



The Role Of The Work Environment In Improving The Performance Of The Karawang DPRD Secretariat

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ABSTRACT

The problem in this study is about the application of the work environment in improving the performance of the employees of the Karawang Regency DPRD Secretariat, where the purpose of this study is to determine and analyze the work environment in improving employee performance at the Karawang DPRD Secretariat. In answering these problems, researchers used qualitative research. The primary data in this article is through interviews with employees of the Karawang DPRD Secretariat, while the secondary data in this article comes from data on employee performance appraisal reports and employee promotion reports. In this study, the researcher used a purposive sampling technique, which consisted of key informants, main informants and supporting informants. The results of the study of this article can be concluded that the work environment at the Karawang DPRD Secretariat is quite good, seen from the employees who work optimally based on the good employee performance appraisal report and 9 (nine).

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1. Introduction

Human Resources (HR) is a very important role in the success of an agency, it is also the main asset that has a very large influence on the progress of government agencies (Simbolon, 2021:01). Government agencies are a collection of specially selected people who work to carry out the tasks of the State, who work together in carrying out their planned tasks (Indrian & Qurochman, 2020). The quality of human resources can be measured from the performance of employees, the human factor is a very important variable to achieve high productivity in an agency, because it is largely determined by the behavior of the employees. Employees are valuable human resources and the main driver of the success and progress of an agency. Therefore, human resources must always be considered, maintained, and developed. And every employee is required to try to improve quality and also be able to understand the essence and responsibilities according to their field (Yulianti, 2020).

The agency's efforts in realizing its goals are to have employees who have good performance. Increasing employee performance is very important to overcome existing problems, in other words

having strategic value. In an agency regarding employee performance and also what factors influence the improvement of employee performance are very important to know. One of the influencing factors in improving employee performance is the work environment (Fajrin et al., 2021). A work environment is a place or condition where employees carry out their work and daily activities effectively and efficiently.

For this reason, efforts to improve employee performance are to develop employees by improving the work environment. The work environment can be in the form of work infrastructure in the office, making employees carry out daily activities that can affect the implementation of their work. The scope of the work environment includes work atmosphere, work regulations, and other conditions that can be the cause of employee alienation at work (Saputra & Sudharma, 2017). The work environment includes a physical work environment and a non-physical work environment. The physical work environment is all physical conditions that exist around the workplace that affect employees either directly or indirectly. While the non-physical work environment is all conditions related to work relations, namely relationships with superiors and subordinates or with the -workers. With a good working environment, employees will be able to carry out their work well, so that optimal results are achieved. A working environment condition is said to be good if the employees can carry out their work optimally, healthy, safe, and comfortable.

The Karawang DPRD Secretariat Office is a government agency in Karawang Regency. Based on Law No. 17 of 2014 article 341, DPRD is a regional people's representative institution that acts as the organizer of regional government. There are three main functions of the DPRD, namely, firstly, the legislative function is to realize forming regional regulations with the Regent, second, the function of the budget is to formulate and determine the APBD with the regional government, the third function of supervision is to supervise the implementation of laws and other implementing regulations (DPRD Karawang, 2020:9). The Secretariat of DPRD Karawang strives to maintain a safe, comfortable work environment for its employees. Always maintain the existing facilities around the Karawang DPRD Secretariat office environment so that employee performance is always maintained and provides significant results for the company, thus the work environment is very important for the quality of the agency because it is largely determined by the quality of employee performance. In improving the performance of employees of the Karawang DPRD Secretariat should pay more attention to the work environment. Because the work environment is a place where employees carry out work activities every day. The work environment can have a positive impact on employees to achieve optimal work results. An inadequate work environment will reduce employee performance. On the other hand, a satisfying work environment for employees can improve performance. The more comfortable the work environment, the more employee performance will increase. This study aims to determine the role of the work environment in improving employee performance at the Secretariat of the DPRD Karawang.

Studies on the work environment in improving employee performance have been carried out by several authors. For example, (Prasetyono et al., 2020) in an article entitled Improving the performance of vocational teachers through the work environment by optimizing leadership effectiveness and task commitment. The results of the study in the article are that there is a significant effect of the work environment on teacher performance. Another study is (Hafifi et al., 2018) with an article entitled Performance Improvement Based on Work Environment, Leadership Style and Job Training for Employees of the Production Division of PT. Mitratani Dua Tujuh Jember. The results of the study in the article are that each variable has a positive and significant effect on the performance of the production division employees at PT. Mitra Dua Tujuh Jember. The difference between this article and the two studies lies in the object of study, the place of research, and the theoretical model used. In this article, the author analyzes the work environment in improving the performance of the Karawang DPRD Secretariat employees. And the place of study is in Karawang Regency. The theory used by the author is using theory (Afandi, 2018:70) namely lighting, color, sound, and air.

Theoretical basis, human resource management Human resource management is the management of human resources as the main asset, through the implementation of management functions or operational functions so that the previously established vision and mission of the

organization can run well (Suryani, 2016:68). Meanwhile, according to (Adamy, 2016) Human Resource Management is a process carried out by the company's superiors to obtain, maintain and also increase the workforce in terms of quality and quantity so that the workforce can be utilized effectively and efficiently to achieve company success.

Based on the above definition, it can be concluded that human resource management is the management of resources to increase the workforce so that the workforce can be utilized effectively and efficiently to achieve company goals.

Work environment, the work environment is something that is around the office that can affect workers in carrying out their duties such as temperature, ventilation, humidity, lighting, cleanliness, noise, workplace, and whether or not employees' work equipment is adequate (Afandi, 2018:66). Meanwhile, according to (SYAM, 2020) The work environment is a place to work that involves the layout of light and sound that can affect the concentration of employees at work.

Based on the above definition, it can be concluded that the work environment is something that is around the office that allows workers to complete their work effectively and efficiently if the workers feel the work environment is safe, comfortable, and clean, on the contrary, if the work environment is not adequate it will make employees uncomfortable and make work results not optimal.

Employee Performance, performance is the result of good work that has been achieved by employees, in carrying out their duties and the results of the work are adjusted as expected by the organization (Fazhil Hanafi Asnora, 2019). Meanwhile according to (Chaerudin et al., 2020:28) Performance is the result of work that is assessed in terms of quality and quantity that has been achieved by a person or group of people from the results of carrying out tasks according to their functions with the responsibilities and workloads entrusted to them.

Based on the above definition, it can be concluded that employee performance is the work of a person or group of people who carry out their duties by the functions, responsibilities, and workload entrusted to them.

2. Methods

In reviewing these problems, the authors use research methods with a qualitative approach. Qualitative research is a type of research that is not obtained through statistical procedures but through data collection, analysis, and interpretation (Albi Anggito, 2018). This type of research is descriptive and tends to use analysis. The truth of using qualitative research is obtained through an integrative holistic understanding, which means that truth is not only seen in terms of information and observed data. But from information that is not visible then dug in-depth (Samsu, 2017:16).

This study determines the research subject by using the purposive sampling technique. Based on (Barlian, 2016:34) purposive sampling is the determination of the sample by considering the objectives set by the researcher. The number of subjects in this study was 6 (six) people.

The source of data in this article comes from primary and secondary data. The primary data in this article is from interviews with employees of the Karawang DPRD Secretariat, while the secondary data in this article is derived from reports on employee performance appraisals and reports of employees who have been promoted. In this qualitative research, the researcher uses the triangulation technique. triangulation is a technique to test the validity of the data or test the reliability of the data. In this research, triangulation used is a triangulation as of data sources and triangulation of theory (Samsu, 2017:114).

3. Results and Analysis

To measure the role of the work environment in improving employee performance at the Secretariat of the DPRD Karawang Regency, the authors use work environment indicators according to (Afandi, 2018:70) namely lighting, color, air, and sound. These four indicators will be clarified in this discussion to know the role of the work environment in improving the performance of the Karawang DPRD Secretariat employees.

a. Lighting

Lighting that is not bright enough or not too dark will increase employee work efficiency because they can work faster and minimize mistakes at work, and don't tire their eyes quickly. The Karawang DPRD Secretariat has sufficient lighting, not too bright and not too dark because each room has several ventilation and it greatly affects the concentration and comfort of the Karawang DPRD Secretariat employees at work.

b. Color

Color selection is one of the important things to increase the work efficiency of employees. Color will affect the mental state of the employees using the right color will make the workers comfortable working. The secretariat of the DPRD Karawang chooses white paint starting from the outside of the building to the inside of the room all white. According to interior design expert Spicher, white can make workers feel more relaxed at work and clear their minds so that it has a positive effect on the brain. And with the selection of white paint also gives the effect of a wider room. According to an interview with Mr. Hamzah, this white car can make work calmer and more relaxed in carrying out work and make the room seem spacious.

c. Air

The air temperature in the Karawang DPRD Secretariat environment is quite good because about 50 meters to the east of the office there is a fairly large area of rice fields and to the west is a city area where there are a lot of two-wheeled and four-wheeled vehicles that pass which causes a lot of pollution. But it is quite helped by the existence of the rice fields and by the many artificial trees outside and inside the building which is located in the middle of the office.

d. Sound

The Karawang DPRD Secretariat Office has several rooms and there are quite a several employees in each room, according to an interview with Mrs. Dini as a freelance daily worker, in the office when working hours the employees focus on their respective jobs and there is no chat during working hours. In this way, employees will carry out their duties optimally.

An employee will complete his work well so that an optimal result is achieved if one of them is supported by an adequate working environment. A work environment is said to be good if employees can carry out their activities optimally, safely, and comfortably.

Based on field observations where researchers directly observed the work environment at the Karawang DPRD Secretariat and interacted directly with office employees, because researchers worked practically for 3 months in the Karawang DPRD secretariat environment. The following is the working environment at the Karawang DPRD Secretariat.

e. Cleanliness

Cleanliness in the Karawang DPRD Secretariat is very clean because the DPRD Secretariat building has 3 floors on each floor has an OB (office boy). According to an interview with Mr. Odang as a janitor, Mr. Odang always checks all rooms to ensure that the office is always clean. Because a clean environment greatly affects enthusiasm and enthusiasm at work and this can affect morale.

f. Guarantee of safety

There are often demonstrations by the people of Karawang to the Karawang DPRD building about various things, and what we know is that the demonstrators did everything they could to achieve what they wanted, such as wanting to enter the building to meet the chairman of the DPRD. And the Karawang DPRD Secretariat has security guards at the front and back gates.

The number of security officers at the Karawang DPRD Secretariat is as many as 10 people.

and it helps activities inside and is very safe for employees because if employees have a sense of security it will make them feel comfortable and enthusiastic at work and also the employee will concentrate and not be burdened.

g. Spatial

The arrangement of the rooms in the Karawang DPRD Secretariat Office is quite neat, there are partitions in each room that make employees focus on working without being disturbed by other employees.

3.1. Relationship between superiors and subordinates

At the Secretariat of the DPRD Karawang, the relationship between superiors and subordinates is very well established. Because then subordinates are not pressured by superiors. A well-established relationship between superiors and subordinates can make workers feel comfortable and happy in doing their jobs. The Secretariat of the Karawang DPRD is not only civil servants but also THL who work, and civil servants always help if THL finds it difficult to carry out their duties. Based on interviews with practical work students, THL also always provides good and patient direction to interns.

3.2. Co-worker relations

Establishing relationships among co-workers is necessary for an agency because there is a mutual need. This relationship will directly affect each employee psychologically at work (Simbolon, 2021:04). Based on the observations of the researchers for 3 months, the researchers saw that at the Secretariat of the DPRD Karawang, the relationships between co-workers were well established, helping each other without any conflict.

3.3. There is music during operating hours

During practical work the researchers saw and heard Every working hour the DPRD Secretariat employees always played music, music will affect a person's psyche. That way DPRD Karawang employees can do their jobs comfortably and enjoy their work. All employees feel comfortable at work if accompanied by music during working hours.

4. Conclusion

Based on the description and findings in the field while conducting research at the Secretariat of the DPRD Karawang, it can be concluded as follows The work environment has a positive effect on improving employee performance. The more safe, comfortable, and clean the work environment will improve employee performance. The work environment at the Karawang DPRD Secretariat is quite good, this can be seen from the good employee performance appraisal report and 9 employee promotion reports. There are often demonstrators who enter the building which makes the employees less focused on work.

Based on the conclusions above, can be put forward some suggestions from the author may be taken into consideration for the company. Among others many other variables can affect employee performance improvement, apart from the work environment. Therefore, further studies are needed to find out what other factors can affect the improvement of employee performance, in addition to the variables studied in this article. Management must maintain employee performance throughout the work environment. Security officers must be more alert in dealing with demonstrators so that they do not enter the building. Because it maintains the safety and comfort of employees in it.

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