

The Influence Of Communication And Work Environment On Employee Performance

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ABSTRACT

Open communication also provides space for employees to express their views, concerns, or input, which can influence company policies and practices for the better. A good work environment will help employees carry out their work well, which will encourage effectiveness in carrying out their activities. The influence of effective communication and a positive work environment are interrelated and very important in increasing employee performance. Therefore, it can create a positive cycle where satisfied employees are more likely to make maximum contributions, which in turn has a positive impact on the overall success of the organization. The objectives of this research include, as follows: a). Analyzing the Effect of Communication on Employee Performance, b). Analyzing the Effect of the Work Environment on Employee Performance. c). Analyzing the Effect of Communication and Work Environment on Employee Performance. The research method in this study used the SLR (system literature review) method. The results of this research are that the influence of communication and the work environment in improving employee performance is very significant in the context of human resource management.

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INTRODUCTION

Employee performance is a crucial factor in the success and productivity of an organization. In an increasingly complex and diverse work environment, the influence of communication and the work environment is an important aspect that can influence how engaged, motivated and satisfied employees are with their work. The study of the relationship between organizational communication and the work environment on employee performance has become an increasingly relevant and interesting research subject.

Communication, as the main tool in mediating information and interaction between organizational members, plays a significant role in shaping employees' perceptions about the company where they work. The work environment, with all its physical, social and psychological aspects, creates the foundation for employee wellwork environment can influence employee performance is very important in efforts to increase employee productivity and retention. Communication can affect employee performance. Based on research conducted by Indah (2019), Julita (2018) and Yenni (2020) said that communication has a significant effect on employee performance.

In a business world that continues to develop rapidly, modern companies face pressure to maintain and improve employee performance. Employees who are satisfied with their jobs tend to be more productive, contribute more to the organization, and have higher retention rates. Therefore, employee performance satisfaction is one of the main priorities for human resource management and organizational leaders.

Employee performance is not only influenced by intrinsic factors, such as personal motivation and satisfaction with the job itself, but also by extrinsic factors in their work environment. Two factors that are considered to have a key role in shaping employee performance satisfaction are organizational communication and the work environment. Organizational communication acts as the main tool in conveying information, goals and company values to employees. Based on research conducted by Jelita (2018), Purnama (2020) and I Dewa Gede (2015) said that communication and the work environment have a positive influence on employee performance simultaneously. When organizational communication is effective, employees tend to feel more involved and understand their role in achieving organizational goals. However, if organizational communication is less effective or disrupted, this can lead to confusion, dissatisfaction, and conflict among employees.

The work environment covers various aspects, including physical, social and psychological aspects. A comfortable, safe and supportive work environment can have a positive impact on employee well-being. On the other hand, a bad or uncondusive work environment can result in stress, dissatisfaction, and even decreased productivity. In this context, research on the influence of organizational communication and the work environment on employee performance satisfaction becomes very relevant. Understanding how effective communication and good working conditions can increase employee performance satisfaction is an important step in a company's efforts to increase productivity and retain quality employees. The work environment can affect employee performance. Based on research conducted by Susi (2021), Setyo (2021), Lyta (2017), Indah (2019), Jelita (2018) and Aldo (2014) said that the work environment has a significant effect on employee performance. Meanwhile, according to Yenni (2020), the work environment does not have a significant effect on employee performance.

This research aims to investigate and analyze the impact of organizational communication and the work environment on the level of employee performance. By identifying the factors that influence employee performance satisfaction, we can develop better insight into how to improve working conditions and communication in organizational environments. Based on this background, it can be concluded that the objectives of this research include, as follows: a). Analyzing the Effect of Communication on Employee Performance, b). Analyzing the Effect of the Work Environment on Employee Performance. c). Analyzing the Effect of Communication and Work Environment on Employee Performance.

Problem formulations that can be taken from these objectives include the following:

1. What is the effect of communication on Employee Performance?
2. What is the influence of the work environment on employee performance?
3. What is the influence of work environment communication on employee performance?

LITERATURE REVIEW

Communication

Communication is the process of sending and receiving messages or information between two or more parties. This process involves various elements and elements that are interrelated to facilitate understanding and exchange of information.

Communication is a process that involves two or more parties interacting with each other. This includes the sender (source), the message or information conveyed, the channel or media used, the recipient of the message, and any feedback that may occur in response to the message. Communication involves conveying messages or information from the sender to the recipient. These messages can take the form of spoken words, written words, actions, or facial and body expressions. The message has the aim of conveying information, understanding, or emotion.

Communication channels or media are used to send messages from the sender to the recipient. This can be verbal, written, telephone, email, text messaging, social media, or even non-verbal communication such as body language. The message recipient plays a role in receiving and understanding the message conveyed by the sender. It includes the process of listening, reading, or observing a message with the goal of understanding the message as best as possible.

Communication involves understanding and interpreting messages received by the recipient. Receivers not only receive the message but also try to interpret its meaning according to their own understanding, experience, and background. Feedback is an important element in communication. This includes the response or response from the recipient of the message to the sender. Feedback can take the form of questions, comments, agreement, or even disagreement, and is used to ensure correct understanding and correct or clarify messages if necessary.

Context and Culture: Communication is greatly influenced by the context and culture in which it occurs. Context includes the situation or environment in which communication occurs, while culture includes the values, norms, and beliefs that influence how people communicate. Cultural and contextual differences can influence message interpretation.

Communication Goals: Communication often has a specific purpose, such as information, persuasion, entertainment, or expression of emotion. The sender of the message often has goals to achieve through communication, and the recipient of the message can respond according to those goals.

Work Environment

The work environment refers to the physical location and context of the place where a person works, as well as the various factors that exist therein. It covers various aspects that

influence a person's experience and quality of work. The following is a detailed definition of the work environment:

The work environment is any place where individuals or employees carry out their job duties and responsibilities. This includes physical locations such as offices, factories, construction sites, meeting rooms, or virtual environments such as remote workplaces. The work environment also includes the following elements:

1. **Physical Factors:** This includes aspects such as office layout, temperature, lighting, noise, and physical facilities. A comfortable and safe work environment can improve employee welfare.
2. **Social Factors:** It involves interactions between employees, relationships between coworkers, and company culture. Positive social relationships and a supportive work culture can contribute to employee satisfaction and productivity.
3. **Psychological Factors:** This includes aspects such as stress levels, work pressure, challenges, and motivation. These factors can impact employees' mental and emotional well-being.
4. **Policies and Procedures:** The policies, rules and procedures implemented in the organization are also part of the work environment. They influence how work is done, including employee rights and obligations.
5. **Work-Life Balance:** The balance between work and personal life is also an aspect of the work environment. Work flexibility policies and support for work-life balance can be important factors in influencing employee satisfaction.
6. **Technology:** The use of technology, devices, and software in work also plays a role in the work environment. Advanced technology can impact productivity and ease of work.

Employee Performance

Employee performance is an evaluation or assessment of the extent to which an employee achieves their work goals and responsibilities in an organization. It includes the extent to which employees achieve set targets, the extent to which they meet expectations, and the extent to which they contribute positively to the success and productivity of the organization. The extent to which an employee successfully completes their job duties and responsibilities effectively and efficiently. The level of quality, accuracy and correctness of the work produced by an employee.

An employee's ability to achieve the quantitative or qualitative targets set in their role. Whether an employee contributes with innovative ideas or solutions that improve work processes or productivity. How an employee interacts with co-workers, the extent to which they work together in a team, and how they support a positive work atmosphere. Employee efforts to continuously improve their skills, knowledge and competencies, as well as. The degree to which an employee complies with organizational rules, policies, and procedures.

Table1. Relevant Research Table

No	Author (year)	Previous Journal Title	Previous Research Results
1.	Suarni Norawati (2021)	Analysis of the Work Environment and Workload and Their Influence on the Performance of Kampar Regency Regional	Based on the research results, it can be concluded about the simultaneous work environment and workload on employee performance. Based on partial tests, the work environment and workload have a significant effect on employee performance.

		Revenue Agency (Bapenda) Employees	
2.	Alfan Madjidu (2022)	Analysis of the Work Environment, Organizational Culture and Work Morale and Their Influence on Employee Work Productivity	The results of this research show that the strong influence of the variables Work Environment (X1), Organizational Culture (X2), Work Spirit (X3) on Employee Work Productivity (Y) is 0.793. Meanwhile, the joint contribution (Coefficient of Determination / R-Square) of variables X1, X2 and X2 is 0.628 or 62.80% while the remaining 37.2% is determined by other variables. Next, to predict the state (up and down) of the Work Morale variable (Y), it can be predicted using the regression equation $\hat{Y}=1.020 + 0.346 X1 + 0.421 X2 + 0.516 X3$. Furthermore, the partial influence of the Work Environment variable on Employee Work Productivity is 0.547 (Quite Strong), and the contribution (determinant coefficient) of variable X1 to Y is 29.92% while the remaining 70.8% is determined by other variables. Furthermore, the partial influence of the Work Culture Variable (X2) on Employee Work Morale (Y) is 0.469 (Quite Strong), and the contribution (determinant coefficient)
3.	Lidya T. Rumengan (2015)	Analysis of the Work Environment on Employee Performance at the Faculty of Economics and Business, Unsrat Manado	The research results show that the work environment has a positive and significant effect on employee performance. Faculty leaders should pay attention to the physical work environment and non-physical work environment to improve employee performance
4.	Yayan Januari (2019)	Analysis of the Effect of Work Motivation and Work Environment on Employee Performance	It can be concluded that work motivation and work environment together have an influence on improving employee performance.
5.	Laksmi Sito Dwi Irvianti (2015)	Analysis of the Influence of Work Stress, Workload and Work Environment on Employee Turnover Intention at Pt Xl Axiata Tbk Jakarta	From the research results, it is known that variable X1 (work stress) partially influences variable Y (turnover intention). Variable X2 (workload) partially influences variable Y (turnover intention). Variable X3 (work environment) partially influences variable Y (turnover intention). And it is known that variables X1 (work stress), X2 (work load) and X3 (work environment) influence variable Y (turnover intention) simultaneously.
6.	Susi Handayani (2021)	Analysis of the Effect of Work Environment and Work Stress on Employee Performance	The test results prove that the work environment has a positive effect on employee performance while work stress has a negative effect on employee performance. Simultaneously the work environment and work stress have a positive and negative effect on employee performance. The results of the coefficient of determination of the work environment and work stress provide a relatively small contribution.

7.	Siska Agustina Dewi (2020)	Analysis of the Influence of Work Discipline, Work Motivation and Work Environment on Employee Performance	The results of this research show that work discipline has a positive effect on the performance of village officials in Punggelan sub-district (H1 is accepted), work motivation has a positive effect on the performance of village officials in Punggelan sub-district (H2 is accepted). The work environment has a positive effect on the performance of village officials in Punggelan sub-district (H3 is accepted).
8.	Y. Wicaksono (2015)	The Effect of Training and Human Resource Development in Increasing Work Morale and Employee Performance	The results of the research show that the existence of training and development of human resources has an effect on employee morale, meaning that by carrying out training and human resource development it will foster confidence in employees that the company is truly an organization that does not only pursue profits, employees see that the company has paid attention. The attention given by the company in the form of training and human resource development has had an impact on increasing employee morale
9.	Nailul Muna, Sri Isnawati (2022)	The Influence of Work Discipline, Work Motivation, and Career Development on Employee Performance (Study at Pt Lkm Demak Sejahtera)	The results of this research resulted in the finding that partially the work discipline variable did not have a significant effect on employee performance, work motivation and career development had a significant effect on employee performance.
10.	Yannik Aryati, L. Lelys (2019)	The Influence of Self-Efficacy, Career Development and Employee Involvement on Employee Performance at the Sp Plaza Batam Management Office	Tests show that there is a positive influence on employee performance. However, career development shows no significance on employee performance. Meanwhile there is a simultaneous effect on employee performance
11.	M. Tohir (2013)	The Influence of Work Motivation, Compensation and Work Culture on Employee Performance of Pt Pembangkitan Jawa Bali Pembangkitan Gresik Unit	The results of proving the hypothesis show that simultaneously and partially there is a significant relationship between the independent variables in the research and the dependent variable, while for testing the second hypothesis, the truth is also proven, that the compensation variable has a dominant influence on employee performance at PT. PJB Gresik Generation Unit
12.	Herizelmi ., David Ariswandy, J. . (2022)	Work Motivation and Career Development on Employee Performance at the Ministry of Religion Office	Based on data analysis, a hypothesis answer has been found, namely as follows; There is an influence of work motivation (X1) on employee performance (Y), with an influence level of 79.4%. There is an influence of career development (X2) on employee performance (Y) with an influence level of 26.4%. There is an influence of work motivation (X1) and career development (X2) together on employee performance (Y) with an influence level of 91.3%

13.	Herni Widiyah Nasrul, Parizal Parizal, Lukmanul Hakim (2022)	The Influence of Compensation, Career Development, and Job Satisfaction on Teacher Performance	The results of this research concluded that compensation had a significant effect on teacher performance, career development had an insignificant effect on teacher performance, job satisfaction had an insignificant effect on teacher performance. Simultaneous testing shows that compensation, career development, and job satisfaction have a significant effect on teacher performance.
14.	Setyo Dwi Handoko (2021)	Analysis of the Influence of Work Environment, Leadership and Compensation on Employee Performance Through Job Satisfaction	The research results show that the work environment is in quite good condition, while the leadership, compensation, job satisfaction and employee performance at the Ponorogo Regency Land Office are in good condition. The environment has a significant effect on job satisfaction. Leadership has a significant effect on job satisfaction. Compensation has a significant effect on job satisfaction. The work environment has a significant effect on employee performance. Leadership has no significant effect on performance. Compensation has a significant effect on performance. Job satisfaction has a significant effect on employee performance
15.	WILINNY (2019)	Communication Analysis at PT. Buana Independent Medan Insurance	Conclusions from research regarding communication barriers at PT. Buana Independent Insurance has four barriers, namely semantic barriers, technical barriers, psychological barriers and ability barriers. In conveying or receiving information, misunderstandings occur due to the use of inappropriate words or sentences, especially between superiors and subordinates. Subordinates often give wrong responses to superiors, so they make mistakes in their work. Communication problems resulting from poor use of communication tools usually occur in the use of memos and messages. Subordinates face obstacles when communicating with superiors because they have to be more careful in speaking and more polite and hesitant. Not all speakers have good abilities in responding to the message or information conveyed. Errors in responding to messages occur more often when using written communication.
16.	Anggraini Putri Eka Jaya Lahay (2011)	The Influence of Work Motivation, Leadership, and Organizational Culture on Employee Performance at PT. Adi Satria Abadi in Yogyakarta	The decline in performance is due to employee motivation also decreasing, this causes many products to fail. This decline has a negative impact on the company. This causes market demand to not be met because demand is constant. To reduce the decline in performance, the leader always pays attention to employees, the existence of decision motivation provides encouragement to subordinates in the form of moral and material. In the form of morals, among other things, providing attention and

			supervising employees, while materials include providing compensation, providing worship facilities, comfortable work spaces and so on. The company's attention has not been able to run optimally because there is no continuous control from leaders or superiors. Based on these circumstances and seeing the importance of employee performance which is influenced by motivation, leadership and organizational culture variables
17.	Beautiful Choirun Nisa (2019)	The Influence of Communication and Physical Work Environment on Employee Performance	The results of the research show that Communication has a significant positive influence on employee performance, Work Environment has a significant positive influence on employee Performance, Simultaneously (together) Communication and Work Environment have a significant influence on employee Performance, Communication has a dominant influence on employee performance compared to the work environment
18.	Agus Sudarmono (2014)	Analysis of the Effect of Recognition on Employee Engagement and Work Performance	The results of this research provide further understanding of the importance of recognition in motivating employees and creating a positive work environment.
19.	Julia (2018)	The Influence of Communication and Work Environment on Employee Performance at PT. JASA Marga (Persero) Tbk Belmera Medan Branch	Based on the results of the analysis, it was found that communication and work environment variables partially and simultaneously had a significant effect on employee performance at PT. Jasa Marga (Persero) Tbk Belmera Medan Branch.
20.	Lee, S. (2019)	The Role of Recognition Programs in Increasing Employee Engagement and Performance	This research shows that a good recognition program can improve employee engagement and their performance in the workplace.
21.	Nurhaeda Z, Maryadi, Muhammad Idris, Andi Ardasanti (2022)	The Effects of Motivation, Competency, Compensation and Work Culture on Employee Performance	From the results of the analysis, conclusions can be drawn in the form of: 1) There is a positive and significant influence of motivation on employee performance at the Mobile Brigade Unit of the South Sulawesi Regional Police; 2) There is a positive and significant influence of competence on employee performance at the South Sulawesi Police Mobile Brigade Unit; 3) there is a positive and significant influence of compensation on the performance of employees at the Mobile Brigade Unit of the South Sulawesi Regional Police; 4) work culture has a positive but not significant effect on employee performance at the Mobile Brigade Unit of the South Sulawesi Regional Police. This means that if the work culture implemented by the South Sulawesi Police Mobile Brigade Unit is still lacking because there are still unscrupulous employees who commit fraud, it will be difficult to improve employee work performance.

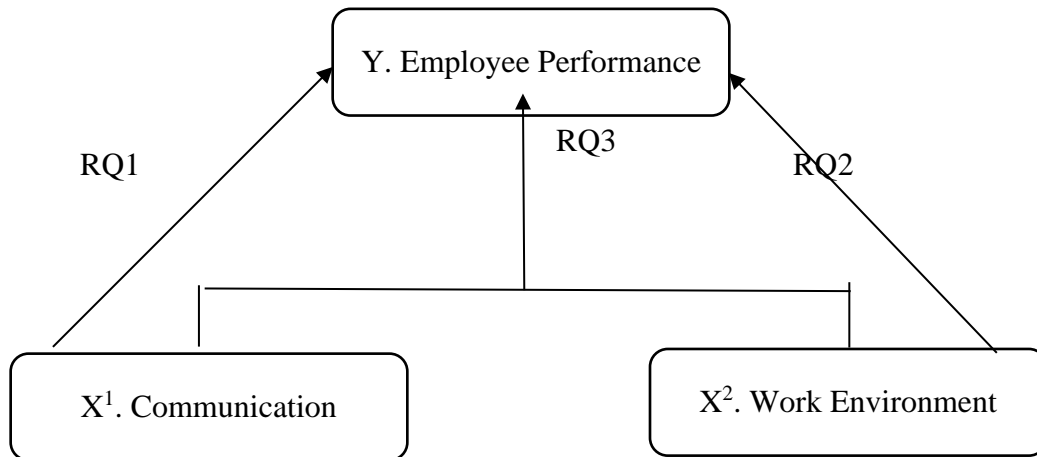
22.	Heri Gunawan, Suryono Efendi (2022)	Analysis of the Influence of Compensation, Work Culture and Transformational Leadership Style on Intrinsic Motivation and its Impact on Employee Performance at Pt. Indonesian Strategic Center (ssi) South Jakarta	The research results show that compensation and transformative leadership style directly have a positive and significant effect on intrinsic motivation. Intrinsic motivation directly has a positive and significant effect on employee performance. Compensation and work culture have a positive and significant effect on employee performance. Work culture directly has a positive and insignificant effect on intrinsic motivation. Transformational leadership style has a positive and insignificant effect on employee performance. Compensation, work culture and transformational leadership style indirectly through intrinsic motivation have a positive and significant effect on
23.	Achmad Faizal Abimanyu (2019)	Starbucks Central Park Employee Relations Activities to Increase Employee Performance Motivation	The results of this research discuss Starbucks Central Park Employee Relations in increasing employee performance motivation, such as partner development programs, outings, coffee masters, and other activities that can support employee performance motivation. In this way, researchers are able to have an overview of the various activities carried out to increase the performance motivation of Starbucks Central Park employees. This research concludes that the role of Employee Relations Activities. The results of this research discuss Starbucks Central Park Employee Relations in increasing employee performance motivation, such as partner development programs, outings, coffee masters, and other activities that can support employee performance motivation. In this way, researchers are able to have an overview of the various activities carried out to increase the performance motivation of Starbucks Central Park employees. This research concludes that the role of Employee Relations Activities
24.	Purnama Yanti Purba (2020)	Work Stress, Communication and Work Environment on Pt Indo Prima Nusantara Employee Performance	The research results show that work stress, communication and the work environment have a positive and significant effect on employee performance. This means that the lower the work stress, the better the communication and work environment will be able to improve employee performance.
25.	I Made Amerthadi Sanjiwani, I Wayan Suana (2016)	The influence of transformational leadership, job satisfaction and organizational commitment on the performance of good employees at Hayden Hotel Kuta, Bali	The analysis proves that transformational leadership style, job satisfaction, and organizational commitment have a simultaneous and partial effect on employee performance at the Bagus Hayden Hotel. Job satisfaction has a dominant direct influence on employee performance at the Bagus Hayden Hotel
26.	I Dewa Gede Adi Putra Utamajaya	The Influence of Motivation,	The research results show that simultaneously motivation, communication and the physical

	(2015)	Communication, and Physical Work Environment on Employee Morale at Fuji Jaya Motor Gianyar	work environment have a significant effect on employee morale. Partially, motivation, communication and the physical work environment have a significant effect on employee morale at Fuji Jaya Motor Gianyar. The research results found that the most dominant factor influencing employee morale was communication.
27.	Yenni Hartati (2020)	The Influence of Competence, Communication and Work Environment on PT Employee Performance. Indotirta asylum	The test results show that competence and communication have a positive and significant effect on employee performance, while the work environment has a partial negative and insignificant effect on employee performance. Testing also shows that competence, communication and work environment simultaneously and significantly influence employee performance. Competency, communication and work environment variables are able to explain employee performance variables by 36.9% and the remaining 63.1% is explained by other variables not included in this research
28.	I Ketut Manik Swardika Yasa (2017)	The Influence of Financial Compensation, Communication and Physical Work Environment on Employee Morale	The results found were that financial compensation, communication and the physical work environment had a simultaneous and partial effect on employee morale. Companies should pay attention to the suitability of incentives with employee performance, pay attention to communication and pay attention to employee work environments.
29.	Yuli Suwati (2013)	The influence of compensation and work motivation on employee performance at PT. Samarinda Green Shoots	The results of the analysis using SPSS Version 20 show that compensation has a positive influence on employee performance, while work motivation does not have a positive influence on employee performance. Test results using the t test show that the compensation variable is a variable that has a positive and significant effect on employee performance at PT. Samarinda Green Shoots
30.	Fransiskus Ady, Djoko Wijono (2013)	The Influence of Work Motivation on Employee Performance	The results of the research conducted show that work motivation in the form of Achievement, Recognition, Working Conditions and Salary has a significant influence simultaneously on employee performance. This is proven by the F-count value which is greater than the F-table ($11.407 > 2.4675$). The form of motivation that has the most influence on employee performance is achievement with a regression coefficient value of 0.609; while the lowest influence on employee performance is Working Conditions with a regression coefficient value of 0.305.
31.	Lyta Lestary (2017)	The Influence of the Work Environment on Employee Performance	The results of the research state that the work environment and employee performance in the Detail Part Manufacturing Division of the Production Directorate of PT Dirgantara

			Indonesia (Persero) have a moderate positive relationship with a value of 0.438 and the work environment influences employee performance.
32.	Mamik Eko Supatm	The Effect of Training, Compensation on Employee Job Satisfaction and Employee Performance	This research data draws several important conclusions that compensation is very important for employees in an effort to increase employee satisfaction and performance in the work environment.
33.	Tri Wartono (2017)	The Effect of Job Stress on Employee Performance	Based on the research results, it shows that there is a very strong or positive significant influence between work stress and employee performance as shown by a correlation coefficient of 0.880 and a coefficient of determination of 77.44%. This means that work stress affects performance by 77.44%, the remaining 22.56% is influenced by other factors. After carrying out a significance test, the result was 10.643, so Ho was rejected and Ha was accepted, meaning that there is a significant influence between work stress and employee performance.
34.	Faradistic (2013)	Motivation, Career Path and Work Discipline Influence on Employee Performance at PT. Bank of North Sulawesi, Calaca Branch	One of the factors that causes a decline in employee performance is the lack of motivation given by the company to employees who have good performance. One form of motivation provided by the company to employees is by providing career development programs and clear work discipline.
35.	Indria Until Rani (2015)	The Effect of Performance Appraisal on Employee Performance with Motivation as a Moderating Variable	The results of this research show that performance appraisal has a positive and significant effect on employee performance. This shows that employees who are given performance appraisals by their superiors make the employee's performance higher. The next result is that the motivation variable is not a moderating variable in the relationship between performance appraisal and employee performance.
36.	Alvi Nugraha (2017)	The Effect of Compensation on Employee Performance	The sample in this study was all 110 Cargill Tropical Palm (ISK Lake View Estate) field employees who were used as analysis material. The concept of compensation variables consists of three dimensions, including direct, indirect and non-financial financial compensation. Performance variables consist of work quality, work quantity, reliability, knowledge, and cooperation. The analysis used is descriptive analysis. Test validity, reliability, classical assumptions, regression, correlation and determination. The data obtained was processed using the SPSS Statistics 20.0 program and produced the equation $Y = 24.662 + 0.543$, which means that with an increase in compensation of 24.662, there will be an increase in employee performance of 0.543.

37.	Debby Endayani Safitri (2019)	The Effect of Training on Employee Performance	The results of this research are that there is an influence of training on the performance of PT employees. Batam.
38.	Wahyudi (2019)	The Influence of Discipline and Motivation on Employee Performance	The research results show that the contribution of motivation and discipline to performance is significant. This finding explains that performance will not be achieved if one of them lacks motivation and discipline
39.	Muhammad Andi Prayogi (2018)	The Effect of Training and Work Motivation on Employee Performance	The determination test (R-Square) from this research was 0.224 or 22.40%, indicating that the employee performance variable was determined by the Training and Motivation variables, while 77.60% was influenced by other variables not included in this research, including compensation, overtime work, work discipline, leadership and so on.
40.	Aldo Herlambang Gardjito (2014)	The Influence of Work Motivation and Work Environment on Employee Performance	Work motivation and work environment simultaneously have a significant effect on the performance of PT employees. Karmand Mitra Andalan Surabaya, indicated by a significance value of F of 0.000 less than $\alpha = 0.05$ ($0.000 < 0.05$) and is able to contribute to the work performance variable of 0.660 or 66%. The remaining 34% is influenced by other variables not examined in this research.

Picture of a Thinking Framework



METHODOLOGY

The method used in this research is system literature review (SLR), which is a research method used by reviewing and summarizing the results of research that has been carried out (primary research) to present more complete facts (Siswanto, 2012, Rimbandu, D. Ddk, 2022). Based on search data using keywords and criteria in the database or Google Scholar above, the total is 40 journals.

RESULTS AND DISCUSSION

RQ1 :The influence of communication (X1)) on employee performance (Y)

The influence of communication on the work environment is a crucial aspect in human resource management and organizational management. Effective communication serves as the foundation for establishing, maintaining, and improving a healthy work environment. First of all, good communication helps build a positive organizational culture. When organizational messages, goals, and values are translated clearly and cohesively through communication, this helps in establishing a consistent culture that is carried out by all members of the organization. A strong culture, based on effective communication, creates a cohesive and harmonious work environment.

Furthermore, the influence of communication can be seen in interpersonal relationships. Open, honest, and efficient communication between coworkers, managers, and superiors creates a positive work climate. This facilitates good collaboration, effective conflict resolution, and productive exchange of ideas. Strong, trusting relationships in the work environment support employee motivation and engagement. Employees who feel heard and appreciated tend to feel more satisfied with their work and are more motivated to make maximum contributions.

The influence of communication can also be seen in giving and receiving feedback. Open and clear communication in providing constructive feedback helps employees understand areas where they can improve their performance. This leads to personal and professional improvement. In addition, effective feedback also creates a transparent and fair work climate, where employees feel that their performance is valued and respected.

In a broader context, efficient and effective communication plays an important role in the dissemination of information throughout the organization. Well-communicated messages ensure that all members of an organization have access to the information necessary to carry out their duties. In an open, well-communicated work environment, accurate and relevant information can flow from the top down, from the bottom up, and between organizational units.

RQ2: Effect of work environment (X2) on employee performance (Y)

The influence of the work environment on employee performance is also a crucial aspect in human resource management and organizational management. This is because a good work environment will help employees do their jobs well. With a conducive work environment, it will encourage effectiveness in carrying out its activities. The work environment can influence an employee's ability to carry out the tasks assigned to him. If employees are not comfortable in the work environment, it will have an impact on employees in carrying out their duties, causing employees to be less effective and efficient in completing their duties. On the other hand, the work environment can have an effect on improving employee performance, if employees feel comfortable at work, so that it has a positive impact on productivity and the running of work activities effectively and efficiently.

If the work environment in the company must be created a good work environment, if the work environment in the company is bad it will have an impact on decreasing employee performance. So a good working environment must be created, because a good working environment will create a feeling of comfort at work that employees will feel and employees will not feel burdened with the tasks given to them, because both fellow employees and superiors help each other in completing these tasks.

RQ3 : The influence of communication (X1) and the work environment (X2), in increasing employee performance satisfaction (Y1).

The influence of communication and the work environment in increasing employee performance satisfaction is very significant in the context of human resource management. First

of all, good communication within an organization creates a clear understanding of goals, roles and expectations. When employees have a good understanding of what is expected of them and how they contribute to the company's goals, they tend to feel more engaged and motivated to achieve better results. Open communication also provides space for employees to express their views, concerns, or input, which can influence company policies and practices for the better.

Furthermore, a conducive work environment plays a key role in increasing employee performance satisfaction. A comfortable, safe, and supportive environment gives employees the feeling that the company cares about their well-being. This can reduce levels of stress and dissatisfaction, which can often hinder performance. In addition, good working environmental conditions, such as adequate facilities and good equipment, can increase employee efficiency and productivity.

When effective communication occurs in a good work environment, the result is increased employee satisfaction. Employees who feel heard, have a clear understanding of their role, and work in a supportive environment are more likely to be satisfied with their jobs. This satisfaction can also create a positive work climate where employees feel that they are valued and respected. As a result, they tend to be more committed to the organization and perform better.

Therefore, the influence of effective communication and a positive work environment are interrelated and very important in increasing employee performance satisfaction. This creates a positive cycle where satisfied employees are more likely to make maximum contributions, which in turn has a positive impact on the overall success of the organization. Thus, investing in good communication and creating a supportive work environment is an important step in achieving long-term success in any type of organization.

CONCLUSION

The influence of communication and work environment on employee performance satisfaction is a crucial factor in human resource management. Effective and open communication helps establish a clear understanding of employees' goals and roles in the organization. Employees who feel heard and understood tend to be more motivated and engaged in achieving better results. In addition, a comfortable and supportive work environment creates conditions where employees feel valued and their well-being is prioritized, reducing stress and increasing productivity. When good communication is established in a positive work environment, the result is increased employee satisfaction. This creates a positive work environment where employees feel valued and motivated to make maximum contributions. Thus, communication and a positive work environment are key elements in achieving employee performance satisfaction which in turn contributes to the overall success of the organization. Investing in both is an important step toward achieving long-term success in any type of organization.

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