant effect on employee performance. The work environment has a positive and significant effect on employee performance.

**Keywords:** Organizational Communication, Work Environment, Emplyee Performance

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## I. Introduction

Human Resources (HR) has a very important role as a potential driver in all company activities. Every company must maintain, maintain and improve the quality of performance by paying attention in the form of communication and the work environment provided by the company to its employees. Therefore the manager must guarantee that the company or an organization has the right workforce in the right place, and at the right time, who has the ability to solve tasks that help the company to achieve its overall goals, effectively and efficiently (Faustino, 2003).

The development of human resources (HR) is a process of improving quality or ability in order to achieve a development goal. To achieve this, the company must be

able to create conditions that can encourage and allow employees to develop and improve their abilities and skills. optimally owned in order to achieve good work.

Employee performance is the result of work in quality and quantity that is supervised by an employee in carrying out his duties in accordance with the responsibilities given to him (Mangkunegara 2009). Each organization is always trying to improve the performance of employees in order to achieve a goal. Masi h performance is a problem that is always faced by management, so management needs to know the facto-factors that affect employee performance. One measure of employee performance is intellectual ability, which is supported by the ability to adapt ai, manage oneself and the ability to foster relationships with others.

Employee performance is a very important element for an enterprise. Performance as a manifestation of the work integrity of an employee which is displayed as work performance in accordance with his role in a company within a certain time. This is because employee performance is a determinant of the success and survival of the company. In every organization, human beings are one of the important components of the organization. This must be supported by good performance because without good performance the organization will not achieve its goals (Triastuti, 2019).

It can be found in different previous studies conducted by Rahman & Prasetya (2018). At PT Jatim Times Network Malang regarding the influence of leadership and organizational communication on employee performance. Meanwhile, in suratman Hadi's research (2019). In the work of the First Tax Service Office of North Malang, which is influenced by the work environment on employee performance, using a type of multiple linear regression research, the physical work environment has an influence which is significant to the environment of kerja employees.

Researchers conducted research at PT. Kencana Sawit Indonesia, the purpose of researchers conducting this study is to determine the influence of organizational communication and the work environment on employee performance. By measuring satisfaction with the organization and the existing environment, to prove or test the truth of existing knowledge, because every employee has unequal productivity in doing work in achieving goals.

Problems that occur in PT. KSI related to performance is the large amount of work that often accumulates and employees who often overtime in completing the tasks assigned by their superiors, problems related to communication organization is the rateof exchange of information between fellow employees who are in the PT so as to make employees often late in carrying out their duties, as a result of which there is a delay submission of reports to superiors. Problems related to the environmentn work are all matters related to employee activities within the PT. KSI, inadequate access road where PT. This KSI is located in an area surrounded by oil palm plantations whose access roads are still dirt so that if the weather is bad such as rain, then the access road to PT. KSI is having problems. This greatly affects the performance of the staff. Thus

PT. KSI needs employees who have responsibilities and are easy to socialize so that communication between employees is expected to be even more better, so that employees can provide good performance and can increase productivity at PT. KSI. Because of this, employees are required to have high responsibilities, and have courage in facing risks.

Communication organization is an interaction carried out within the scope of the organization. Interaction includes between internal organizations regarding everything that will be done in the organization. Organizations are made up of people whose behavior cannot always be harmonized, different understandings of something. Therefore, it is necessary to strive so that every part of the organization understands each other in order to achieve organizational goals (Rahmadhani & Iskandar, 2016).

According to Amaludin, (2020) conducted a study consisting of communication units in hierarchical relationships between one another and functioning in an environment. The results of this study have a positive influence between organizational communication variables on employee performance.

In the research of Cahyanto & Utama, (2016) which shows that organizational communication has a significant positive effect on employee performance. This means that if the organization's communication is getting better and more effective, then employee performance is also getting better.

Wijaya's research, (2020) explained that without an effective communication, people in the context of this study will find it difficult to understand and implement the commands of the information that has been delivered to support maximum performance. The results of his research showed that organizational communication was positive and significant to employee performance.

**H<sub>1</sub> is suspected that communication has a positive effect on employee performance.**

The work environment is one of the most important components for employees in completing their work. The work environment that is intended here is everything around the workers that can affect their environment in carrying out the tasks charged. The work environment is around the worker that can influence himself in carrying out the duties charged (Weol, 2015).

As Soegoto & Saleleng said, (2015) that the work environment has a significant positive influence on employee performance, it can be concluded that poor working environment conditions can affect employee performance.

**H<sub>2</sub> is suspected that the work environment has a positive effect on employee performance**

## **II. Material and Method**

The method used in this study is a quantitative method, with data obtained based on questionnaire answers. The population and sample of dalam this study were employees of PT. There are 50 Indonesian Palm Oil (KSI) dating. The taknic used is to use a saturated sampling technique, where the entire population becomes a sample.

### III. Results and Discussion

#### Multiple Linear Regression Analysis

Based on the calculation of multiple regression between competence (X1) and job satisfaction (X2) as well as employee performance (Y) assisted by the SPSS program in the rankings, the following results can be obtained:

**Table 10**  
**Multiple Linear Regression Analysis**

| Information                  | Coefficient |
|------------------------------|-------------|
| Constant                     | 14,322      |
| Organizational communication | 0,327       |
| Work Environment             | 0,343       |

*Source: SPSS 21 Data (Data processed years (2022))*

Based on the table above, a model of regression equations can be obtained as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2$$

$$Y = 14.322 + 0.327 (X1) + 0.343 (X2)$$

The multiple linear regression equation above has the following meanings:

1. From the regression equation model above, a constant can be interpreted to be 14,322 units, meaning that if the organizational communication variables (X<sub>1</sub>) and the work environment (X<sub>2</sub>) are assumed to be the same with zero, employee performance is valued at 14,322 units.
2. The regression coefficient of organizational communication is 0.327 units, meaning that every increase in the organizational communication variable by 1 unit means that the employee performance variable is 0.327 units with the assumption that other variables are considered constant.
3. The work environment regression coefficient of 0.343 units means that each increase in the work environment variable by 1 unit means that the employee performance variable increases by 0.343 units assuming other variables are considered constant.

## Hypothesis Test t

**Table 11**  
**Hypothesis Test t**

| No. | Variable                            | t-count | t-table | A    | Sign  | Conclusion  |
|-----|-------------------------------------|---------|---------|------|-------|-------------|
| 1   | Organizational Communications ((X1) | 2,347   | 1,677   | 0,05 | 0.023 | H1diterima  |
| 2   | Working Environment (X2)            | 2,537   | 1,677   | 0,05 | 0.015 | H2 accepted |

Source: SPSS 21 Data (Data processed in the year (2022))

Based on the results of the partial t test table above, it can be done as follows:

1. Test The hypothesis of organizational communication

Ho: organizational communication has no effect on employee performance.

Ha: organizational communication affects employee performance.

Based on the results of the t-test test above, it can be concluded that the indigoi t-count is greater than the t-table ( $2.347 > 1.677$ ) with a significant value of l small than the alpha value ( $0.023 < 0.05$ ). This shows that Ha is accepted which means that organizational communication has a positive effect on the performance of PT employees. Kencana Sawit Indonesia (KSI).

2. Work Environment Hypothesis Test

Ho: The work environment doesnot affect employee performance.

Ha: The work environment affects employee performance.

Based on the results of the t-test test above, it can be concluded that the indigoi t-count is greater than the t-table ( $2.537 < 1.677$ ) with a significant value more toci than the alpha value ( $0.015 < 0.05$ ). This shows that Ha is accepted which means that the work environment has a positive effect on performance, positively affecting the performance of PT employees. Kencana Sawit Indonesia (KSI).

## DISCUSSION

### The Effect of Organizational Communication on Employee Performance at PT. Kencana Sawit Indonesia (KSI).

Based on the results of the first hypothesis test, it was found that organizational communication variables had a positive and significant effect on the performance of PT employees. Kencana Sawit Indonesia (KSI), with indicators (delivery of information, understandable instructions, work can be monitored and controlled well, superiors and subordinates communicate well). Where the t-count value is greater than

the t-table ( $2.347 > 1.677$ ) with a significant value smaller than the alpha value ( $0.023 < 0.05$ ) then, the first hypothesis (H1) dalam of this study is stated to be accepted.

This means that with organizational communication, it can support maximum performance. Every company, organizational communication has a central role. Especially applicable to the effectiveness of the organization as well as PT. Kencana Sawit Indonesia (KSI), communication processes and patterns are a necessary means to coordinate and lead an employee activity to the goals and objectives of the organization in order to achieve a performance.

The results of this study in line with Cahyanto & utama, (2020) show that organizational communication has a positif and significant effect on employee performance. This means that if organizational communication is getting better and more effective, then employee performance will also increase. And Wijaya's research (2020) stated that organizational communication affects employee performance which means that the better the level of communication in a company, the better it will be also the level of performance. Dan Amaludin, (2020) conducted a study consisting of communication units in hierarchical relationships with one another and functioning in an environment. The results of this study have a positive influence between organizational communication variables on employee performance.

#### **The Effect of the Work Environment on Performance on Employee Performance at PT. Kencana Sawit Indonesia (KSI).**

Based on the results of the second hypothesis test, it was found that the work environment variables had a positive and significant effect on employee performance at PT. Kencana Sawit Indonesia (KSI), with indicators (*facilities in employees, relationships with superiors and relationships with fellow employees*). Where the t-count value is greater than the t-table ( $2.537 < 1.677$ ) and the significant value is smaller than the alpha value ( $0.015 < 0.05$ ) then, the second hypothesis (H2) dalam of this study is accepted.

This means that the work environment is one of the factors that affect the performance of an employee. a good work environment, adequate facilities, and a conducive workplace and good relationships with colleagues and superiors will provide a sense of comfort to employees. When employees feel comfortable and there is support from their social environment, employees will be encouraged to work well. When employees work in a comfortable and conducive work environment and the relationship between employees is good, employees will tend to work better. This shows that employee performance can be improved with a good work environment.

This result is in line with research by Soegoto & Saleleng, (2015) showing that the relationship between the work environment and employee performance has a positive and signif influence on fish. The research of Wardhani et al., (2016) revealed that a positive and significant influence on the performance of the work, it can be

concluded that good work conditions can affect employee performance. and supported by research by Makkira, Gunawan, & Munir, A. R. (2016) revealed that the work environment affects employee performance. A comfortable work environment causes the level of concentration of employees to increase, and such conditions cause the level of employee performance to increase. A work environment that is both physical and non-physical environment provides support for employee work improvement.

## **IV. Conclusion**

In the results of the research that has been carried out, the conclusions in this study are made, namely organizational communication (X1) has a positive and significant effect on the performance of PT employees. Datinga Sawit Indonesia (KSI) then the conclusion is the dite rima hypothesis. The work environment (X2) has a positive and significant effect on the performance of PT. Datinga Sawit Indonesia (KSI), then the conclusion of the second hypothesis is accepted.

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