EFFECT OF COMMUNICATION, DISCIPLINE, WORK ENVIRONMENT ON MPLOYEE PERFORMANCE AT KSP CU. MAKMUR BERSAMA

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Abstract: *This study aims to determine how the influence of communication, discipline, work environment on employee performance. The data processing technique used multiple regression analysis. The results of the hypothesis test state that: Hypothesis 1 is accepted, then communication has an effect on employee performance. Hypothesis 2 is accepted, then discipline has an effect on employee performance. Hypothesis 3 is accepted, then the work environment variable has an effect on employee performance. Hypothesis 4 is accepted, then the communication, discipline, and work environment variables have a simultaneous (simultaneous) effect on employee performance variables. This research is a replication of previous research where the difference lies only in the object under study.*

INTRODUCTION

In the current era of globalization, it is very necessary to have quality human resources because the progress of a company depends on the quality of its human resources or employees. The better the quality of employees of a company, the higher the competitiveness of the company against other companies. Employees are valuable assets that need to be considered and nurtured properly so that companies must pay attention to every detail of programs related to human resource development in order to produce competent and highly competitive employees. According to interviews from several employees, the physical condition of the working environment at CU. MAKMUR BERSAMA is also assessed as a factor in increasing employee performance, the cleaner their work environment, the higher their enthusiasm for work. There's just another thing What the company needs to pay attention to is that there is no canteen in CU. MAKMUR BERSAMA. The phenomenon that occurs in KSP CU. MAKMUR BERSAMA is in the dimension of the need for achievement, this is because many employees are not disciplined in time, for example arriving late. If an employee arrives late and the personnel does not reprimand him firmly, this will make the employee feel that arriving late is normal and will pass this habit on to other employees. This is what makes the percentage of late attendance very high. This shows that employee discipline is not good so that employee performance is also getting worse.

Table 1. KSP CU.Makmur Bersama Employee Attendance List

Year	Percentage of Employees who are late	Percentage is not late	Information
2017	65%	35%	Not good
2018	20%	80%	Pretty good
2019	10%	90%	Good

At KSP CU.MAKMUR BERSAMA in realizing employee performance and the effectiveness of the level of achievement of the goals and objectives of empowering Cooperatives and Micro Enterprises is the realization of a solid business world based on regional potential supported by market-oriented Cooperatives and Micro Enterprises. The target set at KSP CU. MAKMUR BERSAMA is to improve the quality of the performance of the healthy and quality human resources of cooperative managers, and to improve the quality of employee performance by prioritizing efficiency and effectiveness. To get good, quality and quantity human resources (HR), it is necessary to have supporting factors, such as work communication, work discipline, work environment on the performance of company employees. The aims of this research are:

a. To find out how the influence of communication on employee performance at KSP CU. MAKMUR BERSAMA.
b. To find out how the influence of discipline on employee performance at KSP CU. MAKMUR BERSAMA.
c. To find out how the influence of the work environment that has been accepted by KSP CU. MAKMUR BERSAMA has been.
d. To find out how the influence of communication, discipline, and work environment simultaneously on employee performance at KSP CU. MAKMUR BERSAMA.

The benefits of this research are:

a. For Writers To add insight and experience in economics in college with actual or actual conditions and train to be able to think scientifically by processing the data obtained and expressing opinions in an integrated and systematic manner.
b. For Academics This researcher is expected to be able to add library references and enrich the knowledge base related to the problem of the influence of communication, discipline, and the work environment on the performance of KSP CU.MAKMUR BERSAMA office employees.
c. For the next researcher
    1) It is hoped that this research can be used as an additional or complementary reference for further research.
    2) As a reference for future research in the same problem.

LITERATURE REVIEW

According to Indrajaya (2014: 415) communication is a process of conveying information from one person to another in the hope of arising a common understanding and perception which is then directed to a certain action to achieve predetermined goals. . According to Hasibuan (2013) work discipline is a person's ability to regularly, diligently,

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ISSN: 2807-8721 (Cetak)   **JOEL**
ISSN: 2807-937X (Online)   **Journal of Educational and Language Research**
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continuously, and work in accordance with applicable rules without violating the rules that have been set because the better the employee discipline, the higher the work performance that can be achieved. achieved. According to Sofyan (2013: 20), the work environment is everything that is around the employee that affects him in carrying out and completing the tasks assigned to him in an area. According to Mangkunegara (2013: 67) suggests that performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him.
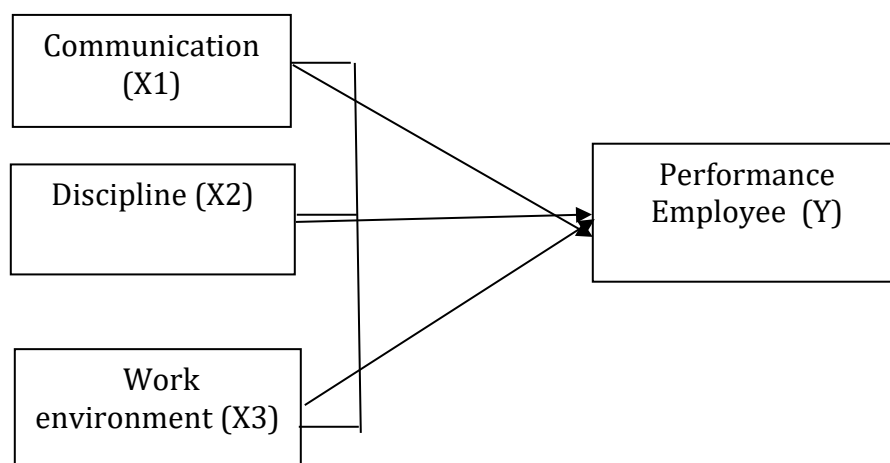
Picture conceptual framework

Based on the theories and backgrounds put forward, the researchers provide the following hypotheses:

1. Communication affects the performance of KSP CU. MAKMUR BERSAMA employees.
2. Discipline affects the performance of KSP CU. MAKMUR BERSAMA employees.
3. The work environment affects the performance of KSP CU. MAKMUR BERSAMA employees.
4. Communication, Discipline, and Work Environment have a simultaneous effect on employee performance at KSP CU. MAKMUR BERSAMA

RESEARCH METHODS

Population & Sample This research was conducted from February 2020 to August 2020. The total population in this study was 30 employees. Saturated sampling technique (census) is a sampling technique when all members of the population are used as samples. The author chose the sample using a saturated sampling technique because the population is relatively small. So the sample in this study as many as 30 employees.

Variable Operational Definition
Operational definitions in this study that are measured are Employee Performance (Y) as the dependent variable, Communication (X1), Discipline (X2) and Work Environment (Y) as independent variables.

Table 2. Variable Operational Definition

No	Variable	Definition	Indicator	Scale
1	**Communication (X1)**	A process of delivering information from one person to another in the hope of achieving a predetermined goal (According to Indrajaya 2014:415)	a. Understanding b. Enjoyment c. Better relationship d. Influence on attitude (According to derafitria 2012:1)	Scale Likert
2	**Discipline (X2)**	A person's ability to regularly, diligently, continuously, and work in accordance with applicable rules without violating the rules that have been set (According to Hasibuan 2013)	a. Goals and Abilities b. Remuneration c. Justice d. Firmness e. Leadership exemplary (According to hasibuan 2014:194)	Skala Likert
3	**Work environment (X3)**	Everything that is around the workers and that can affect him in carrying out assigned tasks, such as cleaning, music, lighting and others. (According to Danang Sunyoto 2012:43)	a. Work atmosphere b. Relationships with coworkers. c. The relationship between subordinates and leaders. d. Availability of work facilities. (According to Ginanjar 2012:29)	Skala Likert
4	**Employee performance (Y)**	Employee performance or work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. (According to A.A Anwar Prabu Mangkunegara 2011:67)	a. Work quality b. Working Quantity c. Responsibility d. Cooperation e. Initiative (Anwar Prabu Mangkunegara 2013:75)	Skala likert

Source: data processing (2020)

This research uses multiple linear regression analysis method. To determine the effect or relationship of the independent variables (Communication, Discipline and Work Environment) and the dependent variable (Employee Performance), then to obtain more accurate results, the author uses the help of the SPSS (Statistical Product and Service

Solution) software program. By using the following formula:
Y = a + b1X1 + b2X2 + e
where :
Y = Employee Performance
A = Constant of the regression equation
b1 = Regression coefficient of variable X1 (Communication)e
b2 = Regression coefficient of variable X2 (Discipline)
b3 = Regression coefficient of variable X3 (Work Environment)
e = Standard error
The hypothesis testing in this research is the t-test partially and the F-test simultaneously.

RESULTS AND DISCUSSION

Multiple linear regression testing explains the magnitude of the role of communication, discipline and work environment on employee performance. Data analysis in this study used multiple linear regression analysis using SPSS 22.0 for windows. The analysis of each variable is described in the following description:

Multiple Regression Analysis

Coefficientsa

Model	Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta
1 (Constant)	24.220	5.764	
Communication	-.541	.228	-.439
Discipline	.158	.226	.124
WORK ENVIRONMENT	.297	.220	.252

a. Dependent Variable: KINERJA KARYAWAN
Source: Data processed from attachment 4 (2020)

Based on these results, the multiple linear regression equation has the formulation: Y = a + b1X1 + b2X2 + , so that the equation is obtained: Y = 24,220 – 0,541 X1 + 0,158 X2 + 0,297 X3+ .

Coefficient of Determination (R2)

The coefficient of determination is used to see how much the independent variable contributes to the dependent variable. The value used in seeing the coefficient of determination in This research is in the adjusted R square column. This is because the adjusted R square value is not susceptible to the addition of independent variables. The value of the coefficient of determination can be seen in the following table:

Model Summaryb

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Journal of Educational and Language Research
Vol.1, No.7, Februari 2022

ISSN: 2807-8721 (Cetak)
ISSN: 2807-937X (Online)

Model Summaryb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.450ª	.202	.110	1.43602	.202	2.196	3	26	.113

a. Predictors: (Constant),Work Environment , Discipline, Communication
b. Dependent Variable: Employee Performance

Tabel Koefisien Determinasi

Source: Data processed from attachment 4 (2020)

Based on the coefficient of determination table, it can be seen that the adjusted R square value is 0.202 or 20.2%. This shows that if the Communication Variable (X1) and Discipline Variable (X2), the Work Environment Variable (X3) can explain the Employee Performance Variable (Y) of 20.2 % , the remaining 79.8 % (100% - 20.2 %) is explained by other variables outside of this research model, namely Organizational Culture and Work Experience

Hypothesis Test
1. t test (Partial)

The t statistic test is also known as the individual significance test. This test shows how far the influence of the independent variable partially on the dependent variable. In this study, partial hypothesis testing was carried out on each independent variable as shown in the following partial test table (t):

Table Uji Parsial (t)

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	24.220	5.764		4.202	.000
Communication	-.541	.228	-.439	-2.375	.025
Discipline	.158	.226	.124	.701	.490
Work Environment	.297	.220	.252	1.355	.187

a. Dependent Variable: Employee Performance
Source: Data processed from attachment 4 (2020)
a. Hypothesis

Testing the Effect of Communication Variables (X1) on Employee Performance Variables (Y) The form of hypothesis testing based on statistics can be described as follows:
Decision Making Criteria:
1) Reject the hypothesis if tcount < ttable or -tcount > - ttable or the value of Sig. > 0.05.
2) Accept the hypothesis if tcount ttable or -tcount - ttable or Sig. < 0.05.
From table 4.12, the tcount value is -2,375. With = 5%, ttable (5%; n-k = 30-3), the

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ISSN: 2807-8721 (Cetak)   JOEL
ISSN: 2807-937X (Online)   **Journal of Educational and Language Research**
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ttable value is. 2.052 From the description it can be seen that tcount -2.375 < ttable -2.052, as well as the significance value of 0.025 <0.05, it can be concluded that the first hypothesis is accepted, meaning that the Communication Variable (X1) has an effect on the Employee Performance Variable (Y). The results of this study are in accordance with the results of research conducted by Alwi (2017).

b. Hypothesis

Testing the Effect of Discipline Variables (X2) on Employee Performance Variables (Y) The form of hypothesis testing based on statistics can be described as follows: Decision Making Criteria:

1) Reject the hypothesis if tcount < ttable or -tcount > - ttable or the value of Sig. > 0.05.
2) Accept the hypothesis if tcount ttable or -tcount - ttable or Sig. < 0.05.

From table 4.12, the tcount value is 0.701. With = 5%, ttable (5%; nk = 30-3), the ttable value is 2.052. From the description it can be seen that tcount (0.701) < ttable (2.052), and the significance value is 0.490 > 0.05, it can be concluded that the second hypothesis is rejected, meaning that the Discipline Variable (X2) has no effect on the Employee Performance Variable (Y). The results of this study are not in accordance with the results of research conducted by Lela Arsita (2017).

c. Hypothesis

Testing the Effect of Work Environment Variables (X3) on Employee Performance Variables (Y) The form of hypothesis testing based on statistics can be described as follows: Decision Making Criteria:

1) Reject the hypothesis if tcount < ttable or -tcount > - ttable or the value of Sig. > 0.05
2) Accept the hypothesis if tcount ttable or -tcount - ttable or Sig. < 0.05.

From table 4.12, the tcount value is 1,355. With = 5%, ttable (5%; nk = 30-3), the ttable value is 2.052. From the description it can be seen that tcount (1.355) < ttable (2.052), and the significance value is 0.187 > 0.05, it can be concluded that the third hypothesis is rejected, meaning that the Work Environment Variable (X3) has no effect on the Employee Performance Variable (Y). The results of this study are in accordance with the results of research conducted by Alwi (2017).

2. Test F (Simultaneous)

This test basically shows whether all the independent variables included in this model have an effect together to the dependent variable. The results of the F test can be seen in the following table of simultaneous test results (F):

Table result Uji Simultan (F)

ANOVAa

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	13.584	3	4.528	2.196	.113[b]
	Residual	53.616	26	2.062		
	Total	67.200	29			

a. Dependent Variable: Employee Performance
b. Predictors: (Constant), Work Environment , DISCIPLINE, Communication

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Journal of Educational and Language Research
Vol.1, No.7, Februari 2022

ISSN: 2807-8721 (Cetak)
ISSN: 2807-937X (Online)

Source: Data processed from attachment 4 (2020)

The form of hypothesis testing based on statistics can be described as follows: Decision Making Criteria:

a). The hypothesis is accepted if the calculated F value > F table or Sig. < 0.05.

b). The hypothesis is rejected if the calculated F value < F table or Sig. > 0.05.

From table 4.13, the Fcount value is 2.196. With = 5%, dk in the numerator: 3 k, dk in the denominator: 30-3-1 nk-1 (5%;3;26) the Ftable value is (2,975) From the description it can be seen that Fcount (2.196) < Ftable (2,975), and a significance value of 0.113 > 0.05, it can be concluded that the fourth hypothesis is rejected, meaning that the Communication Variable (X1) and Discipline Variable (X2), Work Environment Variable (X3) have no effect simultaneously (simultaneously) on Employee Performance Variable (Y). The results of this study are not in accordance with the results of research conducted by Eci Nur Viviana & Haryani (2018).

CONCLUSION

This study tries to answer the research objective, namely to find out the effect of communication discipline and work environment on employee performance at KSP CU.Makmur Bersama. The results of hypothesis testing using multiple linear regression analysis with three independent variables and one dependent variable indicate that: following :

1. The results of the regression analysis obtained the equation, Y= a + b1X1 + b2X2 + b3X3 + from the equation, it was obtained Y = 24,220 – 0,541 X1 + 0,158 X2 + 0,297 X3+ which means that employee performance at KSP CU.MAKMUR BERSAMA is influenced by communication , Discipline, Work Environment. Then the dominant variable affecting employee performance is Communication.

2. From the research there is a relationship between Communication, Discipline, Work Environment on Employee Performance, this can be seen from the Coefficient of Determination (R2) is 0.202 or 20.2%. This means 0.202 which means that there is a relationship between communication, discipline, work environment on employee performance at KSP CU. MAKMUR BERSAMA

3. The results of the t-test (partial) can be seen that there is an influence between communication on employee performance with tcount -2,375 < ttable -2,052 (5%; nk = 30-3), besides the significance value is 0.025 <0.05, it can be concluded The first hypothesis is accepted, meaning that the Communication Variable (X1) has an effect on the Employee Performance Variable (Y).

4. The results of the t test (partial) can be seen that there is an influence between discipline on employee performance with tcount (0.701) < ttable (2.052), (5%; nk = 30-3), besides the significance value is 0.490 > 0.05 it can be concluded that the second hypothesis is rejected, meaning that the Discipline Variable (X2) has no effect on the Employee Performance Variable (Y).

5. The results of the t-test (partial) can be seen that there is an influence between the Work Environment on employee performance with tcount (1.355) < ttable (2.052), besides the significance value is 0.187> 0.05, it can be concluded that the third hypothesis is rejected,

ISSN: 2807-8721 (Cetak)
ISSN: 2807-937X (Online)

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meaning that the Environmental Variable Work (X3) has no effect on Employee Performance Variable (Y).

6. Communication Variables, Discipline Variables, Work Environment Variables have no effect simultaneously or simultaneously on the Employee Performance Variables of KSP CU. MAKMUR BERSAMA. It is shown that based on the results of the F test calculations, the Fcount value is 2.196 with a significant level of 0.113 (< 0.05) while the value of Ftable is 2,975 (from the calculation 30-3-1 = 26 and = 0.05, Ftable is 2,975) thus it can be ascertained that the hypothesis is rejected, meaning that the Communication Variable, Discipline Variable, and Work Environment Variable have no effect simultaneously. the same or simultaneously on the Employee Performance Variables of KSP CU. MAKMUR BERSAMA.

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