

## ANALYSIS OF THE IMPACT OF THE WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT PT INDO SERVIS SEJAHTERA MANDIRI

Maria Magdalena<sup>1)</sup>, Adi Robith Setiana<sup>2)</sup>

<sup>1,2)</sup>Management Program Student, Universitas Terbuka, Indonesia

Corresponding Authors: [mariamagdalenal62003@gmail.com](mailto:mariamagdalenal62003@gmail.com)

### Abstract

*PT. Indoservis Sejahtera Mandiri is a rapidly growing integrated facility services company in Indonesia. As a company operating in the service sector, the work environment at Indoservis Sejahtera Mandiri is highly dynamic and can influence employee performance. This study aims to analyze whether the work environment affects employee performance. The research was conducted using qualitative research methods, with PT. Indoservis Sejahtera Mandiri as the object of the study. Research data were obtained from secondary data sources. Based on the analysis conducted, it can be concluded that the work environment at PT. Indoservis Sejahtera Mandiri has both positive and negative impacts on employee performance. However, these impacts can be managed effectively with good management practices, enabling employees to deliver optimal services to consumers.*

**Keywords:** Employee performance, Work environment, PT. Indoservis Sejahtera Mandiri

### Introduction

In today's industry, human resources, particularly employees, are the key determinants of a company's success. Therefore, achieving company objectives requires high-quality work and strong performance from all employees. Additionally, support from the company is crucial to empower its workforce. This includes providing adequate facilities and infrastructure to enable employees to perform their duties more efficiently. To enhance employee quality and performance, companies have implemented various initiatives. Two primary factors influence employee performance: internal and external factors.

Internal factors include knowledge, skills, competencies, work motivation, personality, attitudes, and behaviors of employees. Companies can improve these internal factors through training programs tailored to the positions and tasks of employees. On the other hand, external factors encompass leadership styles, relationships among employees, and the work environment. Companies can enhance these external factors by organizing activities such as regular sports events to foster good relationships among employees, supervisors, subordinates, and colleagues. Furthermore, companies must provide a comfortable workplace with complete facilities and infrastructure. This study will focus on one external factor influencing employee performance: the work environment. The aim of this research is to explore how the work environment affects employee performance, as employee performance plays a crucial role in determining the success and progress of the company they work for.

The work environment refers to everything around employees that can influence them in carrying out the tasks assigned to them. It includes physical, social, and psychological conditions at the workplace that directly or indirectly impact performance, job satisfaction, and employee well-being (Warseno and Lestari, 2021). The work environment is also everything surrounding workers that can affect them in performing their duties, where a good work environment greatly supports the work or performance of employees (Jumang, 2019). According to Siagian (2014:59), as cited by Sihaloho and Siregar (2019), the work environment can be divided into two main dimensions:

**Physical Work Environment:** Refers to everything that is physical and located around the workplace that can directly affect employees. Examples of physical work environment include:

- Workplace Building: Design, layout, and physical condition of the building.
- Work Equipment: Quality, quantity, and ease of use of work equipment.
- Facilities: Availability of supporting facilities such as restrooms, break rooms, and cafeterias.
- Transportation: Availability of transportation options to the workplace.

Non-Physical Work Environment: Refers to everything non-physical around the workplace that can indirectly affect employees. Examples of non-physical work environment include: - Relationships Among Colleagues: Social interactions, communication, and collaboration among coworkers.

- Supervisor-Subordinate Relationship: The quality of the relationship between supervisors and subordinates, including leadership style and communication.
- Organizational Culture: The values, norms, and habits that are prevalent within the organization."

Employee performance is the result or level of success an individual achieves over a specific period in carrying out tasks, compared to various benchmarks such as work standards, targets, or predefined criteria that have been mutually agreed upon (Febriana, 2023). Rezeki (2022, p. 17) states, "Employee performance is the result achieved by an employee in their work according to specific criteria applicable to a change." Employee performance is influenced by various factors, ranging from internal factors such as motivation, abilities, and interests, to external factors like the work environment, supervisor support, and available resources (Suryanto, 2019). Performance indicators are tools to measure the extent to which employee performance is achieved. Some performance evaluation indicators according to experts include: Work Quality, Quantity, Timeliness, Effectiveness, and Independence (Yusuff, 2023).

### **Methods**

This study is qualitative research, which aims to understand the phenomenon of what is experienced by the research subjects, such as behaviors, perceptions, motivations, and actions. It is used to study scientific conditions where the researcher acts as the key instrument, and the sampling and data sources are selected purposively (Sugiyono, 2019). Qualitative research does not use statistics but involves data collection, analysis, and interpretation. This research is descriptive, where the researcher describes an object, phenomenon, or social setting that will be presented in the form of narrative text. This means that the data collected is in the form of words or images, rather than numbers (Sugiyono, 2019). The data used in this type of research are secondary data. Furthermore, these secondary data are related to the main topics, namely the work environment, employee performance, and the impact of the work environment on employee performance. The purpose of using the descriptive qualitative research method is to provide a descriptive overview and explanation of the main topics in this study. The data on the work environment, employee performance, and the impact of the work environment on employee performance will be used to solve and answer the research problems, thereby achieving the objectives of this study.

### **Results and Conclusion**

The study by Asnawi, Kiki (2020) concluded that "A condition that can support employee performance with motivation provided by the company itself will improve performance." Similar findings were reported by Sihalo and Siregar (2019), who stated, "The work environment has a positive and significant effect on employee performance. This is because a poor physical and non-physical work environment causes a decline in employee performance. This can be seen through indicators such as failure to meet deadlines, non-compliance with working hours, decreased attendance, and lack of cooperation among employees. In other words, the more uncomfortable the work environment is for employees, the more their performance will decline." Additionally, the study by Lestari and Harmono (2017) came to a similar conclusion: "Based on the results, there is a positive effect of the work environment variable on employee performance. It can be concluded that the work environment truly affects employee performance." Nitisemito (2009:66) in Liyas, J. (2020) stated, "The work environment can have both positive and negative effects on the performance of employees and the company." Furthermore, research by Liyas, J. (2020) also concluded that "The work environment has a positive and significant effect on employee performance." Similarly, research by Almirulhakim found that "There is an influence of the work environment, including employee training variables, work conditions, and employee relations, simultaneously on employee performance. In other words, the better the work environment, the better the employee's performance."

Most people spend about 60% of their lives in the work environment, which significantly influences their behavior, morale, abilities, and performance. A pleasant work environment for employees, fostered through harmonious relationships with supervisors, colleagues, and subordinates, along with adequate facilities and infrastructure, will have a positive impact on employees, leading to

improved performance. One of the fundamental human needs is a work environment that allows individuals to perform their tasks optimally under comfortable conditions. A conducive work environment is a key factor in improving employee performance. A good work environment not only provides physical comfort but also affects the psychological and social aspects of employees. Below are some reasons why a good work environment is essential:

1. Improving Motivation and Job Satisfaction
  - Focus on Tasks: A comfortable and quiet work environment allows employees to focus better on the tasks they are working on.
  - Boosting Morale: A positive work environment can enhance employee enthusiasm and morale.
  - Increasing Job Satisfaction: Employees who are satisfied with their work environment tend to have higher productivity.
2. Improving Productivity
  - Work Efficiency: A well-organized work environment with adequate facilities can enhance work efficiency.
  - Creativity: An inspiring work environment can stimulate creativity and innovation among employees.
  - Reducing Errors: A safe and comfortable work environment can reduce the occurrence of work-related errors.
3. Reducing Absenteeism and Turnover
  - Increasing Loyalty: Employees who feel valued and comfortable in their work environment tend to be more loyal to the company.
  - Reducing Stress: A stressful work environment can cause employees to be frequently absent or even decide to resign.
4. Building Good Relationships Among Employees
  - Teamwork: A harmonious work environment can facilitate effective teamwork.
  - Good Communication: An open work environment encourages good communication between employees and management.

PT. Indoservis Sejahtera Mandiri is an integrated facility services company that has been rapidly growing in Indonesia. With a focus on providing comprehensive solutions for various business needs, Indoservis has become a trusted partner for many companies across sectors. Indoservis offers a range of services designed to meet the specific needs of each client, including:

- Cleaning Services: Professional cleaning services for various types of properties, from office buildings to industrial facilities.
- Business Support Services: Administrative and operational support to help businesses operate more efficiently.
- Property Services: Property management services including maintenance, repairs, and upkeep.
- Security Guard Services: Trained and experienced security services to protect your assets.

As a customer-oriented company, Indoservis Sejahtera Mandiri focuses on providing the best service to clients. Therefore, the work environment is generally customer-focused, encouraging employees to adopt friendly, responsive, and proactive attitudes in serving clients. As a service company, Indoservis typically has a dynamic and fast-changing work environment due to the diverse and constantly evolving needs of clients. Employees are required to adapt to changes and new challenges. A dynamic work environment refers to a constantly changing work condition in terms of tasks, technology, organizational structure, and company culture. These changes may occur due to various factors such as technological developments, changes in market demand, or shifts in the company's business strategy.

The Impact of a Dynamic Work Environment on Employee Performance can be both positive and negative, depending on several factors, including:

1. Positive Impact
  - Improving Adaptability: An ever-changing environment encourages employees to keep learning and developing new skills, improving their flexibility and ability to adapt to changes.
  - Increasing Creativity: Changes can stimulate the emergence of new and creative ideas from employees. They are motivated to find innovative solutions to existing challenges.
  - Boosting Motivation: New challenges and opportunities to learn new things can enhance employee motivation. They feel more challenged and have a greater sense of achievement.

- Increasing Productivity: With changes, employees will be more focused on the tasks at hand and strive to achieve the best results.
2. Negative Impact
- Increasing Stress: Rapid and unstructured changes can lead to stress among employees. They may feel overwhelmed and unable to keep up with the ongoing changes.
  - Reducing Job Satisfaction: If changes are not well-managed, employees may become dissatisfied with their work, leading to a decline in performance and productivity.
  - Increasing Turnover: Continuous changes may cause employees to feel unstable, leading them to seek more stable employment opportunities.
- Factors Affecting the Impact of a Dynamic Work Environment
- Rate of Change: The faster and more drastic the changes, the greater their impact on employee performance.
  - Support from Management: Management that provides support and guidance to employees during changes helps reduce the negative effects of those changes.
  - Employee Adaptability: Employees with good adaptability skills will be better equipped to handle changes.
  - Effective Communication: Open and honest communication between management and employees is essential to reduce uncertainty and improve understanding of the changes occurring.

PT. Indoservis Sejahtera Mandiri is an integrated facility services company that has been rapidly growing in Indonesia. With a focus on providing comprehensive solutions for various business needs, Indoservis has become a trusted partner for many companies across sectors. As a company operating in the human resources services sector, particularly with regard to employees, they are the key factor in the company's success. The work environment encompasses everything around employees that can affect them in carrying out their tasks. It includes the physical, social, and psychological conditions at the workplace, which directly or indirectly impact employee performance, job satisfaction, and well-being. Employee performance is the overall outcome or success rate of an individual over a given period in performing tasks, compared to various possibilities such as work standards, targets, goals, or criteria previously agreed upon.

Based on the analysis conducted, it can be concluded that the work environment at PT. Indoservis Sejahtera Mandiri has both positive and negative impacts on employee performance. However, these impacts can be managed effectively through good management practices, enabling employees to provide maximum service to consumers.

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