



The Influence of Communication, Work Discipline and Work Environment on Employee Performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP).

Tifany Putri Hidayat¹, Sarah Imelda², Winda Ardiani³

^{1,2,3}Universitas Harapan Medan

Email Korespondensi : tifanyputri@gmail.com

Abstract: This study aims to analyze the effect of communication, work discipline and work environment on the performance of employees of PT. PLN (Persero) Customer Service Unit (ULP) South Medan. The total population in this study was 109 people, and by using the saturated sampling technique, a sample of 109 people was obtained. The analysis technique used is multiple linear regression. The results showed that communication had a positive and significant effect on employee performance at PT. PLN (Persero) Customer Service Unit (ULP) South Medan. Work discipline has a positive and significant effect on employee performance at PT. PLN (Persero) Customer Service Unit (ULP) South Medan. The work environment has a negative and significant effect on employee performance at PT. PLN (Persero) Customer Service Unit (ULP) South Medan. Communications, work discipline and work environment have a positive and significant effect on employee performance at PT. PLN (Persero) Customer Service Unit (ULP) South Medan. From the test results of the coefficient of determination, it is obtained that R Square for Y (employee performance) is 0.191. This means that 19.1% of employee performance variables are influenced by communication, work discipline and work environment and the remaining 80.9% is determined by other variables outside the contribution of this study.

This is an open access article under the CC BY NC license

Keywords: Communication, Work Discipline, Work Environment, Employee Performance

I. INTRODUCTION

In an organization that serves the public interest such as a government organization, it wants maximum achievement associated with increasing work results in order to achieve organizational goals. To achieve the existence and success of an organization in achieving its goals, professional and quality human resource capabilities are needed. However, from various research results it was found that the quality of the apparatus was still far from adequate and the poor performance of government employees in providing services to the community.

The community's response to the performance of government officials who have not shown high capability and are not professional and qualified in carrying out their duties can be seen through various irregularities that occur in the bureaucracy which are getting worse and resulting in a decrease in the level of public trust in the bureaucracy. The bureaucracy, which was expected to be a motivator and at the same time a catalyst for the progress of development, was in fact incapable of carrying out its role as a bureaucracy that prioritized the ability to carry out organizational tasks and functions. To realize this goal, one way that must be taken is to increase optimal performance. On the other hand, the communication factor is also an element that can improve employee performance.

According to Robbins (2016), communication is the sending of meaning to other people in the form of symbols, symbols, or certain languages so that the person receiving the information can understand the information they receive. Good communication will prevent employees from miscommunication in their

work activities. Communication between superiors and subordinates also needs to be paid attention to because communication between superiors and subordinates will make work closer to the desired goals. Communication will also make employees more cohesive and more solid in carrying out the tasks given by the company. In addition, employee motivation factors will also make employee performance better.

Apart from communication, employee discipline is always implemented. Septiasari (2017) concluded that the problem of work discipline is that the leadership should be more assertive to employees who do not comply with regulations, such as work hours regulations, so that no more employees arrive late, so that employees who are disciplined about the rules are created. Hidayat and Taufiq (2012) concluded that discipline is a condition that causes or encourages employees to act and carry out all activities in accordance with established norms or rules.

Apart from communication and work discipline, a factor that influences employee performance is the work environment. One of the important roles that must be emphasized by a company in order to achieve its goals is to create a work environment, both physical and non-physical work environment. A working environment condition can be said to be good if the work environment is healthy, comfortable, safe and enjoyable for employees in completing their work. According to Rahmawati (2021: 2) that the work environment is designed in such a way as to create a working relationship that binds work to the environment. A pleasant work environment can make employees feel at home in completing their work and being able to achieve



optimal results. Conversely, if the working environment conditions are inadequate, it will have a negative impact on decreasing the productivity level of employee performance. Comfortable, safe and enjoyable working conditions will make employees feel comfortable in doing their jobs. This convenience will certainly have an impact on improving employee performance. Employees can maximize their performance with the support of an appropriate work environment.

The work environment itself is defined as the atmosphere or environmental conditions where employees work that can support employees in carrying out work activities. A supportive or comfortable and conducive work environment will increase employee performance. The environmental conditions that are surrounded by employee support facilities also make employees facilitated and fulfilled all their needs in carrying out their work. With these facilities, employees are able to develop and improve their expertise in their respective fields so that they will be able to improve employee performance as well.

PT Office. PLN is a government agency tasked with providing electricity. Service to customers has a strategic meaning for the benefit of the community to guarantee the availability of lighting. Service delivery by PT. PLN must be managed professionally in electricity services. Even the government itself is intensively making people aware of paying for electricity on time.

Based on the description above, the writer is interested in taking the title: "The Influence of Communication, Work Discipline and Work Environment on Employee Performance at PT. PLN (Persero) Customer Service Unit (ULP) South Medan".

II. RESEARCH METHODS

Population and Research Sample

The population in this study were all employees of PT. PLN (Persero) Customer Service Unit (ULP) in South Medan, totaling 109 people. Sampling was carried out using a census sample so that the total sample is equal to the total population of 109 respondents. Because the population is relatively small, namely 109 employees, the sampling technique used in this research is a saturated sampling technique (census), where all members of the population are used as samples (Sugiyono, 2019: 115).

Research Data Analysis Techniques

Multiple Linear Regression Equations

According to Sugiyono (2019) multiple linear regression analysis is a regression that has one dependent variable and two or more independent variables. The following equation can be presented as follows:

$$Y = a + b1X1 + b2X2 + b3X3 + e$$

III. RESEARCH RESULTS AND DISCUSSION

Data Quality Test Results

Validity test

Table 1. Validity Test Results Variable Y (Employee Performance)

Pernyataan	r_{hitung}	r_{tabel}	Validitas
Butir 1	0.431	0.187	Valid
Butir 2	0.450	0.187	Valid
Butir 3	0.431	0.187	Valid
Butir 4	0.517	0.187	Valid
Butir 5	0.585	0.187	Valid
Butir 6	0.581	0.187	Valid
Butir 7	0.512	0.187	Valid
Butir 8	0.579	0.187	Valid
Butir 9	0.673	0.187	Valid
Butir 10	0.733	0.187	Valid
Butir 11	0.666	0.187	Valid
Butir 12	0.503	0.187	Valid
Butir 13	0.625	0.187	Valid
Butir 14	0.734	0.187	Valid
Butir 15	0.745	0.187	Valid

Tabel 2. Variable X1 (Communication)

Pernyataan	r_{hitung}	r_{tabel}	Validitas
Butir 1	0.518	0.187	Valid
Butir 2	0.633	0.187	Valid
Butir 3	0.640	0.187	Valid
Butir 4	0.612	0.187	Valid
Butir 5	0.650	0.187	Valid
Butir 6	0.613	0.187	Valid
Butir 7	0.693	0.187	Valid
Butir 8	0.618	0.187	Valid
Butir 9	0.594	0.187	Valid
Butir 10	0.616	0.187	Valid
Butir 11	0.505	0.187	Valid
Butir 12	0.467	0.187	Valid
Butir 13	0.524	0.187	Valid
Butir 14	0.421	0.187	Valid
Butir 15	0.472	0.187	Valid

Tabel 3. Variable X2 (Work Discipline)

Pernyataan	r_{hitung}	r_{tabel}	Validitas
Butir 1	0.498	0.187	Valid
Butir 2	0.481	0.187	Valid
Butir 3	0.656	0.187	Valid
Butir 4	0.476	0.187	Valid
Butir 5	0.563	0.187	Valid
Butir 6	0.571	0.187	Valid
Butir 7	0.503	0.187	Valid
Butir 8	0.517	0.187	Valid
Butir 9	0.672	0.187	Valid

Tabel 4. X3 Variable (Work environment)

Pernyataan	r_{hitung}	r_{tabel}	Validitas
Butir 1	0.346	0.187	Valid
Butir 2	0.613	0.187	Valid
Butir 3	0.600	0.187	Valid
Butir 4	0.383	0.187	Valid
Butir 5	0.574	0.187	Valid
Butir 6	0.588	0.187	Valid
Butir 7	0.371	0.187	Valid
Butir 8	0.442	0.187	Valid
Butir 9	0.521	0.187	Valid

Table 1 shows that all statement items are valid because $r_{count} > r_{table}$. Thus, the questionnaire can be continued at the reliability testing stage.

Data Reliability Test

Table 2. Variable Reliability Test Results

Variabel	Jumlah Pertanyaan	Cronbach's Alpha	Keterangan
Kinerja Karyawan (Y)	15	0.902	Reliable
Komunikasi (X ₁)	15	0.896	Reliable
Disiplin kerja (X ₂)	9	0.839	Reliable
Lingkungan kerja (X ₃)	9	0.802	Reliable

In testing the reliability of Cronbach's Alpha value must be greater than 0.60 so that the research instrument can be said to be reliable. From table IV.53 it can be seen that the value of Cronbach's Alpha < 0.60 means that the instrument is reliable.

Classical Assumption Test Results

Data Normality Test

Table 3. Kolmogorov Smirnov Test Results
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		109
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	10.05891114
Most Extreme Differences	Absolute	.150
	Positive	.066
	Negative	-.150
Test Statistic		.150
Asymp. Sig. (2-tailed)		.109

Based on the results of the normality test with the Kolmogorov-Smirnov equation model, the Asymp value was obtained. The Sig of 0.109 is greater than 0.05, so it can be concluded that the data is normally distributed.

Multicollinearity Test

Table 4. Multicollinearity Test Results
Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients		Collinearity Statistics	
	B	Std. Error	Beta	t	Sig.	Tolerance VIF
1 (Constant)	36.054	9.047		3.985	.000	
Komunikasi	.329	.108	.308	3.039	.003	.752 1.330
Disiplin Kerja	.695	.165	.581	4.216	.000	.945 1.058
Lingkungan Kerja	-.593	.192	-.313	-3.089	.003	.754 1.327

a. Dependent Variable: Employee Performance

In Table 4, the results of calculating tolerance values show that there are no independent variables that have a tolerance value of less than 0.1. The results of calculating the VIF value also show the same thing. There is not one independent variable that has a VIF value of more than 10. So it can be concluded that there is no multicollinearity between the independent variables in the regression model.

Heteroscedasticity Test

Table 5. Glejser test
Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta	t		
1 (Constant)	17.512	5.206		3.364	.001	
Komunikasi	-.119	.062	-.205	-1.903	.060	
Disiplin Kerja	-.257	.095	-.260	-1.874	.079	
Lingkungan Kerja	.183	.110	.179	1.663	.099	

Based on Table 5, it is known that the significance value (Sig.) for the communication variable (X1) is 0.060, the significance value (Sig.) for the work discipline variable (X2) is 0.079 and the significance value (Sig.) for the work environment variable (X3) is 0.099. Because the significance value of the three variables is greater than 0.05, according to the basis for decision making in the Glejser test, it can be concluded that there are no symptoms of heteroscedasticity in the regression model.

Multiple Linear Regression Regression Test Results

Table 6. Multiple Linear Regression Test Results



Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	36,054	9,047			3,985	,000
Komunikasi	,329	,008	,308		3,039	,003
Disiplin Kerja	,695	,065	,381		4,216	,000
Lingkungan Kerja	-,593	,092	-,313		-3,093	,003

a. Dependent Variable: Employee Performance

$$Y = 36.054 + 0.329 X1 + 0.695 X2 - 0.593 X3$$

- The constant (a) = 36.054 shows communication, work discipline and a constant work environment, where if the independent variable value = 0, then employee performance (Y) increases by 36.054 units.
- Regression coefficient X1 (b1) = 0.329, indicating that the communication variable (X1) shows a positive value on employee performance (Y). In other words, if the communication variable is increased by one unit, employee performance will increase by 0.329 units.
- Regression coefficient X2 (b2) = 0.695, indicating that the work discipline variable (X2) shows a positive value on employee performance (Y). In other words, if the work discipline variable increases by one unit, the employee's performance will increase by 0.695 units.
- Regression coefficient X3 (b3) = -0.593, indicating that the work environment variable (X3) shows a negative value on employee performance (Y). In other words, if the work discipline variable increases by one unit, the employee's performance will decrease by 0.593 units.

Hypothesis Test Results

t test

Table 7. Hypothesis Test Results
Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	36,054	9,047			3,985	,000
Komunikasi	,329	,008	,308		3,039	,003
Disiplin Kerja	,695	,065	,381		4,216	,000
Lingkungan Kerja	-,593	,092	-,313		-3,093	,003

a. Dependent Variable: Employee Performance

The t-count value for X1 shows that the tcount > ttable (3.039 > 1.981), which means that communication has a positive and significant effect on employee performance (0.003 < 0.05). For X2, t-count > t-table (4.216 > 1.981) which means work discipline has a positive and significant effect on employee performance (0.000

< 0.05). For X3, the t-count > t-table (-3.093 < 1.981) which means that work discipline has a negative and significant effect on employee performance (0.003 < 0.05).

F test results

Table 8. F Test Results
ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2578,120	3	859,373	8,257	,000 ^a
Residual	10927,625	105	104,073		
Total	13505,745	108			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Environment, Work Discipline, Communication

The F test can be seen from the ANOVA table of 8.257 with a significant level of 0.001. So Fcount > Ftable (8.257 > 3.08) and Sig. < 5% (0.000 < 0.05). This means that communication, work discipline and work environment together have a positive and significant effect on employee performance.

Determination Test

Table 9. Coefficient of Determination Test Results
Summary modelb

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,437 ^a	,191	,168	10,20160

a. Predictors: (Constant), Work Environment, Work Discipline, Communication

b. Dependent Variable: Employee Performance

From Table 9, it is obtained that R Square for Y (employee performance) is 0.191. This means that 19.1% of the variation in the employee performance variable (Y) is influenced by the variable X1 (communication), variable X2 (work discipline) and variable X3 (work environment) simultaneously and the remaining 80.9% is determined by other variables outside contribution of this research.

Discussion

The Effect of Communication on Employee Performance

From the results of the research conducted, it was found that communication has a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP). Handoko (2013) said that the establishment of good communication between employees can lead to good performance thereby reducing the level of decline in employee performance. However, communication cannot always be conveyed properly, because sometimes listeners do not understand what the communicator is saying. Things



like this can usually cause new conflicts and problems at work.

Communication plays an important role in integrating and coordinating all activities within the organization. Ariani (2018: 167) states that communication can be interpreted as a process of transferring information, ideas, understanding from one person to another in the hope that the other person can interpret it according to the intended purpose. On the other hand, Jurgen (2013: 230), stated that real communication includes efforts to ensure that the message given is the same message for the recipient and sender.

This is in accordance with research conducted by Junaidi (2018) and Viviani and Haryani (2018). The results of his research show that communication has a positive and significant effect on employee performance.

The Effect of Work Discipline on Employee Performance

From the results of the research conducted, it was found that work discipline had a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP). Discipline is a person's awareness and willingness to obey all company regulations and applicable social norms. With good work discipline in employees, the higher the work performance they will achieve. The discipline applied in the company is intended so that all employees in it are willing and voluntarily comply with all applicable regulations, so that it can become the main capital for achieving organizational goals. (Mangkunegara, 2019). According to Pangarso and Susanti (2016) work discipline basically has a high influence in improving employee performance. Employees who have good work discipline are expected to be able to try their best to complete their work, so as to produce optimal performance for the company. Disciplined employees tend to be punctual in carrying out established procedures and have a high level of responsibility.

This is in accordance with research conducted by Silalahi et al (2021) and Ginting (2018). The results of his research show that work discipline has a positive and significant effect on employee performance.

The Influence of the Work Environment on Employee Performance

From the results of the research conducted, it was found that the work environment had a negative and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP). Human resources play a role in processing and utilizing resources and materials so that they become products. Therefore, to improve performance, it is necessary to pay attention so that human resources can work efficiently and display performance that can contribute

to productivity, which is a fundamental problem for achieving performance, Usman (2019: 127).

Work environment is everything that is around the worker and that can influence him in carrying out the tasks he carries out or is responsible for. To improve performance, a good work environment will create ease in carrying out tasks. This work environment itself consists of physical and non-physical work environments that are attached to employees so that they cannot be separated from efforts to develop employee performance, Usman (2019: 127).

These results are not in line with the results of research conducted by Ariani et al (2020), Rahmawati (2021) which states that the work environment has a positive effect on employee performance.

The Influence of Communication, Work Discipline and Work Environment on Employee Performance

From the results of the research conducted, it was found that communication, work discipline and the work environment had a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP). Handoko (2013) said that the establishment of good communication between employees can lead to good performance thereby reducing the level of decline in employee performance. However, communication cannot always be conveyed properly, because sometimes listeners do not understand what the communicator is saying. Things like this can usually cause new conflicts and problems at work.

Communication plays an important role in integrating and coordinating all activities within the organization. Ariani (2018: 167) states that communication can be interpreted as a process of transferring information, ideas, understanding from one person to another in the hope that the other person can interpret it according to the intended purpose. On the other hand, Jurgen (2013: 230), stated that real communication includes efforts to ensure that the message given is the same message for the recipient and sender.

Apart from communication, work discipline is one of the factors that supports improving employee performance. According to Pangarso and Susanti (2016) work discipline basically has a high influence in improving employee performance. Employees who have good work discipline are expected to be able to try their best to complete their work, so as to produce optimal performance for the company. Disciplined employees tend to be punctual in carrying out established procedures and have a high level of responsibility. Meanwhile the work environment is everything that is around the worker and that can influence him in carrying out the tasks he carries out or is responsible for. To improve performance, a good work environment will create ease in carrying out tasks. This work environment itself consists of physical and



non-physical work environments that are attached to employees so that they cannot be separated from efforts to develop employee performance, Usman (2019: 127). These results are in line with the results of research conducted by Viviana and Haryanti (2018), Ariani et al (2020), Rahmawati (2021). The results of the research show that communication, work discipline and the work environment have a positive and significant effect on employee performance.

IV. CONCLUSION

1. From the results of the research conducted, it was found that communication has a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP).
2. From the results of the research conducted, it was found that work discipline had a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP).
3. From the results of the research conducted, it was found that the work environment had a negative and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP).
4. From the results of the research conducted, it was found that communication, work discipline and the work environment had a positive and significant effect on employee performance at PT. PLN (Persero) South Medan Customer Service Unit (ULP).
5. From the results of the coefficient of determination test, the R Square for Y (employee performance) is 0.191. This means that 19.1% of employee performance variables are influenced by communication, work discipline and work environment and the remaining 80.9% is determined by other variables outside the contribution of this research.

V. REFERENCE

- [1] Ariani, Misna., Tamara, Dwindi and Misnah. (2020). Communication, Discipline and Work Environment Influence Employee Performance. *ISSN-Electronic Journal of GeoEconomy*. Volume 11 Number 1, March 2020. (e): 2503-4790 | ISSN-Print (p): 2086-1117. DOIs:doi.org/10.36277/geoeconomics
- [2] Ghozali, Imam. (2017). *Multivariate Analytical Application with SPSS Program*. Third Edition, BP-Diponegoro University, Semarang.
- [3] Ginting, Nurmaidah Br. (2018). The Influence of Work Discipline and Communication on Employee Performance at Pt. Sekar Mulia Abadi Medan. *AJIE*

- *Asian Journal of Innovation and Entrepreneurship*. Volume. 03, Issue. 02, May 2018. (e-ISSN: 2477- 0574 ; p-ISSN: 2477-3824)
- [4] Handoko, T Hani. (2013). *Human Resource Management*. II Edition. Yogyakarta: BPFE
- [5] Hasibuan, Malayu. (2021). *Human Resource Management. Revised Edition. Print 17*. Jakarta: PT Bumi Aksara.
- [6] Hidayat, Z., & Taufiq, M. (2012). The Influence of Work Environment and Work Discipline as well as Work Motivation on the Performance of Local Drinking Water Companies (PDAM) Employees. *WIGA Journal*, 2, 83.
- [7] Junaidi. (2018). The Influence of Communication and Work Environment on Employee Performance of PT PLN (Persero) Banjarmasin Branch. *At-Tadbir: Management Scientific Journal*. Vol. 2 No. 1 (2018) 1-11
- [8] Kimbal DA and Rahyuda AG (2015). The Influence of Self-Efficacy, Work Environment and Supervisor Support on Training Transfer for Employees of the Bali Regional Development Bank (BPD) Renon Branch. *Unud Management Journal*, Vol. 4, No. 11, 2015: 3537 – 3564.
- [9] Liliwari, Hello. (2014). *Organizational Sociology and Communication*. Jakarta : PT Bumi. Script.
- [10] Mangkunegara, AP (2019). *Corporate Human Resources Management*. Bandung: PT Teen Rosda Karya.
- [11] Rahmawati, Novia Anggita. (2021). The Influence of Communication, Work Environment, and Discipline on Employee Performance (Case Study of Umkm Arumanis Haji Ardi Berbah). *Journal of Diversified Management*. Vol. 1.No. 3 (2021)
- [12] Robbins, S. P. (2016). *Management*. Second Printing of Raja Grafindo Persada. Jakarta.
- [13] Sedarmayanti. (2017). *Human Resources Management Bureaucratic Reform and Revised Civil Servant Management*. Bandung: PT Refika Aditama.
- [14] Septiasari, DD (2017). The Influence of Work Discipline on Employee Performance at the Department of Industry, Trade, Cooperatives and Micro, Small and Medium Enterprises of East Kalimantan Province in Samarinda. *EJournal of Business Administration*., 5(1): 93-106. ISSN 2355-5408. ejournal.adbisnis.fisip-unmul.ac.id.
- [15] Siagian, Sondang P. (2019). *Organizational Leadership and Administrative Behavior*, Gunung Agung, Jakarta.
- [16] Silalahi, Febriana Ananda., Wibowo, Edwin Agung and Hasibuan, Rahman. (2021). The Influence of Communication, Work Discipline, Work Ethic and Physical Work Environment on PT



- Employee Performance. Esun International Utama Indonesia Batam. *Journal of Business Economics*. Vol. 9 No. 2 (Nov. 2021). Eq. ISSN : 2503-1546
- [17] Sugiyono (2019). *Business Research Methods*. Bandung : CV. Alfabeta.
- [18] Suhendi, H and Anggara, S. (2017). *Organizational behavior*. Bandung: CV Pustaka. Loyal.
- [19] Sulistiyani, Teguh and Rosidah. (2016). *Human Resource Management*. Yogyakarta: Graha Science
- [20] Usman, Husaini. (2019). *Management*. Jakarta: Bumi Literacy.
- [21] Viviana, Eci Nur and Haryani. (2018). The Influence of Communication, Work Discipline, and Work Environment on PT Employee Performance. *Cipta Karisma Semarang. Journal of Management Economics and Accounting*. No. 45 / Th. XXV / October 2018