

THE INFLUENCE OF THE PHYSICAL AND NON-PHYSICAL WORK ENVIRONMENT ON THE PERFORMANCE OF PDAM TIRTA OGAN EMPLOYEES, OGAN ILIR REGENCY

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ABSTRACT

The work environment is one of the factors that affect the satisfaction of employee work. If in the environment around the workplace gives an uncomfortable impression, employees feel lazy to work. The work environment is everything that surrounds the place of work employees and can affect the way and work that is being done. This research aims to assess the influence of the physical work environment and non-physical work environment on employee performance. This research was carried out in PDAM Tirta Ogan Ogan Ilir Regency. The population in this study is all employees of PDAM Tirta Ogan Ogan Regency with the number of samples of this study number 95 people. The study used SPSS 26 as a calculation tool.

Keywords : Physical Work Environment, Non-physic Work Environment, Performance

Introduction

Human resources (HR) or Human Resources (HR) are vital assets and have a strong role as the main driving factor in the implementation of all activities or activities of the organization. Thus, these resources must be managed properly. HR management is carried out through Human Resource Management (MSDM) or Human Resources Management (HRM). Thus, human resource management is one of the main breaths of an organization's management.

Performance is the result of work that can be achieved by a person or group of people in an organization, in order to achieve the goals of the organization in accordance with the legal, not unlawful and in accordance with morals or ethics. Many factors determine the performance of employees, some of the factors that need to be observed are the work environment.

The work environment has an important role in the achievement of employee performance. This is because of the existence of a pleasant work environment makes employees will work more passionate and eager to achieve a better performance. (Sulistiawati Paita et al., 2015)

This work environment itself consists of a physical work environment and a non-physical work environment that is inherent with employees so that it cannot be separated from efforts to improve employee performance. A good work environment, comfortable, and meets the standards of eligibility needs will affect employees in performing their duties. A conducive non-physical work environment is a mandatory requirement to continue to build the quality of employee thinking that can eventually foster their performance continuously.

An employee who has a high performance and good can support the achievement of the goals and goals that have been set by the company. According to (Sutrisno, 2014) Employee performance is the result of employee work seen in the aspects of quality, quantity, time of work and cooperation to achieve the goals set by the organization. A person's willingness and skills are not effective enough to do something without a clear understanding of what to do and how to do it. Performance is also a true behavior that is displayed by everyone as an achievement of work produced by employees in accordance with their role in the company to achieve the desired goals.

The work environment is one of the factors that affect the satisfaction of employee work. If in the environment around the workplace gives an uncomfortable impression, employees feel lazy to work. The work environment is everything that surrounds the place of work employees and can affect the way and work that is being done. As revealed by (Sunyoto, 2015) that the work environment is everything that is around the workers and that can affect themselves in carrying out the tasks charged.

Employee performance is the result of employee work seen in the aspects of quality, quantity, work time and cooperation to achieve the goals set by the organization (Sutrisno, 2014), thus performance is the quality and quantity of output of employee work. Employee performance is a fixed variable that is often paired with a variety of free variables that affect it such as motivation, compensation, and the work environment.

Employee performance problems need to be considered because if employee performance is bad it can result in the company not being able to achieve the desired goals, here there are several aspects in improving employee performance, among others, creating a good environment, because the work environment can affect the formation of the behavior of a person in doing his work and work environment can be said with a situation around the company both in the physical and non-physical environment. The work environment and performance are two things that cannot be separated because they have a relationship with each other and both must be balanced because if both are balanced this can create good work and by creating a good environment, it allows employees to be able to work well and vice versa if the work environment is bad it will make employee performance decrease.

Based on the results of the previous research Kartika Yuliantari, Ines Inassti, 2020 with the title of the Influence of the Work Environment on Employee Performance on LLDIKTI Region III Jakarta. In the results of data processing or research output obtained the conclusion that there is a very strong and positive relationship between the work environment with performance, and there is a significant influence between the work environment with performance (Yuliantari & Inscription, 2020).

PDAM Tirta Ogan is a company that manages and supplies clean water needs for Ogan Ilir district services, one of which is Indralaya sub-district. Indralaya is one of the sub-districts located in Ogan Ilir district with 20 villages / villages / villages and an area of 101.22 /Sq.Km. PDAM Tirta Ogan in serving the distribution of clean water is divided into several processing areas, one of which is the service unit of the Indralaya sub-district. PDAM Tirta Ogan Indralaya operates in Tanjung Seteko village. And serve all water supplies in several villages in the district of Indralaya. PDAM Tirta Ogan as a Regional Owned Enterprise that prioritizes meeting community satisfaction through public services

that provide quality clean water and affordable prices by the community.

In general, employees expect their work environment to be bright, safe, calm, clean, and not noisy. They also expect the work environment to be free from distractions and threats that hinder their work. The physical work environment can include the location of the workplace, the condition of the building, and work facilities. However, the non-physical/psychological work environment requires discipline and collaboration.

The Physical Work Environment in PDAM Tirta Ogan Ilir is considered not good, this can be explained as follows:

The employee workspace section there are those who do not have an air conditioner so that it causes employees to be uncomfortable, working in the existing room.

1. Toilet facilities owned by PDAM are ugly and dirty
2. For the Wifi section in the office is slow so that it interferes with the comfort of work, let alone those related to customer data that has been paid or in arrears
3. PDAM Tirta Ogan does not have a special meeting room but if there is a meeting, usually using the middle room is used as a sudden meeting room with a table and chairs that exist.

The Non-physical work environment in PDAM Tirta Ogan Ilir which is considered less good is as follows:

1. Facing PDAM customers who like to get angry when there are complaints
2. Superior instructions to subordinates are unclear
3. The boss rarely gives briefing to the subordinates

With the explanation above, it can be known that there are still some facilities that are not good in the work environment so that it causes less comfortable in work and makes the results of employee performance decrease and less good than the facilities in the scope of work are still less conducive. This makes employees lose their spirit in work, quickly feel tired and can affect the employee's performance.

Meanwhile, in the non-physical work environment there are some colleagues who are fun and some are also less pleasant. For the less pleasant because of less smooth communication so as to make the relationship and performance of employees become less good.

A good physical and non-physical work environment in a company will create good work and can also create a harmonious relationship in work, a good environment will make employees who work with a sense of comfort and if the relationship between employees and relationships between employees and relationships between employees with good or harmonious superiors make employees work with pleasure without pressure and will cause an employee commitment to the company so that it is expected to have an impact on employee performance that is increasing and making employees.

With the background above, it becomes the basis of the author's consideration to research conducting research with the title "Influencing Physical and Non-physical Work Environment on the Performance of PDAM Tirta Ogan Ilir Employees."

Literature Review

The work environment is everything that surrounds the employee's workplace and can affect the way and the work being done. As revealed by (Sunyoto, 2013) that the work environment is everything that is around the workers and that can affect itself in carrying out the tasks charged.

Meanwhile, according to (Afandi, 2018) the work environment is everything that exists around employees and can influence in carrying out the tasks that are carried out to him for example with the presence of air conditioners (AC), adequate lighting so on. In other

words, a concrete example of a good working environment conditioning is to ensure fresh air using AC devices, installing lights that are bright enough, and so on.

According to (Sedarmayanti, 2017) the work environment is the whole tool of tooling and materials that are faced, the surrounding environment in which a person works, the method of work, and the arrangement of his work both as an individual and as a group. That is, all equipment used to do the work and the methods used such as boards also include the environment.

According to (Presetyo, 2021) the work environment is the whole tool of tooling and materials faced by a person working method as well as its work arrangement both as a person and as a group.

It can be concluded that the work environment is everything that is around the worker both physical form such as the office tools used, the facilities provided, the work atmosphere includes lighting, air climate, to the work atmosphere caused by the method of work applied, and so on that affect the workers in carrying out the tasks given. According to (Sedarmayanti, 2017) divides the type of work environment into two main types, namely the physical and non-physical work environment that will be explained as follows:

Physical Work Environment

According to (Sedarmayanti, 2017) The physical work environment is all physical conditions that exist around the workplace that can affect employees both directly and indirectly.

1. Work environment that is directly related to employees such as work centers, chairs, desks and so on
2. Intermediary environments or general environments can also be called work environments that affect human conditions such as temperature, humidity, air circulation, lighting, mechanical vibration noise, bad smell, color and others.

Non Physical Work Environment

According to (Sedarmayanti, 2017) The non-physical work environment is all circumstances of events related to the working relationship, both the relationship with the superiors and with the relationship of fellow co-workers, or with subordinates. This non-physical work environment is also a group of work environments that are not negligible. The company should reflect conditions that support cooperation between the level of superiors, subordinates and those with the same status in the company. The conditions that should be created are familial atmosphere, good communication and self-control. Conditions of non-physical work environment include:

- 1 Social environmental factors, for example social factors that are very influential on employee performance are family backgrounds, namely between family status, family number, level of welfare and others;
- 2 The factor of social status, the higher the position of a person the higher the authority and discretion in making decisions;
- 3 Factors in the company's work relationship, namely the working relationship between employees and employees and superiors;
- 4 Information system factors, which can ensure the speed and smooth running of communication between members through technical delivery of information and communication that can run more practically and quickly.

According to Siagian (2014) Indicators of Physical and Non-physical Work Environment as follows:

1. Physical Work Environment
2. Lighting in the workplace
3. Conditions of air circulation in the workplace
4. Work Equipment

5. Toilety hygiene
6. Job support office facilities
7. Employee-specific parking access
8. Office transportation facilities facilities
9. House of worship (mushola) availableLingkungan Kerja Non Fisik

The non-physical work environment is the creation of a harmonious work relationship between employees and superiors. Siagian (2014:61) suggests that the dimensions of the non-physical work environment consist of several indicators, namely:

- 1 The relationship of colleagues at the level of the relationship with the co-worker is a relationship with colleagues who are harmonious and without mutual intrigue between fellow colleagues. One of the factors that can influence employees to stay in one organization is the existence of a harmonious relationship and family.
- 2 The relationship of superiors with superiors with subordinates or employees must be maintained properly and must respect each other between superiors and subordinates, with mutual respect will cause respect between each individual.
- 3 Cooperation between employees must be well maintained, because it will affect the work they do. If the cooperation between employees can be well established then employees can complete their work effectively and efficiently.

Performance

According to (Afandi, 2018) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with the authority and responsibilities of each in an effort to achieve organizational goals illegally, not unlawfully and not contrary to morals and ethics.

According to (Wibowo, 2016) Performance is the implementation of the plan that has been drawn up. Implementation of performance is carried out by human resources who have the ability, competence, motivation, and interests. How the organization values and treats its human resources will affect its attitudes and behaviors in carrying out performance.

Whereas according to Sutrisno (Pribadi, 2022), states that performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with the authority and responsibilities of each in order to achieve the goals of the organization in accordance with the legal, not contrary to the law and in accordance with morals and ethics.

The dimensions and indicators of employee performance according to (Mangkunegara, 2018) are as follows:

Quality of Work

It is the result of hard work from employees in accordance with the goals set by the previous company. If the results achieved by the employee are high then the performance of the employee is considered good by the company or in accordance with the standards that have been set. This means that it is a level that indicates the work process or the results achieved by a work near the existence of perfection.

Quantity of Work

It is the result of hard work from employees who can achieve the maximum scale that has been determined by the company. The quantity of work indicates the amount of work that an individual or group produces as a requirement that becomes the standard of work. Each job has different requirements so that the employee should meet these requirements both knowledge, skills, and abilities.

Responsibility

Showing how much employees are in accepting and carrying out their work, account for the work and facilities and infrastructure used and their work behavior every day.

Collaboration

With the presence of employees who have a high sense of self-esteem for their work, employees try to achieve the best results in the work. Therefore, with a high sense of self-esteem towards his work, it is expected that employees can improve performance in work. The ability to work together which is a level of state of the employee can create a comfortable atmosphere in work, confidence, communication that is a partner's conduct so as to create an increase in performance.

Initiative

Initiative from within the company members to do the work and overcome problems in the work without waiting for orders from superiors or showing responsibilities in the work that has become the obligation of employees.

According to (Hamali, 2018) in some of the objectives of employee performance assessment are as follows:

- Payroll administration.
- Performance feedback.
- Identify the strengths and weaknesses of the individual.
- Documenting employee decisions.
- Appeal to individual performance.
- Identify poor performance.
- Assist in identifying goals.
- Set a promotional decision.
- Employee dismissal
- Evaluate the achievement of goals.

Performance evaluation is the process of assessment or measurement to find out how high or low the employee is. According to (Mangkunegara, 2015) the evaluation of the performance should be based on several important notes as follows:

The focus is to build the power to solve every problem that arises in the implementation of performance evaluation. So it is not merely solving the problem itself, but the leadership and employees are able to solve the problem well at any time, every new problem. So what matters is its ability.

Always based on an opinion meeting, for example from the results of discussions between employees with direct supervisors, a constructive discussion to find the best way to improve high quality.

A natural management process, do not feel and cause the impression of forced, but put consciously into corporate planning, done periodically, directed and programmed, not activities that are only a year or activities carried out if the manager just remembers it.

Research Method

As for the author took a research object at PDAM Tirta Ogan located on the road Tasik Tanjung Seteko Village Indralaya District Ogan Ilir South Sumatra.

This research is a research frame that describes the boundaries of research, narrows the problem, and limits the research area. The research will be conducted during the period of December 2023 s/d May 2024 in the Tirta Ogan PDAM which will start from the preparation of the proposal, collect library literature data, ask respondents to fill out the

questionnaire and test the results of the questionnaire to the SPSS application. With this the author limits the research by researching the Influence of the Work Environment consists of the physical work environment and the non-physical work environment of the Performance of PDAM Tirta Ogan Ilir.

According to (Sugiyono., 2018) The population is the whole object or subject that is in a region and meets certain requirements related to research. The population used in this study is the employees of PDAM Tirta Ogan Ilir. The population is 95. According to (Sugiyono., 2018) the sample is part of the number and characteristics of a particular population owned by the population. Samples are part of the population that is expected to represent the population in research. The sampling technique used is saturated samples or census, this is because all populations will be used as a sample of research because they amount to less than 100 respondents. So for the sample in this study is 95 people.

Validity Test

Validity and reliability tests are carried out before the research is carried out in order to obtain valid and consistent question items. This validity test is done to measure whether the data that has been obtained after the research is valid data or not, using the measuring instrument used (questionnaire). Validity test on the data analysis process has the purpose that the validity of the research instrument can be known. So that the instrument can be used to measure things that should be measured. Whereas the instrument is called a relic if the research instrument can be used to measure similar objects and produce similar data.

The questionnaire was distributed to 95 respondents where all of them were employees of PDAM Tirta Ogan, Ogan Ilir Regency, where all respondents filled out all statements that had been disseminated. There are 21 statement items in the questionnaire that are divided into 3 variables. The result of validity testing is when the value of the r count is greater than the r table. That way, the data can be said to be valid. But on the contrary, if the calculation is smaller, then it is said that the data can be said to be invalid. The results of the calculation of the value of r calculation in this study can be seen from the table below:

Tabel 4.5

Validity Test

Item	r count	R table	information
x1	.550	> 0.1996	Valid
x2	.432	> 0.1996	Valid
x3	.363	> 0.1996	Valid
x4	.502	> 0.1996	Valid
x5	.416	> 0.1996	Valid
x6	.589	> 0.1996	Valid
x7	.450	> 0.1996	Valid
x8	.287	> 0.1996	Valid
x9	.558	> 0.1996	Valid
X10	.243	> 0.1996	Valid
x11	.736	> 0.1996	Valid
Item	r count	R table	information
y1	.740	> 0.1996	Valid
y2	.492	> 0.1996	Valid
y3	.572	> 0.1996	Valid

y4	.531	> 0.1996	Valid
y5	.528	> 0.1996	Valid
y6	.857	> 0.1996	Valid
y7	.314	> 0.1996	Valid
y8	.432	> 0.1996	Valid
y9	.359	> 0.1996	Valid
Y10	.672	> 0.1996	Valid

Source: data processing 2024

Based on the results above, the calculation is obtained that all questionnaisary items are declared valid, because the value of the calculation is greater than the r table that is 0.199.

Reliability Test

In research, reliability is the extent to which the measurement of a test remains consistent after repeated results in the subject and under the same conditions. Research is considered reliable when it provides consistent results for the same measurement. realibility is an index that shows the extent to which a measuring instrument can be trusted or reliable. If a measuring device is used twice – to measure the same symptoms and the measurement results obtained are relatively consistent, then the measuring instrument is reliable.

The total variable confidence index is what we pursued with this instrument reliability test. After checking the validity and obtained valid statement items, the reliability checks were further carried out using the formula Cronbach Alpha to ensure the consistency of these items. The reliability of questionnaisance item can be determined if the Cronbach's Alpha score is greater than 0.60.

Tabel 4.6 Reliability Test

Variable	Cronbach's Alpha	Standard	Information
Lingkungan fisik	0,663	0,6	Reliabel
Lingkungan non fisik	0,734	0,6	Reliabel
kinerja karyawan	0,703	0,6	Reliabel

Source: data processing 2024

From the output table above, it can be concluded that all the variables are reliable. This is because the value of the Cronbahc's Alpha each variable has a value above 0.6. As said earlier if the value of cronbach's alpha above 0.6, then the variable in the questionnaised questionnaisary is said to be reliable.

Multiple Linear Regression

Multiple linear regression is a regression model that involves more than one independent variable. Multiple linear regression analysis is done to determine the direction and how much the influence of independent variables on independent variables (Ghozali, 2018)

Multiple regression is a statistical technique that simultaneously develops a mathematical relationship between two or more independent variables and dependent variables. This test aims to test whether on the regression model there is a correlation between independent variables.

In this study there are 2 variables X and 1 variable Y.

The equation of multiple linear regression is mathematically indicated by the following

equation:

$$Y = a + b_1 X_1 + b_2 X_2 + \dots + b_n X_n$$

Explanation:

Y = variable dependent

a = constant

b₁, b₂, b_n = regression coefficient value

X₁, X₂, X_n = independent variable

This study used SPSS to perform the calculations needed for multiple regression analysis. As seen in the table below, the attached analysis results in the following findings

Tabel 4.7
Multiple Linear Regression

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5,428	3,452		1,572	,119
	X1	1,056	,144	,637	7,349	,000
	X2	.827	.217	.153	2.270	.030

a. Dependent Variable: Y

Source: Data Processing 2024

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a = constant

b₁, b₂, b_n = regression coefficient value

X₁, X₂, X_n = independent variable

This study used SPSS to perform the calculations needed for multiple regression analysis. As seen in the table below, the attached analysis results in the following findings.

T test

The T test is used to see the significance of the relationship between the X and Y variables, whether the X₁ and X₂ variables actually affect the Y variable separately or partially. The following will be explained the testing of each variable in a special basis.

In the Variable of the Physical Work Environment it is known to count 7,349 > t table 1,985 and sig 0.00 < 0.05. This means that the Variable of Physical Work Environment has a significant effect on Employee Performance.

While in Variables Non-physical Work Environment is known to count

2,270 > t table 1.985 and sig 0.030 < 0.05. This means that the variable of the Physical Work Environment has a significant effect on the performance of employees.

Thus, through the results of the t test it can be concluded that in part both independent variables, namely the physical environment (x1) and the non-physical environment (x2) have a significant effect on the variables (emplary performance).

F test

The F test basically shows whether all independent or independent variables have a joint influence on the dependent or dependent variable. To prove this, an F test is carried out, the results of the simultaneous regression test or F test can be seen in the table below:

Tabel 4.8

Test F						
Model	Sum of Squares		Df	Mean Square	F	Sig.
1	Regression	493,713	2	246,857	54,479	,000 ^b
	Residual	416,876	92	4,531		
	Total	910,589	94			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

c. Source: Data Processing 2024

Based on the calculation of the table above the results of hypothesis testing shows that the value of F counts 54,479 > F table 3.941 with sig 0.000 < 0.05 means that the inddependent variable together has a significant effect on the dependent variable. Or in other words, the Physical Work Environment and the Non-physical Work Environment jointly have a significant effect on Employee Performance.

Determination Coefficient

The purpose of the determination coefficient analysis is to find out the extent to which the independent variable describes the independent variable. The results of the determination coefficient calculation can be seen from the table below:

Tabel 4.9

Determination Coefficient

Model	R	R Square	Adjusted R Square	Error of the Estimate
1	,736 ^a	,542	,532	2,129

a. Predictors: (Constant), X2, X1

Source: Data processing 2024

Based on the analysis of the above data, the independent variable that is the Physical Work Environment and the Non-physical Work Environment can explain the dependent variable that is Employee Performance by 54.2% variant of the response rate, while the remaining 45.8% is caused by factors outside the regression model.

Discussion

After calculating the data with the SPSS above, it can be concluded that the independent variable consisting of the Physical Work Environment and the Non-physical Work Environment has a Significant effect on the Dependent Variable, namely Employee Performance. As we know the work environment is the whole tool and materials that are faced, the surrounding environment in which a person works, his working methods, as well as the arrangement of his work either as an individual or as a group (Sedarmayanti, 2017).

While the work environment itself is divided into physical and non-physical.

According to Ghozali (2018) The hypothesis test is a test of the extent to which the independent variable partially affects the dependent variable. Partially this can be seen in the results of the Test of each independent variable, where both have a higher t calculation value greater than the t table, and have a significance value below 0.05. In Variables of Physical Work Environment it is known to count $7,349 > t \text{ table } 1,985$ and $\text{sig } 0.00 < 0.05$ Meaning that the Variables of Physical Work Environment have a significant effect on Employee Performance. While in the Non-Physical Working Environment Variables are known to count $2,270 > t \text{ table } 1,985$ and $\text{sig } 0.030 < 0.05$. This means that the Variable of Non-physical Work Environment has a significant effect on Employee Performance. This result is in line with the research conducted by Prawira et al (2023), where the results of the t calculation test are greater than the t table, which means there is a significant influence between the variables of the work environment on employee performance.

While stimuli can be seen from the greater F Test of the F table. Where the value of F counts $54.479 > F \text{ table } 3.941$ with $\text{sig } 0.00 < 0.05$ which means that the independent variable together has a significant effect on dependent variables. In the study Yuliantari (2020) also concluded that the results of data processing or research output were obtained concluded that there is a very strong and positive relationship between the work environment with performance, and there is a significant influence between the work environment and performance.

Meanwhile, the independent variable that is the physical work environment and the non-physical work environment can explain the dependent variable that is Employee Performance by 54.2% variant of the response rate, while the remaining 45.8% is caused by factors outside the regression model. In the study conducted by Ahmad et al (2022), the work environment had a positive effect on the performance of employees in the Education and Culture Office of Bulukumba Regency with a percentage of 0.536 or 53.6%. Then there were 46.4% that were not affected by the work environment but were caused by other factors.

Thus based on the hypothesis presented earlier means that H_a is acceptable. That is there is a partial influence between the physical environment and the non-physical environment on the performance of employees of PDAM Tirta Ogan Ilir and There is a simultaneous influence between the physical environment and the non-physical environment on the performance of PDAM Tirta Ogan Ilir employees.

Conclusion

Based on the results of the analysis of the data obtained the following conclusions:

1. After the calculation through the T Test, it was found that partially variables of the physical work environment and non-physical work environment affect employee performance. This is characterized by the t value of the two variables greater than the value of the table t. The value of the variable count of the physical work environment is 7,349, while the calculation for the non-physical work environment is 2.270. Both are greater than the table t value of 1.985 with a significance level < 0.0005 .
2. Both variables are the physical work environment and non-physical work environment stimulate against Employee Performance, because based on the F test, the value of F is 54,479 or greater than the value of F table, namely 3.941.
3. The physical work environment and non-physical work environment have a significant effect on Employee Performance, this is seen from the coefficient of R^2 as much as 0.542 that means, the variables of the physical work environment and non-physical work

environment can explain the Employee Performance Variable of 54.2%, while the remaining 45.8% is explained by other variable

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