



## THE INFLUENCE OF COMMUNICATION AND MOTIVATION ON THE WORK ENVIRONMENT IN PT PERKEBUNAN NUSANTARA IV MEDAN

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**Abstract** Every company in implementing programs that are directed is always efficient to achieve the goals set. One way that works goals can be achieved by creating a comfortable work environment. The work environment is something that is around workers and can affect themselves in carrying out the tasks assigned. A poor work environment can reduce work morale and more time and do not support obtaining an efficient work system design. Many factors affect the work environment, including communication and motivation. The purpose of this study was to determine the effect of Communication and Motivation on the Work Environment of PT. Perkebunan Nusantara IV Medan both partially and simultaneously. This type of research is a quantitative descriptive method. The object of research is the employees of the Human Resources and Marketing division of PT Perkebunan Nusantara IV Medan, amounting to 56 people. The sampling technique uses a saturated sampling technique which means the population is the same as the sample. Data analysis techniques used are multiple regression analysis, t-test, F test, and the coefficient of determination test. The results showed that partially and simultaneously Communication and Motivation influenced the Work Environment of PT. Perkebunan Nusantara IV Medan. The company leadership is advised to maintain the communication process that has taken place so far, taking into account the background, character, attitude, and nature of the leadership and employees. In motivation, companies are advised to pay more attention to employee work motivation by allowing employees the opportunity to develop their skills and expertise, this can be done by providing learning opportunities for employees who have work performance.

**Keywords:** *Communication, Motivation and Work Environment*

### I. Introduction

The work environment is something that surrounds workers and can influence them in carrying out their assigned tasks. Companies must be able to pay attention to the conditions that exist both inside the company and outside the workplace, so that employees can work smoothly and feel safe.

Communication plays an important role in supporting the smooth running of employee

activities in the company. Communication will be more effective if various factors that support success can be used together. These factors include: trying to get feedback, using the correct language followed by body movements to clarify the content of the message and if necessary, repeating the delivery, positioning yourself as both the sender and recipient.

Motivation is a series of attitudes and values that influence individuals to achieve

specific things in accordance with individual goals. Motivation is needed as a driving force that can realize behavior to achieve goals and self-satisfaction. Employee motivation is also a strategy for creating a conducive work environment. Because of the importance of motivation, an organization or company requires good motivation to achieve company goals.

PT Perkebunan Nusantara IV Medan is a State-Owned Enterprise (BUMN) engaged in the agro-business sector. PT Perkebunan Nusantara IV has its head office in Medan on Jl. Lt. Gen. Suprpto No. 2 Medan. This research is limited to employees in the Human Resources and Marketing departments, where carrying out their duties is slightly disrupted due to poor working environments, especially in terms of inadequate equipment and supplies making employees ineffective and efficient in carrying out their work. Where the available archive space is not proportional to the number of files/archives stored. So that when files/archives are needed again, employees have difficulty finding them, so their work takes a long time. Apart from that, there are several employees who do not comply with the prohibition against smoking in the room, this situation causes the room to become unhealthy and disturbs other employees and makes employees feel uncomfortable being there. indoors so performance is compromised. On the other hand, other supporting facilities such as IT are inadequate, which slows down employee work. And employees often complain about problems, there is no notification of a power outage which often causes employees to be annoyed and angry, where while they are working on a job, the power suddenly goes off and the work has not been saved. As a result, employees redo their work. As the head office, PTPN IV should collaborate with PLN on power outage notification issues, so that employees are better prepared to carry out work. An uncomfortable

work environment is thought to be influenced by communication and motivation factors.

Communication problems that occur within the company, especially in the HR and Marketing departments, are not harmoniously intertwined. Where employees are too stiff in speaking or communicating work problems with co-workers and their leaders. So when employees want to collect or combine the results of their work into one piece of work that must be combined, there is a slight problem where one of the jobs carried out by other employees has not been completed, due to a lack of communication regarding the work between them. Of course, this hampers employee performance and cannot be collected or put together on time. Apart from that, there is a lack of communication between the leadership (Kabag) towards all of his subordinates, where the Head of Section (Leader) only communicates with his assistant to give orders or tasks that must be carried out by other employees. This makes the employees given the task lack understanding and are unclear about the work given so that the work is not done optimally.

## **II. LITERATURE REVIEW**

According to Mangkunegara (2018: 145), "communication is the process of transferring information, ideas, understanding from one person to another with the other person's expectations." According to Setyawan (2019:41), the benchmarks for effective communication that researchers use as indicators of communication are: understanding, enjoyment, influencing attitudes, improving relationships and actions.

### **2.2 Theories about Motivation (X2)**

According to Hasibuan (2016: 143), "Motivation is the provision of driving force that creates enthusiasm for someone's work so that they want to work together, work effectively, and integrate with all their efforts

to achieve satisfaction." According to Susanto (2017:49), the dimensions of employee work motivation are: The need for achievement dimension, with indicators of efforts to achieve well and efforts to develop oneself, The need for affiliation dimension, with indicators, enthusiasm for interacting with the environment and enthusiasm for working together, Dimensions the need for power, with indicators, the passion to occupy the highest office and the passion to dominate other people

According to Sutrisno (2017: 118), "The work environment is the entire work facilities and infrastructure around employees who are doing work which can influence the implementation of work."

According to Afandi (2019:57), the dimensions and indicators of the work environment are the dimensions of lighting, with indicators: Workplace lighting, Workplace windows; Color dimensions, with indicators: Color layout, Decoration. Sound dimensions, with indicators for music sounds, factory machine sounds, workshops. Air dimensions, with indicators for air temperature, air humidity

### III. RESEARCH METHODS

The population of this research is: employees of the Human Resources and Marketing departments of PT. Perkebunan Nusantara IV Medan, totaling 56 employees. In this research, researchers used a saturated sampling technique. Thus, the number of samples in this study was: 56 people.

#### 3.2. Data collection technique

In this research, data collection related to the problems studied by researchers was carried out by:

1. Questionnaire (Questionnaire)
2. Observation

3. Interview
4. Literature Study
5. Documentation Study

#### 3.3. Classic assumption test

Before the regression model is used in hypothesis testing, the model will first be tested whether it meets classical assumptions or not. The use of regression analysis models in statistics must be free from classical assumptions. The classical assumption tests used in this research are: normality test, multicollinearity test, heteroscedasticity test, linearity test, and autocorrelation test

#### 3.4 Hypothesis test

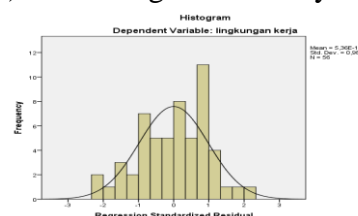
This hypothesis testing aims to determine the influence of Communication and Work Motivation on the Work Environment, namely a multiple linear regression analysis model. To test whether the proposed hypothesis is accepted or rejected, the coefficient of determination test, F-test (F-test) and t (t-test) are used.

## IV. RESEARCH RESULTS AND DISCUSSION

### 1 Normality Test Results

The normality test aims to determine whether the data is normally distributed. There are two ways to detect whether the residuals are normally distributed or not, namely:

#### 1) Using Chart Analysis

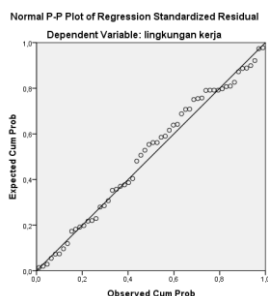


Source: Research Results, 2020 (Processed Data)

Figure 4.1 Histogram graph

Based on Figure 4.1 above, it can be seen that the data is normally distributed. This can be seen from the histogram graph which shows a curve shape with a balanced slope from the

left and right sides, or not leaning to the left or right.



Source: Research Results, 2020 (Processed Data)

Figure 4.2 PP Plot graph

Figure 4.2 shows that the data (dots) spread around the diagonal line and follow the diagonal line. So from this picture it can be concluded that the residuals in the regression model are normally distributed.

## 2) Using Statistical Analysis

Table 4.1 Normality Test Results

	Standardized Residuals
Normal	56
Parameters, b	,0000000
Deviation	2.10857290
Most	,076
Extreme	,044
Differences	-,076
Statistical Tests	,076
Asymp. Sig. (2-tailed)	,200c,d

Source: Research Results, 2020 (Processed Data)

If you look at the table above, the resulting significant value is 0.200 and this value is above the required significant value of 0.05, it can be concluded that the data in this study is normally distributed.

## 2 Multicollinearity Test Results

Table 2. Multicollinearity Test Results

Model	ollinearity Statistics	
	olerance	VIF
(Constant)		

communicati on	,946	1,057
motivation	,946	1,057

Based on Table 4.2 above, the tolerance value for the Communication and Motivation variables is  $0.946 > 0.10$ , and the VIF value is  $1.057 < 10$ , so it can be concluded that there is no multicollinearity in the independent variables.

## 3. Heteroscedasticity Test Results

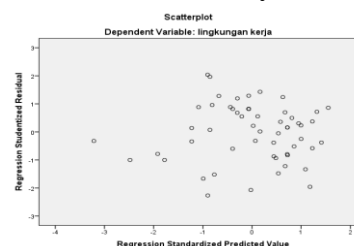


Figure 4.3 Graph of Heteroscedasticity Test Results

Based on Figure 4.3 above, the scatterplot graph shows that the data is spread above and below the number 0 on the Y axis and there is no clear pattern in the distribution of the data, meaning that heteroscedasticity does not occur in the regression equation model.

Apart from using graphs, the heteroscedasticity test can also be carried out using the Glejser test and test

Spearman's Rho. The Glejser test is carried out by regressing the independent variable with the residual absolute value. If the significant value between the independent variable and the absolute residual is  $> 0.05$ , then heteroscedasticity does not occur.

Table 4.3 Heteroscedasticity Test Results

Model	t	Sig.
(Constant)	2,536	,014
communicatio n	-,602	,550
motivation	-,820	,416

Source: Data Processing Results, 2020

Based on table 4.3 above, the results of the Glejser test show that the significance level for the Communication variable is 0.550, and the motivation variable is  $0.416 > 0.05$ , so



it can be concluded that heteroscedasticity does not occur.

### Discussion

#### The Influence of Communication on the Work Environment

Based on the results of the research that has been carried out, the results show that communication has a positive and significant effect on the employee work environment. This can be seen in the partial test results which obtained a value of  $t_{count} > t_{table}$  or  $3.091 > 2.006$ . Apart from that, it can be seen that the significant value for the communication variable is  $0.003 < 0.05$ , so it is partially proven that Communication has a significant positive influence on the PTPN IV Work Environment.

The results of this research are also in line with the thinking framework of Bahri's theory (2018: 152) which states that relationships and communication have the most important influence on the organization's work environment, through good communication to establish close relationships, good relationships and communication will guarantee the existence of a good work team. solid and good relationships and communication will improve employee performance.

Based on the respondents' answers, it can be concluded that the communication process at PTPN has been running well, which is known from the respondents' answers who stated that they agreed that the leadership and employees used language that was clear enough to be understood, agreed that the information conveyed was clearly enough for the employees to accept, agreed that the use of language between leaders and employees are right on target, agree if the information conveyed is appropriate to the place, agree if the flow of language and information is directed and organized, agree if employees

have manners and ethics when talking to superiors.

The conclusion of the research results is: communication influences the employee's work environment, which means that the more effective the communication between leaders, leaders and employees and between fellow employees, the more comfortable the work environment will be and vice versa, if work communication is not effective, the work environment will become more uncomfortable. Companies are advised to maintain or improve communication that is already running well in the company by ensuring that the information conveyed is trustworthy, so that the information conveyed is complete, uses language that is easy to understand, transparent and not complicated.

#### The Influence of Motivation on Employee Work Environment

Based on the results of research that has been carried out, the results obtained show that motivation has a positive and significant effect on the employee work environment. This can be seen in the partial test results which obtained a value of  $t_{count} > t_{table}$  or  $9.116 > 2.012$ . Apart from that, it can be seen that the significant value for the motivation variable is  $0.000 < 0.05$ , so it is partially proven that motivation has a significant positive effect on the PTPN IV work environment.

The research results are in line with Sutrisno's theory (2017: 216), "motivation plays a dominant, crucial and critical role in overall efforts to improve work performance, both at the individual, group and organizational levels." The results of this research are also in line with Sutrisno's (2017:118) framework of thinking, "a good and clean working environment, with sufficient light, free from noise and distractions, explains that it will motivate employees to do their work well."

Based on the respondents' answers, it can be concluded that Work Motivation at PTPN IV is quite good which can be seen from the respondents' answers who stated that they agreed that employees had efforts to improve work performance, agreed that employees had efforts to develop themselves, agreed that employees had the enthusiasm to interact with the environment, agreed if the employee is enthusiastic about occupying a higher position and agrees that the employee is enthusiastic about mastering his fellow colleagues.

Based on the description above, it can be concluded that motivation has an influence, plays a dominant, crucial role and provides direction in encouraging improvements in employee work performance and the employee's work environment. Companies are advised to continue to choose leaders who have the ability to communicate well and fluently, leaders who have the ability to motivate employees to work in accordance with company goals, leaders who have the ability to lead, leaders who are able to make decisions based on facts and regulations that apply in the company. and leaders who are able to provide a sense of security for employees (subordinates) who work (positive leadership).

## **V. CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

Based on the research results and discussion data, the research results can be concluded as follows:

1. Communication has a significant positive effect on the work environment of PTPN IV employees
2. Motivation has a significant positive effect on the work environment of PTPN IV employees
3. Communication and Motivation have a significant positive effect on the work environment of PTPN IV employees. The

work environment can be explained by communication and motivation at 66.6%, while the remaining 33.4% is explained by other variables not examined in this research and the variable that has the greatest influence on the employee's work environment is: Motivation.

### **5.2 Suggestion**

Based on the conclusions above, the suggestions that can be given are as follows:

1. Suggestions are given to maintain the communication process takes place during this time, taking into account the background, character, attitudes and characteristics of leaders and employees so that they can communicate effectively and achieve common goals.
2. Work motivation at PTPN IV Medan it is quite good, companies are advised to pay more attention to employee work motivation by giving employees the opportunity to develop the skills and expertise they have, this can be done by providing learning opportunities for employees who have good work achievements. Apart from that, PTPN IV also needs to provide room for creativity for employees so that employees are encouraged to provide optimal performance to achieve organizational goals.
3. PTPN IV needs to pay attention to the work environment by improving a good and conducive work environment to help increase work motivation and more effective communication. In terms of air temperature in the workplace, security and lighting, there needs to be supervision so that every employee feels safe and comfortable without feeling disturbed or worried.

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