

## **Boosting Employee Engagement And Collaboration**

**Andika Prasetya Nugraha<sup>1</sup>, Suci Suriani<sup>2</sup>**

<sup>1</sup>Manajemen, Fakultas Ekonomi Dan Bisnis, Universitas Ibnu Sina, Kota Batam

<sup>2</sup>Bagian Organisasi, Sekretariat, Kabupaten Karimun

### **Abstrak**

Research at the Regional Public Works Organisation of the Regional Government of Karimun Regency is being conducted with the aim of gaining a better understanding of the effects of workplace communication and conditions on employee performance. This research is a quantitative study with statistical analysis using the multiple linear regression approach. It includes a validity test, a reliability test, and the usual assumption test. Using the IBM SPSS Statistics 26 software, the research obtained partial calculation results (t-test) for the work environment variable (X1) with a value of 5,265 and a significance level of 0.000, and for the communication variable with a value of 6,209 and a significance level of 0.000. The researcher found a value of 315,233 with a 95% degree of confidence using the results of the simultaneous test (Test F). This research found that, first, the workplace does have an effect on employee performance, and second, communication does as well, but to a lesser extent. The Public Works OPD of the Karimun Regency Regional Government wants the communication variable (X2) and the work environment variable (X1) to have a substantial impact on the staff performance variables (Y).

Key Word: Work Environment, Communication, Employee Performance

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✉ Corresponding author :

Email Address : [suryaningsih@borneo.ac.id](mailto:suryaningsih@borneo.ac.id)

## **INTRODUCTION**

In order for Indonesia to gain international recognition and enhance its quality, globalisation necessitates that the nation remain up-to-date, not only in terms of improving its infrastructure but also by creating additional opportunities to become a prominent nation with superior standards. The user's text is empty. intellectual capacities, mirroring the blueprint of sophisticated societies. Existence. To enhance proficiency in both technical and interpersonal abilities, individuals might undertake several measures to enhance their overall well-being. These nuanced abilities encompass attitudes, qualities, and, unexpectedly, relational skills such as effective communication. On the other hand, competition that focuses on hard skills is more prone to enhancing technical talents through education and training. In order to work efficiently and receive recognition from the organisation and its stakeholders, the members of this organisation will undoubtedly encounter a multitude of problems.

Leadership, (Prasetya 2021) Work facilities, motivation, work environment, incentives, communication, work culture, position, and salary are among the several aspects that might impact performance. An organisation is a purposefully organised social body comprising two or more individuals with distinct borders that operates continuously to accomplish a shared set of objectives. For public service organisations, the performance of employees can be evaluated based on the organisation's ability to deliver exceptional service to the public, as

exemplified by the Karimun Regency Regional Government's dedication to serving the community. This study will investigate the influence of communication and the work environment on employee performance.

Karimun is a jurisdiction within the Riau Archipelago province of Indonesia. Tanjung Balai Karimun serves as the administrative centre of Karimun Regency. The district has a land area of 1,524 km<sup>2</sup> and a marine area of 6,460 km<sup>2</sup>. The district spans across an area of 7,984 square kilometres. Karimun Regency consists of a total of 198 islands, out of which 67 are now inhabited. The population of Karimun Regency in 2020 is projected to be 257,297 individuals, resulting in a population density of 281.81 individuals per square kilometre. The area is delimited by Pelalawan and Indragiri Hilir Regencies to the west, Meranti Islands Regency to the south, Riau Province to the north, the Malacca Straits to the east, and Batam City to the west. The productivity of firm employees is ultimately defined by their performance in fulfilling the prescribed tasks. (Nugraha et al. 2020) A positive work environment will increase work results, while a negative work environment will increase the number of mistakes made by employees.

Every business that operates in an environment cannot deny that, in addition to their business activities, they are also involved with the environment around them. Therefore, every business needs to have a deep understanding of how the environment is related to its work activities, either directly or indirectly, to maximize worker productivity. Effective communication occurs when individuals reach a common understanding, while communication is the process of sending and receiving messages. Encourage new ways of thinking and encourage others to take action. Good communication skills are required to collaborate with every member of the organization. Correspondence has importance and must be felt by those who are welcome to convey it.

Communication in an organization is very important for its success; (Andi et al. 2020) if communication between superiors and subordinates or between one employee and another employee is disrupted, this will have an impact on the work being done, not only affecting employees but also the business. Internal and external communication sources can exist within an organization. The entire flow of information between all the employees of the organization is referred to as internal communication. This type of communication takes place within a business or organization. Outside correspondence is correspondence that occurs between the organization and meetings outside the organization. Organizations often make the mistake of misinterpreting information from giver to receiver.

## **Literature Review**

### **Work environment**

According to Kadarisman (2012, p. 300), the work environment is all the facilities and infrastructure around employees who are doing work that has the potential to affect the way work is carried out, referred to as the work environment. The workplace, equipment and facilities, cleanliness, lighting, and quiet are part of the work environment, as are the working relationships between employees.

### **Communication**

According to Lee (2020), stating that communication is the act of conveying news or information to other people is known as communication. If the sender conveys information correctly to the receiver and there are no interruptions or distortions, proper communication will occur.

### **Employee Performance**

According to Alexander Joseph Ibnu Wibowo (2013), all organizational human resources (leadership members and employees) are responsible for achieving performance. There are many factors that can affect the performance of human resources. There are factors that come from outside human resources as well as from within them.

### **Research Methods**

According to Sugiyono (2020), this type of research aims to explain the position of the variables studied and the relationship between these variables. Associative or relationship research that aims to explain, predict, and control a research phenomenon is included in this research. This exploration is a logical, to be specific, plausible examination of current factors, specifically office variables, discipline variables, authority variables, and job execution variables. The initial collection method, which included initial observation, literature study, and field study, was by distributing questionnaires with a Likert scale to 85 employees of the Karimun Regency Regional Government, who were the sample of the study population. Table-based quantitative data analysis is used as a data analysis method.

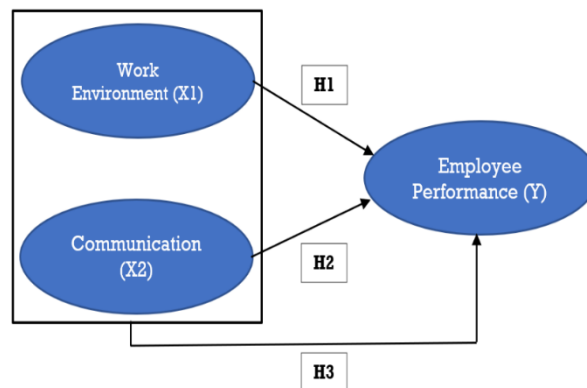


Figure 1: Model and Research Hypothesis

1. Partially Determination of the Work Environment on Employee Performance at the Public Works Office of the Regional Government of Karimun Regency
2. Partially the Determination of Communication on Employee Performance at the Public Works Office of the Regional Government of Karimun Regency
3. Simultaneous Determination of Work Environment and Communication on Employee Performance at the Public Works Office of the Regional Government of Karimun Regency.

### Population and Sample

The participants in this study were 100 employees at the Public Works Department of the Karimun Regency Regional Government. Employees who were sampled at the Public Works Office of the Regional Government of Karimun Regency, including part of the population to be studied, were used as the research population. A total of 80 respondents were gathered since the test technique in this research employed the Slovin testing procedure with a significance level of 5%.

### Research variable

Two variables were used in this study, namely the independent variables (X1) and communication (X2), and performance (Y) as the dependent variable. The following operational definitions are used for variables:

1. The according to Tepayakul & Rinthaisong (2018), argues that all facilities and infrastructure around employees who are carrying out their duties can affect the implementation of the work. The work environment includes work locations, supporting equipment and facilities, cleanliness, lighting, calm, and work relationships between individuals in the workplace.
2. Communication, according to Yagnik and Melkote (2020), is the process of sending and receiving messages or information from one individual to another. Effective communication occurs when the sender of the message conveys information clearly and without interruption or distortion to the receiver.

3. According to Jufrizen et al. (2019), employee performance is the result of work that is closely related to the company's strategic goals, customer satisfaction, and making an economic contribution.

### Data Collection Procedures

Research data is the main data collected using a questionnaire. In addition, a letter explaining the intent and purpose of filling out the questionnaire was also included with the questionnaire. Data collection in this research was carried out by means of initial observation, library research, and field research. Sugiyono (2018) Questionnaire distribution was carried out during field research with a questionnaire submission technique where the researcher immediately jumped in and distributed the questionnaires and took them back directly. This technique is preferred over intermediaries because it can reduce differences in interpretation between respondents and researchers.

### Data analysis technique

Data analysis techniques were performed using IBM SPSS Statistics 26 (Statistical Product and Service Solutions).

## RESEARCH RESULTS AND DISCUSSION

### Description of the Research Sample

There were 80 people who were used as respondents to fill out the questionnaire, consisting of 55 men and 25 women. The average age of the respondents who filled out the questionnaire in this study was 30-45 years, with the youngest being 20 years old and the oldest being 47 years old.

All statements related to variables such as communication and performance in the work environment show that all variables have  $r$  count values that are greater than  $r$  table. Therefore, it can be concluded that all the measuring concepts of the variables used in this study are valid. That is, the data used in this study is appropriate and has a high degree of conformity with existing reality. In addition, there are also parallels between the test and the criteria used.

For validity testing, it is stated that the entire question item is processed using the SPSS application, and the result obtained as a whole is valid.

### Reliability Test

Table 4. Cronbach's alpha test reliability

Variabel	Alpha	Kriteria
X <sub>1</sub>	0,789	Reliabel
X <sub>2</sub>	0,927	Reliabel
Y	0,850	Reliabel

Source: Processed by SPSS

According to Table 4, Cronbach's alpha score for each variable exceeds 0.6, Goula et al. (2019) which indicates that the research questionnaire is very reliable or has high reliability.

### Multicollinearity Test

Table 5. Multicollinearity Test

Variabel	Toleranc e	VIF	Kriteria
X <sub>1</sub>	0,793	1,261	There is no multicollinearit y
X <sub>2</sub>	0,210	4,766	There is no multicollinearit y

Source: Processed by SPSS

From Table 5, it can be concluded that the work environment has a VIF value of 1.261 and communication has a VIF value of 4.766. This shows that the two variables are not affected by multicollinearity because the VIF value is less than 10, which is the set limit.

### Uji Heterokedastisitas

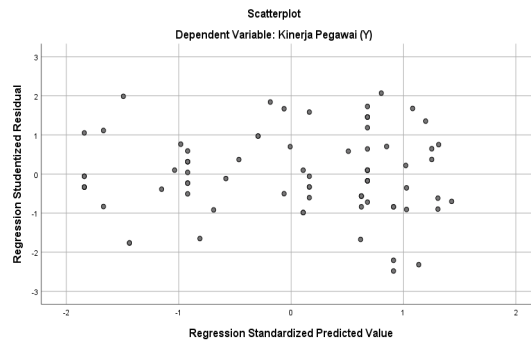


Figure 1. Heteroscedasticity Test

From the illustration through the second figure, it can be concluded that this research is not affected by the assumption of heteroscedasticity because the data points do not show a pattern and are spread above, below, or around the value 0.

### Uji Normalitas

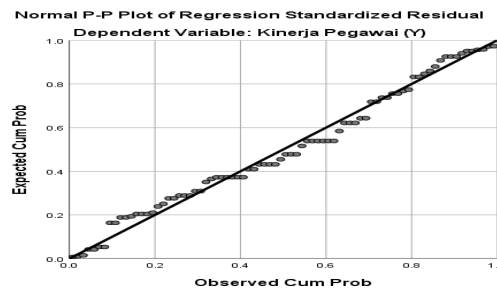


Figure 2. Normality Test

Based on the probability plot graph, it can be concluded that the data is spread evenly along the diagonal line and follows the pattern of the diagonal line, so it can be concluded that the regression model meets the normality assumption.

### Multiple Linear Regression Test

Table 6. Multiple Linear Regression Test

Model	Coefficients <sup>a</sup>		Standardized Coefficients		t	Sig.
	Unstandardized Coefficients	Std. Error	Beta			
1 (Constant)	.630	2.348			.268	.789
Lingkungan Kerja (X1)	1.215	.231	.445		5.265	.000
Komunikasi (X2)	1.786	.288	.525		6.209	.000

a. Dependent Variable: Kinerja Pegawai (Y)

Source: Processed by SPSS

Based on Table 7 above, the multiple linear regression equation is obtained as follows:

$$Y = 0.630 + 1.215 X1 + 1.786 X2 + e$$

The interpretation of the multiple linear regression equation is:

1. The constant value is 0.630, meaning that if there is no change in the work environment (X1) and communication (X2) variables (X1 and X2 values are 0), then the employee performance in the Karimun Regency Public Works OPD is 0.630 units.
2. Employee performance (Y) at the Karimun Regency Public Works OPD increases by 1.215 if the work environment variable (X1) increases by 1% while assuming the communication variable (X2) and constant (a) have the same value of 0 (zero). This shows demonstrates the Karimun Regency Public Works OPD's work environment variable (X1) has a positive impact on employee performance (Y), i.e., the better the work environment there, the better the employee performance.

3. If the communication variable (X2) increases by 1% assuming the work environment variable (X1) and the constant (a) is 0 (zero), then employee performance (Y) in the Karimun Regency Public Works OPD increases by 1,786. The communication regression coefficient is 1.786. This shows that the communication variable contributes positively to employee performance (Y), meaning that more communication leads to better employee performance in the Karimun Regency Public Works OPD.

### Partial Test (Test Statistical t)

Table 7. Statistical Test t

Coefficients <sup>a</sup>						
Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
1 (Constant)	.630	2.348			.268	.789
Lingkungan Kerja (X1)	1.215	.231	.445		5.265	.000
Komunikasi (X2)	1.786	.288	.525		6.209	.000

a. Dependent Variable: Kinerja Pegawai (Y)

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Source: Processed by SPSS

All variables of the work environment (X1) and communication (X2) affect the employee performance variable (Y). The following is an explanation of the research analysis based on variables:

1. There is a determination of the work environment variable (X1) on the employee performance variable (Y), as shown by the regression coefficient of the work environment variable (1.215), which has a positive value. This shows that if the work environment is better, then employee performance will be better in the Karimun Regency Public Works OPD. Employee Performance Variable (Y) in the Karimun Regency Public Works OPD is determined significantly with a probability of Sig. 0.000, less than  $\alpha = 0,05$ .
2. There is a determination of the communication variable (X2) on the employee performance variable (Y), which is indicated by the regression coefficient value of the communication variable of 1,786 having a positive value. This shows that the better the communication made by employees at the Karimun Regency Public Works OPD, the better the employee's performance. In Karimun Regency Public Works Operations, the employee performance variable (Y) is significantly influenced by the communication variable (X2). with a probability of Sig. 0.000, below  $\alpha = 0,05$

### Simultaneous Test (F-Statistical Test)

Table 8. Statistical Test F

ANOVA <sup>a</sup>					
Model		Sum of Squares	df	Mean Square	F
1	Regression	8697.719	2	4348.859	315.233
	Residual	1062.269	77	13.796	
	Total	9759.987	79		

a. Dependent Variable: Kinerja Pegawai (Y)

b. Predictors: (Constant), Komunikasi (X<sub>2</sub>), Lingkungan Kerja (X<sub>1</sub>)

Source: Processed by SPSS

The calculated F value of 315,233 with a significance level of 0.000 is found in Table 9. As a result, it is likely to be much lower than the 0.05 or 5% significance level. Therefore, it can be concluded that H0 is rejected and H1 is accepted, indicating that the work environment and communication affect the performance of Public Works Department employees in Karimun Regency.

### Determination Coefficient Test (R<sup>2</sup>)

Table 9. Test of the Coefficient of Determination R2

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.944 <sup>a</sup>	.891	.888	3.714

a. Predictors: (Constant), Komunikasi (X<sub>2</sub>), Lingkungan Kerja (X<sub>1</sub>)

Source: Processed by SPSS

Because the results of multiple linear analysis are 0.944 and the coefficient of determination ( $R^2$ ) is 0.891, the work environment ( $X_1$ ) and communication ( $X_2$ ) variables contribute a relative determination of 89.1% to employee performance ( $Y$ ). Other variables that are not examined make a smaller contribution.

## CONCLUSIONS AND RECOMMENDATIONS

From the results of the analysis that has been discussed in the previous discussion, this research can draw the following conclusions:

1. With a calculated  $t$  value of 5,265 and a probability value of  $t$  (sig) of 0.000, the work environment ( $X_1$ ) shows a significant determination of employee performance ( $Y$ ) in the Karimun Regency Public Works OPD;
2. In the Karimun Regency Public Works OPD, communication ( $X_2$ ) shows a significant determination of employee performance ( $Y$ ), with a calculated value of  $t = 6,209$  and a probability value of  $t$  (sig) of 0.000 (sig. 0.000 0.05);
3. The calculated  $F$  value with sig. 0.000 = 0.05 is obtained from the  $F$  test (simultaneous), which shows that  $H_0$  is rejected and  $H_a$  is accepted. This shows that the work environment ( $X_1$ ) and communication ( $X_2$ ) determine employee performance ( $Y$ ) at the 0.05 level for Public Works OPD employees in Karimun Regency.

Thus, it can be concluded that the performance of Public Works OPD employees in Karimun Regency is greatly influenced by their work environment and communication. This shows that a work environment that supports work activities and good communication between employees at OPD is very important for improving employee performance. In the end, the performance of employees in the Karimun Regency Public Works OPD will increase.

### Recommendations

Based on the conclusions drawn, the researcher suggests:

1. Based on the author's findings regarding the relationship between the work environment and employee performance, the local government, especially the Karimun Regency Public Works OPD, must do the following to improve employee performance: the work environment must always be made well. This will have a positive impact on the performance of employees in the OPD.
2. Because communication variables greatly affect employee performance, leaders or fellow employees are asked to be more active and communicate well so that employee performance continues to improve.
3. There is no in-depth analysis conducted by this study regarding additional variables that affect employee performance or other indicators included in this study. As a result, future researchers are expected to improve this research by adding better research variables and indicators.

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