

## THE INFLUENCE OF THE WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT PT. AR RAYYAN TOUR AND TRAVEL

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### ABSTRACT

This study aims to determine; (1) the working environment conditions at PT Ar Rayyan Tour and Travel; (2) employee performance at PT Ar Rayyan Tour and Travel; and (3) is there a significant effect between the work environment on the performance of employees at PT Ar Rayyan Tour and Travel. This research is quantitative research using regression analysis. The population in this study were all employees of PT Ar Rayyan Tour and Travel, totalling 15 employees. Sampling with totalling sampling technique. The instrument used is a questionnaire with a Likert scale which has 5 alternative answers. The instrument validity test uses item analysis and is calculated using the product moment formula, while the reliability test uses Cronbach's Alpha formula. Prerequisites for analysis include a normality test and a linearity test. Next, test the hypothesis using simple regression. The results showed that there was a positive and significant influence between the work environment and employee performance at PT Ar Rayyan Tour and Travel with a correlation coefficient (R) of 0.643 and a coefficient of determination of 0.413. This means that 41.3% of employee performance at PT Ar Rayyan Tour and Travel is influenced by the work environment, while the other 58.7% is determined by other variables not explained in the study.

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### 1. INTRODUCTION

Human resources are important because their role is to mobilize and synergize other resources to achieve organizational goals. In HR management, if individuals in an organization, namely human resources, can run effectively, the organization will continue to run effectively. Several HR management activities, such as procurement, assessment, protection, motivating employees, empowering employees, increasing discipline, mentoring, etc. The management and optimization of human resources cannot be separated from the employee factor.

Organizations must have employees who have good performance. In other words, the continuity of an organization is determined by the performance of its employees. According to (Agustin, 2021) employee performance is influenced by several factors, namely: salary, work environment, organizational culture, leadership, work motivation, work discipline, job satisfaction, communication, and other factors. Of the several factors above, one way to improve employee performance is to pay attention to work environment factors. The organization, as the working parent, must provide a comfortable and conducive work environment that can provoke employees to work productively. The provision of a comfortable work environment will be able to provide employees with satisfaction for their work and leave a lasting impression on them, which will ultimately lead to good performance.

Research on the work environment conducted by (Nadia et al., 2021) in the book Modern Office Administration Management written by (Yudiarso & Yusuf, 2021), explains that employees expect a comfortable work environment that can pamper employees at work. Then, research conducted by (Andriani & Agustina, 2022) explains that an unhealthy and comfortable environment will reduce employee productivity and morale levels, which will affect organizational goals. Unhealthy working conditions can cause employees to become stressed easily, lose enthusiasm for their jobs, and arrive late, and vice versa. If the work environment is healthy, employees will be more enthusiastic, less prone to illness, and more able to concentrate, resulting in work that is completed quickly and on time. The work environment itself has two dimensions, namely the physical dimension (room coloring, lighting, cleanliness, spatial planning, etc.) and the non-physical dimension (employee welfare, work atmosphere, relations between employees, etc.). Organizations must be able to provide both dimensions in good

condition so as to enable employees to continue to work productively and cooperate with each other among employees and with leaders to achieve organizational goals.

PT Ar Rayyan Tour and Travel is a multi-service tourism company engaged in Hajj, Umrah, and tours within the city and outside the province. In this case, PT Ar Rayyan Tour and Travel worked in direct cooperation with the Culture and Tourism Office of South Sumatra Province. The vision of this company is to become a professional multi-service company engaged in religious and general travel. To realize this, all companies instill a sense of solidarity and brotherhood that is given to loyal employees. Facing the current era of globalization, which demands high employee productivity, there are still many obstacles in the field that can hinder the vision of PT Ar Rayyan Tour and Travel. Based on the results of the observations that have been made, the state of the work environment at PT Ar Rayyan Tour and Travel does not yet support employees to work comfortably, as can be seen by the large number of files scattered around the employee's workplace; the room temperature is uncertain in almost all of the employee's workspace due to the unavailability of room temperature control; the workspace area is inadequate, thereby limiting employee movement; there is still jealousy among employees regarding the division of tasks, etc. In addition, the performance of some employees is still not in accordance with the expectations of the institution; it can be seen when employees cannot meet the target of completing tasks that should be according to deadlines; it takes quite a long time when there are people who want to take care of files regarding schools, etc. Of course, problems like the above must be corrected immediately so as not to hinder the vision and mission of PT Ar Rayyan Tour and Travel. Based on the statements above, the authors are interested in conducting a research entitled "The Influence of the Work Environment on Employee Performance at PT Ar Rayyan Tour and Travel." This research is expected to provide usefulness in building employee performance so that the vision of PT Ar Rayyan Tour and Travel can be achieved.

## 2. METHODS

The place where this research will be carried out is at PT Ar Rayyan Tour and Travel. Research begins in January-February 2023.

Based on the opinions above, the approach used in this study uses a quantitative approach because the data obtained is in the form of numbers and is processed using statistical analysis. This type of research is correlation research, namely according to (Hanadya et al., 2022), "correlation research aims to determine patterns and closeness of the relationship between two or more variables". This research was conducted to find out the influence of the independent variable work environment (X) on the dependent variable employee performance (Y) and which aspects of the work environment are more influential. The sampling technique used in this study is total sampling, which is used because the population has members/elements that are not homogeneous and are proportionally stratified (Sugiyono, 2019).

A study to obtain accurate data requires the existence of appropriate data collection techniques. According to (Suyitno, 2018), data collection techniques can be carried out by interview (interview), questionnaire (questionnaire), observation (observation), or a combination of the three. The data collection technique that will be used in this study is a closed questionnaire. The questionnaire according to (Purwanto, 2022), "question technique is a data collection by giving or distributing a list of questions/statements to respondents in the hope of responding to the list of questions". According to (Hardani, Ustiaty, 2020), "the questionnaire technique is a collection of data by giving or distributing a list of questions/statements to respondents in the hope of responding to the list of questions". According to (Hardani, Ustiaty, 2020), a closed questionnaire is "a questionnaire that is presented in such a way that the respondent is asked to choose an answer that suits his or her characteristics by giving a cross (X) or a checklist." The reason for using a questionnaire in this study is that a questionnaire does not require a relatively high cost and can be carried out on a large number of subjects. In analyzing the data in this study, the prerequisite test and descriptive analysis test were used.

Research hypothesis:

H<sub>0</sub>: There is no influence of the work environment on employee performance at PT Ar Rayyan Tour and Travel, Palembang

H<sub>a</sub>: There is an influence of the work environment on employee performance at PT Ar Rayyan Tour and Travel, Palembang

## 3. RESULT AND DISCUSSION

In this study, the hypothesis will be tested using a simple regression analysis method, because the independent variable is only one, namely the work environment. The hypothesis in this study is H<sub>0</sub>: There

is no positive and significant relationship between the work environment and employee performance at PT Ar Rayyan Tour and Travel. Ha: There is a positive and significant relationship between the work environment and employee performance at PT Ar Rayyan Tour and Travel. The analysis of the hypothesis is assisted by using SPSS 26. The following are the results of a simple regression analysis.

Tabel 1 Result of Hypothesis

Dependent Variable	Koef.	r	r <sup>2</sup>	T	t <sub>0,05(1;100)</sub>	P	Information
(constanta)	32,23						
Work Environment	0,459	0,643	0,413	8,304	1,984	< 0,001	Signifikan

Based on table 1, the constant (a) is 32.23, the coefficient value of the regression direction is 0.459, the coefficient of determination (r<sup>2</sup>) is 0.413, t<sub>count</sub> is 8.304, t<sub>table</sub> of 1.984 and the significance value is <0.001.

#### 1. Regression line equation

Based on the table above, if the constant value (a) = 32.23 and the regression direction coefficient is 0.459, then the regression line equation is.

$$Y = a + bX$$

$$Y = 32.23 + 0.459X$$

Furthermore, the regression line equation shows that the coefficient value for the work environment is positive by 0.459, which means that if the value of the work environment increases by 1 point, then the value of employee performance will increase by 0.459 points.

#### 2. Determining Criteria for Acceptance and Rejection of Hypotheses

The hypotheses to be tested in this study are H<sub>0</sub> : There is no positive and significant relationship between work environment and employee performance at PT Al Bilad Tour And Travel and H<sub>a</sub>: There is a positive and significant relationship between work environment and employee performance at PT Al Bilad Tour and Travel. Testing this hypothesis using the t test with the results obtained based on table 20, namely t<sub>count</sub> of 8.304 while t<sub>table</sub> with a significance level of 5%, namely 1.984, then t<sub>count</sub> > t<sub>table</sub> (8.304 > 1.984). So it can be concluded that Ho is rejected, which means that there is a positive and significant relationship between the work environment and employee performance at PT Al Bilad Tour and Travel.

#### 3. Explanation of Correlation Coefficient Value between Predictors and Analysis Criteria

This is used to determine the closeness of the relationship between the work environment and employee performance. Based on table 20 above, the correlation coefficient (r) has a value of 0.643 and the coefficient of determination (r<sup>2</sup>) is 0.413. So from these prices, it can be explained that 41.3% of the performance of employees at PT Al Bilad Tour And Travel is influenced by the existing work environment and the remaining 58.7% is influenced by other variables not explained in this study.

### Discussion

Based on the results of the data analysis that has been done, it shows that there is a positive and significant influence of the environment on employee performance at PT Al Bilad Tour and Travel. This statement is supported by the t-test calculation, which yields a t-count of 8.304 while a t-table has a significance level of 5%, namely 1.984, so t-count > t-table (8.304 > 1.984), this comparison means that Ho is rejected and Ha is accepted, indicating that there is a positive and significant relationship between the work environment and employee performance at PT Ar Rayyan Tour and Travel.

The results of the calculation of the t-test are strengthened based on the value of the correlation coefficient (r) based on Table 20 of 0.643 indicating that there is a close relationship between work environment variables and employee performance. Then for the value of the coefficient of determination (r<sup>2</sup>) based on table 20 of 0.413 and the effective contribution of the work environment is 41.3%. So that this price explains that there is an 41.3% effect of the work environment on employee performance at PT Ar Rayyan Tour and Travel, the percentage of influence is and the other 58.7% is influenced by other things or variables not examined in this study. The results of this study are in accordance with the opinions of experts, namely according to (Sutarno et al., 2019) which states that performance is influenced by several factors, namely internal environmental factors, external environment, and internal employees. And according to (Chusnah & Purwanti, 2020) employee performance is influenced by several factors, namely salary, work environment, organizational culture, leadership, and others.

A comfortable work environment will have a direct impact on employees, especially in terms of completing the work assigned. Data from the calculation of the percentage of achievements and categories per indicator of the work environment and employee performance of 10 respondents at PT Ar Rayyan Tour

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and Travel shows that the average work environment is 69.22% and the average employee performance is 79.20%, while is in the "good" category. As well as data from the results of the tendency calculation shows that 52% of respondents stated that the work environment at PT Ar Rayyan Tour and Travel included in the good category and 24% very good, then 49% of PT Ar Rayyan Tour and Travel respondents included in the very good performance category and 42% of respondents included in the good category.

The influence of the work environment on employee performance means that employees will feel comfortable with the existing working environment conditions if these environmental conditions suit them and do not feel disturbed when they work so with this comfort they are motivated to work, and this causes a lot of work to be done. done well so that their performance can be said to be good. The definition of performance itself is the work of an employee while he is working carrying out the main tasks of his position which can be used as a basis for whether the employee can be said to have good work performance or vice versa. From the results of filling out the performance questionnaire, it can be seen that most employees are able to work optimally, the quality of the results of work and attendance at work has a very good tendency and the number of work results, the timeliness of results and the ability to work together have a good tendency.

#### 4. CONCLUSION

Based on research conducted regarding the effect of the work environment on employee performance at PT Ar Rayyan Tour and Travel, it can be concluded that: (1) The work environment at PT Ar Rayyan Tour and Travel is in good condition, but there are still some things that need to be addressed, such as the narrow size of the workspace, which can interfere with the comfort of employees in doing their jobs because it is not in accordance with workspace so that it can interfere with the comfort of employees in doing a job because it is not in accordance with workspace standards in general, and still requires the addition of several air conditioning facilities (AC). (2) PT Ar Rayyan Tour and Travel seen from several performance indicators such as understanding of the main tasks and functions, innovation, work speed, work accuracy, and cooperation between employees have been carried out well. (3) Based on the results of research conducted at PT Ar Rayyan Tour and Travel regarding the influence of the work environment on employee performance, it can be concluded as follows, there is a positive and significant relationship between the work environment and employee performance at PT Ar Rayyan Tour and Travel. Employee performance at PT Ar Rayyan Tour and Travel is influenced by the existing work environment to the tune of 41.3%. Another 58.7% is influenced by other variables not examined in this study.

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