

## **ANALYSIS OF THE WORK ENVIRONMENT IN IMPROVING EMPLOYEE PERFORMANCE PT PLN (PERSERO) ULTG PANAKKUKANG**

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### *Abstract*

*This study aims to determine the exact analysis of the work environment in improving the performance of employees of PT PLN (Persero) ULTG Panakkukang. This type of research is qualitative. The type of data used is descriptive qualitative with data collection through observation and interviews. The object of this research is the manager and employees of PT PLN (Persero) ULTG Panakkukang, totaling five people. The results of the research that can be written show that the non-physical work environment at PT PLN (Persero) ULTG Panakkukang is inadequate. It is said to be inadequate because communication between coworkers is less harmonious. The factor for the lack of communication at PT PLN (Persero) ULTG Panakkukang is the fatigue factor or work pressure factor. The physical work environment at PT PLN (Persero) ULTG Panakkukang is not ideal as there are still some office facilities that have not been fulfilled and this affects the work environment of employees and will have an impact on the survival of the company.*

**Keywords:** *Work Environment, Employee Performance*

## **INTRODUCTION**

Every organization, be it a company or a government organization, is required to optimize its human resources, especially human resources. Human resource management is an activity of planning, procurement, development, maintenance, and use of human resources to achieve both individual and organizational goals (Edy Sutrisno 2016). The effectiveness of the use of human resources by employees at PT PLN (Persero) ULTG Panakkukang is measured by evaluating the performance that has been entrusted to employees. Is the use of the tools that have been given in accordance with the SOP provided by the company. Furthermore, to evaluate human resources, they are given the time or target set by the company in completing tasks and responsibilities.

All companies certainly want their operational activities to run according to their goals. To realize the company's goals, it is necessary to make efforts to improve the performance of its employees. Employee performance is the result of the quality and quantity of work achieved by employees in carrying out their duties according to the responsibilities given by the company (Lusi & Siagan 2017). The quality of work produced by PT PLN (Persero) ULTG Panakkukang employees is very good, they are able to improve their performance results compared to last year. They are able to complete the tasks and responsibilities given by the company both weekly, monthly, annually and complete with the time set to achieve company goals. Good employee performance with high morale will help the company to meet company targets and help the company make a profit, while employee performance decreases and is bad, it will harm the company (Kristianti & Pengastuti 2019).

According to Pandi Afandi (2016) the work environment is something that exists in the environment of workers who can affect him in carrying out tasks such as temperature, humidity, ventilation, lighting, cleanliness of the workplace and adequate work equipment. The availability of the physical work environment at PT PLN (Persero) ULTG Panakkukang is inadequate, including chairs that have not been replaced for a long time, the gadget or computer given is not in accordance with the times is not effective so that it hampers work, cctv is not too in the corner of the building. The company as a workplace should provide a comfortable environment. Because a comfortable work environment will encourage employees to improve their performance. Providing a good work environment will provide satisfaction and a special impression for employees, so that employees will provide good results for the company. However, this is inversely proportional if the work environment is not good, it will harm the company itself.

PLN (Persero) ULTG Panakkukang office is a company engaged in generation, distribution of electricity, telecommunications, finance and transmission network maintenance services. which is located at Jalan Hertasning baru, Panakkukang District Makassar City South Sulawesi 90222. Based on initial observations, the problems I found at PT PLN (Persero) ULTG Panakkukang Makassar include an inadequate non-physical work environment where there is a lack of communication and intimacy between fellow employees. Employees are busy on their own with their respective activities such as playing cellphones playing games while talking to fellow coworkers so that communication runs less smoothly and even contradicts each other's opinions. Another factor that makes the lack of communication at PT PLN (Persero) ULTG Panakkukang is the fatigue factor and the pressure factor from work that can have an effect on the level of misunderstanding between employees This problem will certainly affect the work environment of employees and will have an impact on the survival of the Company.

Another problem is the high workload of employees They experience work delegation which makes the amount of their workload increase. Of course, this is also inseparable from the behavior of employees who always postpone work, resulting in a buildup of work activities. Even employees do not use work time effectively. The impact that affects employee performance is the non-physical work environment, this of course will have an impact on employee performance, poor work environment conditions will cause employees to be easily stressed, not eager to work, this causes employees to be less than optimal at work, because the work environment has an important role in achieving performance. With a safe and comfortable work environment, employees can work comfortably and diligently to achieve maximum performance.

Working environment conditions can be said to be good if the work environment is healthy, comfortable, safe, peaceful, and pleasant for employees in completing their work. A pleasant work environment can make employees feel more at home in completing their work and being able to achieve maximum results. Humans will not be separated from the various environments around them, the relationship between humans and the work environment has a very close relationship.

## METHODS

The type of research used in this study is qualitative research. According to Sugiyono (2018) qualitative research methods are research methods based on philosophy which are used to research on scientific conditions (experiments) where researchers are instruments, qualitative data collection and analysis techniques emphasize more on meaning. Qualitative data in the form of organizational descriptions (structure or tupoksi) in the form of interviews.

According to Sugiyono (2018) qualitative research is a research method based on philosophy used to research on scientific conditions (experiments) where the researcher is an instrument. This research focuses on analyzing the work environment in improving employee performance. In this study, researchers conducted research at PT PLN (Persero) ULTG Panakkukang.

This research was conducted at the PLN (Persero) ULTG Panakkukang office which is located at Jalan Hertasing baru Kec.Panakkukang Makassar City 90222. This research time will be conducted for approximately 2 months. The research time was carried out from January to March 2024.

The data source used in this study, namely Primary Data, is data obtained from a source. In this case the data in question is data obtained directly from the Company. In this study, the primary data used comes from informants (sources) of PT PLN (Persero) ULTG Panakkukang employees. and Secondary Data, is data obtained from documents and written reports from the Company as well as information related to work environment variables.

According to Sugiyono (2016) an informant is someone who has a lot of information and data related to the problem and object being studied so that later information will be asked about the object of research.

In this study, informants were determined using purposive techniques, namely selected with various considerations and certain objectives that actually master an object to be studied. The informants in this study amounted to five people consisting of the head of the leadership or manager and employees of PT PLN (Persero) ULTG Panakkukang.

<b>Number</b>	<b>Position</b>	<b>Informant Classification</b>
1	Manager	Key Informants
2	TL Proteksi, kontrol & catudaya	Key Informant
3	Tenaga HAR	Additional Informant
4	TL K3L & KAM	Additional Informant
5	TL HAR Jargi	Additional Informant

The data collection techniques used are:

1) Observation

Observation is a data collection technique used to obtain data to complement data from interviews. Direct observation carried out research on the role of the work environment in improving employee performance.

2) Interview

An interview is a communication or conversation conducted by an interviewer with a data source (respondent) to find out information relevant to the research objectives. In this study, interviews were carried out directly, namely with research on the work environment in improving employee performance.

3) Documentation

Documentation is a systematic activity or process of collecting, searching, investigating, using, and providing documents to obtain information, lighting knowledge and evidence and disseminate it to users.

The data analysis methods in this study are data collection, data reduction, data display.

1. Data Collection

According to Sugiyono (2010) Data collection is to search, record, and collect everything objectively and as it is in accordance with the results of observations of interviews in the field, namely recording data and various forms of data that exist in the field.

2. Data Reduction

Data reduction is a process of selecting, deciding, paying attention to simplifying and transforming rough data that emerges from written field notes.

3. Display Data

Data display is the activity of organizing data that has been collected systematically and easily understood to provide the possibility of drawing conclusions

## **RESULTS AND DISCUSSION**

Based on the results of observations and interviews conducted with informants, informants in this study were managers and employees of PT PLN (Persero) ULTG Panakkukang, the following research results were obtained

### **A. Working Atmosphere**

The working atmosphere at the ULTG Panakkukang office is inadequate because the relationship between fellow employees is less effective, some employees have work delegation sometimes not in accordance with our excessive field so that it makes employees feel tired and makes effective communication with each other not established. The work program is that every Monday we hold a briefing or the term code of conduct (COC) every employee we gather all every Monday morning and sometimes also hold a family gathering or vacation

**B. Relationship between coworkers**

If we talk about the relationship between employees, it is basically good, but the name of a relationship is especially arguable that our interactions are often intense because starting from morning sometimes until night, not to mention the fatigue factor or the pressure factor from work that can have an effect on the level of misunderstanding between employees. In general, almost all companies have programs to increase cohesiveness, one of which is family gathering.

**C. Availability of Work Facilities**

For the facilities available at PLN (Persero) ULTG Panakkukang, there are some that are not ideal, for example, the room air conditioner is sometimes not cold so maintenance needs to be done. The second computer given is not according to specifications so that it hampers work. The third chair has not been replaced for a long time so that the chairs we use have been years. For plans to improve the facilities, we have actually written to our superiors to be given adequate facilities, for example, computers or laptops that we have used for a long time so to my knowledge there will be procurement. Secondly, the improvement of old chairs has also been discussed with superiors or procurement will be replaced with new ones. Third, the room air conditioner will be replaced with a larger one so that the room is more comfortable to use.

**D. Relationship between Subordinates and Leaders**

In my opinion, the relationship between leaders and subordinates here is going well because we can coordinate regarding work issues that we will do related to the targets or goals that we will achieve. There are no obstacles between the relationship between superiors and subordinates because maybe from the management side it has been able to assess who is a talent who can be given a position to lead a unit.

**E. Employee Work Quality**

For the quality of employees, we ourselves are equipped with a certificate of competence where in doing our work we can be called capable, able to carry out the duties and responsibilities of the procedure for quality, we are given direction in working, for example, there is a standard operating procedure (SOP) in carrying out the responsibilities of the tasks that have been given. So the tasks we do can be seen in detail whether they are in accordance with the Standard Operating Procedure (SOP) that has been given. The efforts or programs that are implemented to improve the quality of work, namely first, here there is an award or appreciation in performance, one of which motivates us to work even harder in achieving company targets. The second is given health benefits in the form of BPJS Employment.

The work environment is everything that surrounds employees at work, both physical and non-physical. At PT PLN (Persero) ULTG Panakkukang, which is included in the physical work environment includes equipment and facilities provided by PT PLN (Persero) ULTG Panakkukang to employees, while the non-physical work environment includes relationships between fellow employees.

Mr. Andi Idil Fitra Ramadan said that the physical work environment at PT PLN (Persero) ULTG Panakkukang has several things that are not ideal, including room air conditioners that are sometimes not cold so maintenance needs to be done, computers that are given are not according to specifications so that they hinder work, and chairs that have not been replaced for a long time so that the chairs used have been years. Meanwhile, Mr. Awal Wahid said that the facilities needed are computers, not computers that are not according to specifications so that the work process is faster.

Mr. Adji Baskara, the non-physical work environment at PT PLN (Persero) ULTG Panakkukang is less effective because the relationship between fellow employees is not so harmonious. Employees are busy with their own activities, such as some employees who are busy with other activities when talking with colleagues so that communication or conversation is not effective. While Mr. Muh Iqbal said that the inhibiting factor for the lack of communication was the fatigue factor or the pressure factor from work that could have an effect on the level of misunderstanding between employees. The work environment has an important role in improving employee performance. The work environment can be said to be good if the work environment is healthy, comfortable, safe, peaceful, and pleasant for employees in completing their work. Humans will not be separated from the various environments around them, the relationship between humans and the work environment has a very close relationship. In this case, humans will always try to adapt to various environmental conditions around them.

This study has several similarities with previous research, namely (Virgiyanti Bambang, Swasro Sunurharyo 2018) the non-physical work environment is still less harmonious, as well as with this study researchers analyzed the non-physical work environment which is less harmonious due to ineffective relationships between coworkers. To get optimal employee performance results, a supportive work environment is needed and with good cooperation between fellow employees and between employees and superiors.

## CONCLUSION

### A. Conclusion

Based on the results of research and discussion that researchers conducted on PT PLN (Persero) ULTG Panakkukang employees regarding Work Environment Analysis in Improving Employee Performance. Researchers draw the conclusion that the non-physical work environment at PT PLN (Persero) ULTG Panakkukang is inadequate because communication between coworkers is less harmonious. The factor for the lack of communication at PT PLN (Persero) ULTG Panakkukang is the fatigue factor or work pressure factor. While the physical work environment at PT PLN (Persero) ULTG Panakkukang is less than ideal there are still some unmet facilities such as room air conditioners, computers, and some chairs that have not been replaced.

### B. Advice

#### 1. For The Company

It is hoped that the company will improve the atmosphere of a good work environment in helping to improve employee performance, especially in terms of the availability of facilities in the workplace and relationships between coworkers. A good work environment such as creating a conducive work environment that creates a comfortable and motivated atmosphere

to work.

2. for employees

Researchers suggest that employees of PT PLN (Persero) ULTG Panakkukang further improve good working relationships with coworkers and provide mutual support for coworkers in the workplace.

3. For future researchers

For further research, it is hoped that it can become literature material for conducting further research, especially those related to the title of this study.

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