

## Effect of Work Environment And Workload on Employee Performance

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### ABSTRACT

The purpose of this research is to determine and analyze the effect of the work environment and workload on performance at PT. Perkebunan Nusantara IV (Persero) Medan either partially or simultaneously. The approach used in this study is an associative approach. The population in this study were all employees PT. Perkebunan Nusantara IV (Persero) Medan. The sample in this study using the slovin formula totaling 81 employees at PT. Perkebunan Nusantara IV (Persero) Medan. Data collection techniques in this study used interview techniques, documentation studies, observation, and questionnaires. The data analysis technique in this study uses Multiple Linear Regression Analysis Test, Hypothesis Testing (t Test and F Test), and Coefficient of Determination. The data processing in this study used the SPSS (Statistical Package for the Social Sciences) software program version 24.00. The results of this study prove that partially and simultaneously work environment and workload have a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

**Keywords:** Work Environment, Workload and Performance



## INTRODUCTION

In the era of globalization, company competition is getting higher and more complex so that every company is required to improve matters related to each company to be more responsive in order to continue to survive and continue to grow. things that must be improved are good in all aspects especially in human resources. Therefore, human resources in every company must be considered so that the existing human resources in the company are always maintained, whether health, compensation or the performance of existing resources within the company. Problems related to human resources in an organization demand attention, because no matter how sophisticated the technology used in an organization and no matter how big the organizational capital is, it is the employees in the organization who ultimately run it. This shows that without being supported by good quality of employees in carrying out their duties the success of the organization will not be achieved. The contribution of employees to an organization will determine the progress or decline of the organization (Jufrizen, 2017)

Performance is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity and time. This performance is a combination of three important factors, namely the ability and interest of a worker, the ability and acceptance of the explanation of task delegation and the role and level of motivation of a worker (Wibowo., 2015)

Performance is a work achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity and time. This performance is a combination of three important factors, namely the ability and interest of a worker's work, acceptance and explanation, delegation and assignments and the role and level of motivation of a worker. The higher the level of these three factors, the greater the employee's performance (Rivai, 2014)

The work environment is a very important role in carrying out the tasks assigned to employees, with a pleasant work environment that provides satisfaction and a sense of comfort so that it affects the improvement of employee work. The work environment in a company needs to be considered, in this case because the work environment can affect employee morale. The working environment is said to be good if the employees get a safe, comfortable and healthy atmosphere so that all the work done can be completed optimally, quickly and well (Serdamayanti, 2012)

A conducive work environment provides a sense of security and allows employees to work optimally. The work environment includes working relationships formed between fellow employees and working relationships between subordinates and superiors as well as the physical work environment where employees work. An unfavorable working atmosphere, for example, can be caused by an unclear division of labor, confusing assignments and responsibilities, and so on. A bad work atmosphere will reduce a person to work well and cause work stress (Agam, Suryatini, & Sudarta, 2015)

Workloads are tasks assigned by employees to be carried out at a certain time by using the skills and potential of the workforce which can be further divided into 2 (two) categories of quantitative workloads and quality workloads. The workload can be further divided into workloads because the work is quantitatively overloaded, i.e. the large number of jobs that must be completed with a shorter time to complete. As for the workload due to quality overload, that is, individuals who feel unable to do or complete "a task" because their work requires higher abilities (Rizky & Afrianty, 2018).

Based on the author's observations of PT. Perkebunan Nusantara IV (Persero) Medan, the writer saw that there was an increase in the workload that was delegated to employees and a work environment that was not conducive, especially during a pandemic like this, the number of work environments changed drastically which resulted in decreased employee performance.

Performance is a result of work produced by an employee is defined to achieve the expected goals. In addition, the performance of an employee is an individual thing, because each employee has a different level of ability in carrying out their duties. The management can measure employees for their work based on the performance of each employee. Performance and not a result that can be seen at that time.

According to Mangkunegara, (2014) argues that employee performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Wibowo, (2010) states that performance comes from the word performance which means the result of work or work performance. However, it should be understood that performance is not just the result of work or work performance, but also includes how the work process takes place. According to Robbins, (2012) Performance is a measurement of the expected work results in the form of something optimal. Factors that affect performance are as follows: Organizational climate, Leadership, Quality of work, Ability to work, Initiative, Motivation, Endurance/reliability, Quantity of work, Work discipline, Supervision. According to Rivai, (2014) performance objectives are as follows: Leaders need tools to help employees improve performance, plan work, develop abilities and skills to develop careers and strengthen the quality of the relationship between leaders and employees. To encourage an increasing sense of responsibility towards work. As a means of channeling complaints related to personal or work problems. As a means of maintaining performance levels, for example by detecting performance degradation before it becomes serious.

Performance indicators are something that will be calculated and measured. As for the performance indicators (Mangkunegara, 2014) states, namely: Quality of work. Quantity of work. Whether or not it can be relied on. Attitude

According to Afandi, (2016) states that the environment includes the "small universe": the room, office, or home where we pass day and night and the "big universe": the city, country, and region in which we live. Both worlds can affect us in various ways. In this case, talking about the environment is the work environment, which means the office where we work.

according to Mangkunegara, (2014) defines that the work environment as follows "The work environment is everything that is around the workers that can affect him in carrying out the tasks assigned". The work environment greatly affects employees in the work given by the company.

As stated According to Mangkunegara, (2014) defines that the work environment as follows "The work environment is everything that is around the workers that can affect him in carrying out the tasks assigned". The work environment greatly affects employees in the work given by the company. according to Sudaryono, Agus, & Nunung, (2018), the factors that affect the work environment are as follows: Temperature or Air Temperature in the Workplace. Noise at Work. Lighting or Lighting. Air Quality or Air Circulation. Odors at Work. Privacy. Workspace Settings. Workspace Size. Music at Work. Workplace Safety.

According to Mangkunegara, (2014) put forward several indicators related to the work environment, as follows: Work Equipment. Service to Employees. Working Conditions. Personal Relationship

Workload is the amount of work given to someone to be completed in a certain period of time. according to Tarwaka, (2014) concluded: "workload is something that arises from the interaction between task demands, the work environment in which it is used as a workplace, behavioral skills and perceptions of work." Meanwhile, according to Permendagri Number 12 of 2008, workload is the amount of work that must be carried out by a position/organizational unit and is the product of the work volume and the time norm.

according to Musakamal, (2010)The benefits of measuring workload, namely: Structuring/refining the organizational work structure. Assessment of job performance of positions and work performance of units. System improvement materials and work products. Means of improving institutional performance. Preparation of standard workload of positions/institutions, Compilation of list of employee composition or material for determining the echelonization of structural positions.

According to Tarwaka, (2014) workload is influenced by 2 factors, and these factors include: External factors workload is workload that comes from outside the worker's body. The external workload includes the task itself, the organization and the work environment. Internal factors workload are factors that come from within the body itself as a result of a reaction from the external workload. According to Tarwaka, 2014)Workload is "a collection or number of activities that must be completed by an organizational unit or office holder within a certain period of time." The workload contains 3 indicators, namely: Time load. Mental effort load. Psychological stress load

## **Conceptual Framework**

### **Influence Work Environment on Performance**

The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. A focused work environment for employees can increase performance, otherwise an inadequate work environment can reduce employee performance, with a pleasant work environment, the company's goals and objectives will be achieved.

The work environment is a means of supporting the smooth running of the work process, where comfort and safety at work are also very taken into account in creating a conducive and pleasant working atmosphere for employees so that they can support employee performance in carrying out their work activities. The work environment is also a set of conditions or conditions of the work environment of an agency that is the place of work of employees who work in that environment.

The existing work environment tends to be good, although it has not been able to satisfy all existing employees. However, there is nothing wrong if in creating an attractive atmosphere for employees' views on their work, agencies need to pay attention to working conditions. Several factors need to be considered in relation to working conditions, including the availability of adequate facilities, a clean work space and a prestigious office. Organizational policies are not only beneficial on one side, agencies will get a system for managing employees on an ongoing basis, even though initially they spend relatively large funds. On the other hand,

employees will get results in their self-development, so they can improve their work performance which in turn affects the performance of the agency as well.

If in creating an atmosphere that is attractive to employees' views on their work, agencies need to pay attention to working conditions. Several factors need to be considered in relation to working conditions, including the availability of adequate facilities, a clean work space and a prestigious office. Organizational policies are not only beneficial on one side, agencies will get a system for managing employees on an ongoing basis, even though initially they spend relatively large funds. On the other hand, employees will get results in their self-development, so they can improve their work performance which in turn affects the performance of the agency as well (Serdamayanti, 2012). Based on previous research conducted by Elizar & Tanjung, (2018); Josephine & Harjanti, (2017) states that the work environment affects performance.

### **Influence Workload on Employee Performance**

Workload is the amount of work given to someone to be completed in a certain period of time. according to Tarwaka, (2014) concluded: "workload is something that arises from the interaction between task demands, the work environment in which it is used as a workplace, behavioral skills and perceptions of work."

The actual workload can provide benefits for the means of improving performance both individually and institutionally or in an organization. A workload that is adjusted to the skills and needs of the position will certainly be able to direct employees to work effectively and efficiently. The relationship between workload and performance is complex, it can result in both high performance and low performance Chaterina, (2012). Workloads that are not in accordance with the ability of employees can result in employees not working better or optimally.

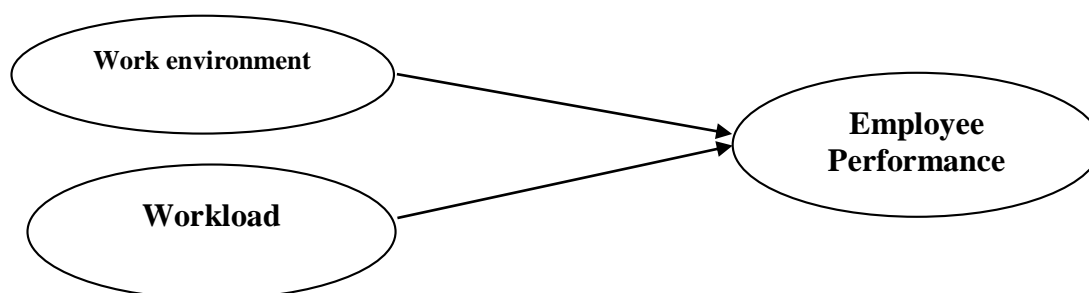
Workloads that are too low can also reduce employee performance levels. If the workload mandated is too low, the capabilities that exist within the employee cannot be used optimally. In addition, it can also cause boredom, lose attention and concentration, reduce sensitivity to the surrounding environment (Saraswati, Dewi, & Piartini, 2017). According to the results of previous research conducted by Paramitadewi, (2017); Adityawarman, Sanim, & Sinaga, (2015) states that workload affects employee performance.

### **Influence of Work Environment and Workload on Employee Performance**

Performance is a result of work produced by an employee is defined to achieve the expected goals. In addition, the performance of an employee is an individual thing, because each employee has a different level of ability in carrying out their duties. The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. A focused work environment for employees can increase performance, otherwise an inadequate work environment can reduce employee performance, with a pleasant work environment, the company's goals and objectives will be achieved.

Workload is the amount of work given to someone to be completed in a certain period of time. according to Tarwaka, (2014) concluded: "workload is something that arises from the interaction between task demands, the work environment in which it is used as a workplace, behavioral skills and perceptions of work. From the description of the conceptual framework,

the authors draw a conceptual framework so that it can be clearer the influence of each independent variable on the dependent variable. The following is a schematic drawing of a conceptual framework:



**Figure 1 Conceptual Framework**

Based on the limitations and formulation of the problem that has been stated above, the hypothesis in this study is: The work environment affects the performance of employees at PT. Perkebunan Nusantara IV (Persero) Medan. Workload affects the performance of employees at PT. Perkebunan Nusantara IV (Persero) Medan. The work environment and workload have an effect on the performance of employees at PT. Perkebunan Nusantara IV (Persero) Medan

## METHOD

According to Sugiyono, (2018) causality research is research that wants to see whether a variable that acts as an independent variable has an effect on other variables that become the dependent variable. The main topic that becomes the dependent variable is about performance, while the independent variable is about the work environment and workload. The population in this study were all employees at PT. Perkebunan Nusantara IV (Persero) Medan. Based on Slovin's calculation, the number of samples in this study were 81 employees of PT. Perkebunan Nusantara IV (Persero) Medan. The data analysis technique in this research is statistical, namely multiple linear regression.

## RESULTS AND DISCUSSION

### Validity and Reliability Test Results

**Table 1.** Performance Validity Test Results (Y)

Statement Items	ValueCorrelation	Probability	Description	
Performance (Y)	Y1	0.783 > 0.219	0.000 < 0.05	Valid
	Y2	0.779 > 0.219	0.000 < 0.05	Valid
	Y3	0.680 > 0.219	0.000 < 0.05	Valid
	Y4	0.713 > 0.219	0.000 < 0.05	Valid
	Y5	0.611 > 0.219	0.000 < 0.05	Valid
	Y6	0.526 > 0.219	0.000 < 0.05	Valid
	Y7	0.746 > 0.219	0.000 < 0.05	Valid
	Y8	0.580 > 0.219	0.000 < 0.05	Valid

Source: Processed Data, (2020)

Based on the data above, it can be seen that of all the items submitted to the respondents, it is stated that all of them are valid.

**Table 2 Work Environment Validity Test Results (X1)**

Statement Items	ValueCorrelation	Probability	Description	
<b>Work Environment (X1)</b>	X1	0.784 > 0.219	0.000 < 0.05	Valid
	X2	0.881 > 0.219	0.000 < 0.05	Valid
	X3	0.883 > 0.219	0.000 < 0.05	Valid
	X4	0.771 > 0.219	0.000 < 0.05	Valid
	X5	0.800 > 0.219	0.000 < 0.05	Valid
	X6	0.722 > 0.219	0.000 < 0.05	Valid

Source: Processed Data, (2020)

Based on the data above, it can be seen that of all the items submitted to the respondents, it is stated that all of them are valid

**Table 3. Workload Validity Test Results (X2)**

Statement Items	ValueCorrelation	Probability	Description	
<b>Workload (X2)</b>	X1	0.748 > 0.219	0.000 < 0.05	Valid
	X2	0.646 > 0.219	0.000 < 0.05	Valid
	X3	0.799 > 0.219	0.000 < 0.05	Valid
	X4	0.813 > 0.219	0.000 < 0.05	Valid
	X5	0.441 > 0.219	0.000 < 0.05	Valid
	X6	0.706 > 0.219	0.000 < 0.05	Valid

Source: Processed Data, (2020)

Based on the data above, it can be seen that of all the items submitted to the respondents, it is stated that all of them are valid

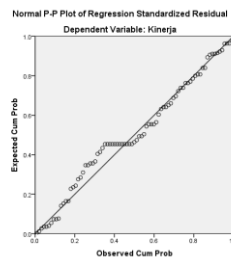
**Table 4 Reliability Test Results**

Variable	Cronbach Alpha	R Table	Description
Performance (Y)	0.816	0.60	Reliable
Work Environment (X1)	0.891		Reliable
Workload (X2)	0.796		Reliable

Source: SPSS. 24.00

From the data above, it can be seen that the reliability value of the instrument indicates the level of reliability of the research instrument is adequate because all variables > 0.60. It can be concluded that the statement items from each variable have explained or provided an overview of the variables studied or in other words the instrument is reliable or reliable.

### Normality test



Source: Data processed by SPSS version 24.0

**Figure 2 Normality Test Results**

In the normal p-plot graph, it can be seen in the image above that the normal graph pattern is seen from the points that spread around the diagonal line and the distribution follows the direction of the diagonal line, it can be concluded that the regression model has met the assumption of normality.

### Multicollinearity Test

**Table 5 Multicollinearity Test Results**

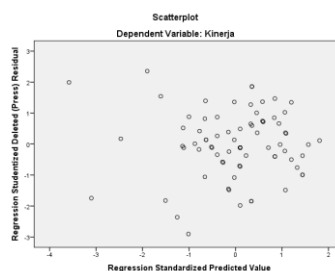
Coefficients <sup>a</sup>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Work environment	.437	2.288
	Workload	.437	2.288

a. Dependent Variable: Performance

Source: Data processed by SPSS version 24.00

From table 4.5 it can be seen that the work environment variable has a tolerance value of  $0.437 > 0.10$  and a VIF value of  $2.288 < 5$ . The workload variable has a tolerance value of  $0.437 > 0.10$  and a VIF value of  $2.288 < 5$ . Variable. Each variable has a tolerance value  $> 0.1$  and a VIF value  $< 5$ , thus it can be concluded that there is no multicollinearity symptom in this study.

### Heteroscedasticity Test



Source: Data processed by SPSS version 24.00

**Figure 3. Heteroscedasticity Test Results**



Based on Figure 3 above, it can be seen that the data (dots) spread evenly above and below the zero line, do not gather in one place, and do not form a certain pattern so that it can be concluded that in this regression test there is no heteroscedasticity.

### Multiple Linear Regression

**Table 6.** Multiple Linear Regression Test Results

Model		Coefficients <sup>a</sup>			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	6.351	1,471		4.318	.000
	Work environment	.417	.078	.405	5.322	.000
	Workload	.792	.109	.551	7,250	.000

a. Dependent Variable: Performance

Source: Data processed by SPSS version 24.00

From table 4.7 above, it is known that the values are as follows: Constant=6.351. Work environment = 0.417. Workload = 0.792. These results are entered into the multiple linear regression equation so that the following equation is known:

$$Y = 6.351 + 0.4171 + 0.7922$$

So the above equation means if: The constant of 6.351 indicates that if all the independent variables of the work environment and workload are assumed to be zero, then the value of performance is 6.351.. Work environment regression coefficient value of 0.417 indicates that if the value of the work environment variable increases, then the performance increases by 0.417 with the assumption that the other independent variables are zero.. Workload regression coefficient value of 0.792 indicates that if the value of the variable workload upgrade, then the performance increases by 0.792 with the assumption that the other independent variables are zero.

### Hypothesis test

Mark  $t_{hitung}$  for the work environment variable is 5,322 and  $t_{tabel}$  with = 5% it is known that it is 1.990 thus  $t_{count}$  greater than  $t_{table}$  and significant value work environment of 0.000 < 0.05 means from these results it can be concluded that  $H_0$  rejected ( $H_a$  received) shows that the work environment has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

Mark  $t_{hitung}$  for the workload variable is 7,250 and  $t_{tabel}$  with = 5% it is known that it is 1.990 thus  $t_{hitung}$  greater than  $t_{tabel}$  and significant value workload of 0.000 < 0.05 means from these results it can be concluded that  $H_0$  rejected ( $H_a$  received) shows that workload has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

From the results above, it can be seen that the value of  $F_{count}$  of 158,746 with a significant level of 0.000. While the value of  $F_{table}$  it is known that it is 3.11 based on these results it can be seen that (158.746 > 3.11) means that it is rejected. So it can be concluded that

the work environment and workload together have a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan  $f_{count} > tableH_0$ .

### Coefficient of Determination Test

**Table 7.** Coefficient of Determination Test Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.896a	.803	.798	1.65366
a. Predictors: (Constant), Workload, Work Environment				
b. Dependent Variable: Performance				

Source: SPSS version 24

Based on the table above, it can be seen that the value of R square is 0.803 which means 80.3% and this states that the work environment and workload variables are 80.3% to affect the performance variable. Then the difference is  $100\% - 80.3\% = 19.7\%$ . this shows that 19.7% is another variable that does not contribute to performance research.

## DISCUSSION

### Influence Work Environment on Employee Performance

Based on the research obtained regarding the effect of the work environment on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan, the results of partial hypothesis testing indicate that the value of  $t_{count}$  for the work environment variable is 5,322 and  $t_{table}$  with  $\alpha = 5\%$  it is known that it is 1.990 thus  $t_{count}$  greater than  $t_{table}$  and significant value work environment of  $0.000 < 0.05$  means from these results it can be concluded that  $H_0$  rejected ( $H_a$  received) shows that the work environment has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

This shows that the better the work environment, the more pleasant it will be to do a job, so that it will create a sense of job satisfaction for employees, where the conditions that occur are related to employee work relationships, both relationships with colleagues, or relationships with superiors. it will create a feeling of pleasure towards his work so that employees will be more serious in doing work which will cause employee performance to increase.

A comfortable impression of the work environment can reduce feelings of boredom and boredom at work. This comfort will certainly have an impact on increasing motivation and producing employee job satisfaction. On the other hand, discomfort from the work environment experienced by employees can be fatal, namely decreasing employee motivation and producing employee job dissatisfaction which affects employee performance at work.

according to Mangkunegara, (2014)"The work environment is everything that is around the workers that can affect them in carrying out the tasks assigned to them". The work environment greatly affects employees in the work given by the company.

The results of this study are in line with the results of previous research conducted by Elizar & Tanjung, (2018) Josephine & Harjanti, (2017) states that the work environment affects performance.

### Influence Workload on Employee Performance

Based on the research obtained regarding the effect of workload on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan, the results of partial hypothesis testing indicate that the value of  $t_{count}$  for the workload variable is 7,250 and  $t_{table}$  with  $\alpha = 5\%$  it is known that it is 1.990 thus  $t_{count}$  greater than  $t_{table}$  and significant value workload of  $0.000 < 0.05$  means from these results it can be concluded that  $H_0$  rejected ( $H_a$  received) shows that workload has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

This shows that with the addition in accordance with the employee's work ability, the employee's performance will increase where with the addition of the workload the employee will be more serious and can make good use of his working time so that the employee's performance will be higher. Workload is a competition from a limited mental resource. One of the causes of decreased performance from workloads is the need to take on two or more tasks that must be done simultaneously.

If someone carries a workload that is too heavy and feels pressured, it is likely that that person will feel dissatisfied with his work. A workload that is too heavy due to increasingly fierce competition will make employees experience stress and panic more quickly, so they cannot enjoy their work anymore. Therefore, the portion of the division of the workload must be adjusted to the ability or capacity of a person in completing his work (Bawono & Nugraheni, 2015).

According to Tarwaka, (2014) "workload is something that arises from the interaction between task demands, the work environment where it is used as a workplace, behavioral skills and perceptions of work.

The results of this study are in line with the results of previous research conducted by Paramitadewi, (2017), Adityawarman et al., (2015) states that workload affects employee performance.

### **Influence Work Environment and Workload**

Based on the research obtained regarding the influence of the work environment and workload on employee performance at PT. Perkebunan Nusantara IV (Persero), the results of simultaneous hypothesis testing indicate that the value of  $F_{count}$  of 158,746 with a significant level of 0.000. While the value of  $F_{table}$  it is known that it is 3.11 based on these results it can be seen that  $(158.746 > 3.11)$  means that it is rejected. So it can be concluded that the work environment and workload together have a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan  $f_{hitung} > f_{table} H_0$ .

This shows that with the addition of the workload given to employees according to the ability of the employee and followed by a harmonious work environment in the form of relationships between employees and relationships with leaders, the performance of employees at PT. Perkebunan Nusantara IV (Persero) Medan will continue to grow.

Performance is a result of work produced by an employee is defined to achieve the expected goals. In addition, the performance of an employee is an individual thing, because each employee has a different level of ability in carrying out their duties.

The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. A focused work environment for employees can increase performance, otherwise an

inadequate work environment can reduce employee performance, with a pleasant work environment, the company's goals and objectives will be achieved.

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## CONCLUSION

Based on the results of research and discussion that have been stated previously, conclusions can be drawn from research on the Effect of Work Environment and Workload on Employee Performance at PT. Perkebunan Nusantara IV (Persero) Medan are as follows. Partially the work environment has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan. Partially the workload has a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan. Simultaneously the work environment and the load have a significant effect on employee performance at PT. Perkebunan Nusantara IV (Persero) Medan.

Based on the conclusions above, in this case the author can suggest the following: Employees of PT. Perkebunan Nusantara IV (Persero) Medan in order to better understand the work environment in order to create a harmonious relationship both between employees and the leadership. In increasing the workload, the leader must pay attention to the work ability of each employee. Employees of PT. Perkebunan Nusantara IV (Persero) Medan in order to further improve its performance.

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