



Work Environment Relations in Improving the Quality of Employee Work at PT. Pos Indonesia Sidoarjo Branch

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ABSTRACT

This study aims to determine the relationship of the work environment in improving the quality of work of employees at PT. Pos Indonesia Sidoarjo branch. In this study, the method used by the researcher is a qualitative approach through interviews and observations for data collection. From the results of data collection, several conclusions will be drawn from existing interviews so that they can complement the interests of this research. From the results of research and observations, it can be concluded that the relationship between the work environment has a relationship between improving the quality of work of employees, because the work environment is one of the things that influence to build the quality of work of employees in a company. Because the quality of employee work will look good if the company has a good work environment as well.

Keywords: *Work Environment, Improved Quality of Work, PT. Indonesian Post*

INTRODUCTION

In the current era of globalization, companies are in dire need of qualified and competent human resources in global work. All business organizations must be ready to strengthen themselves and adapt to the things that will be faced in the future so that they can compete using the various challenges that exist in the work environment. Human resources are employees who are always the majority in every company activity, because human means those who carry out all things related to the operations of the company or organization and are the determinants of the realization of organizational goals. For the purpose of an organization to be able to run well, there must be a maximum quality of work. The most important factor in the company is the work environment because the work environment is closely related to improving the quality of employee work. A good work environment can create good quality work for employees because employees are fully supported by company facilities. Therefore the company must be able to provide a comfortable work environment for employees so that company goals can be easily achieved by increasing the quality of employee work. Because comfort in work is very important for employees for the smooth process of work (Aisah & Arjanggal, 2021).

Therefore, on the basis of the thoughts of the researchers in this study, the researchers chose the title "The Relationship of the Work Environment in Improving the Quality of Employee Work" which aims to determine the relationship and the role of the work environment in improving the quality of work of employees.

The most important thing in the company is the work environment. Because the work environment is all about the physical, social and psychological life of the company and can affect the quality of work and productivity of employees. A quality company can be seen from the work environment because a good company work environment creates an increase in the quality of employees' work which can increase the company's work productivity level. Because these two things are closely related to the development of the company, basically the comfort and pleasure of employees at work is determined by whether the work environment is good or not.

We can review several things which include work environment factors in the work process of employees such as good air exchange, company security, relationships between colleagues, lighting in the

room, air temperature and work facilities at the company.

Quality of work is the result of employee work as measured by the effectiveness and effortless work carried out by company employees for the realization of company goals which is carried out on target and according to company targets. The quality of employee work can be seen from the ability of an employee, the skills and knowledge possessed by an employee in executing a task from the company whether it is able to carry out the task completely (Pratiwi & Syahidah, 2018).

Knowledge is a skill that is fixed and based on the level of intelligence, thinking ability, and the acquisition of various knowledge. Skills include operational and technical abilities, as well as mastery of certain fields. Skills are the result of an employee's ability, but remain within its scope such as cooperation, employee loyalty, work discipline and full responsibility.

Work quality is an important thing that needs to be evaluated in employee performance appraisal, along with employee attitudes such as commitment, loyalty, leadership, integrity, collaboration, loyalty, and employee engagement. We can say that work quality is a measurable result in terms of efficiency and effectiveness of employees in completing work supported by company facilities in order to achieve company goals and realized with full responsibility.

METHOD

The researcher uses a qualitative descriptive method in this study, where this method focuses on a series of sentences or words based on the results of monitoring. Which is where the meaning of the method is a methodology used for research procedures and will produce descriptive data. Descriptive data itself means that data obtained from sources in detail and written by researchers in detail in research.

Object The location of the research was conducted at PT. Pos Indonesia - Sidoarjo branch, Sidoarjo Regency, which is located on Jl. Sultan Agung No. 50 East Elephant, Magersari, Kec. Sidoarjo, Kab. Sidoarjo East Java 61200. The data source is obtained from primary data obtained through interviews and direct observation by employees of PT. Pos Indonesia Sid Arjo Branch. Then the secondary data researchers got from documents and the internet. The respondents who conducted the survey were 10 post office workers and 2 assistant staff at the Sidoarjo Post Office. Data collection researchers conducted interviews, office observations, documentation, and observations.

In this study the researchers used several data collection techniques as follows:

- The interview technique is a question and answer session between the interviewer and the resource person to obtain data, information, or opinions about the problem. Especially on the part of the support facilities that are directly related to research. Interviews are obtained from the creation of a communication between the interviewer and the resource person which is carried out through a dialogue which contains questions that must be answered by the resource person orally.
- Observation technique is a method used by researchers in observing a study conducted by analyzing events and then reviewing important points of research and then concluding whether or not a research conducted by researchers in examining a problem is true.

Observation can also be interpreted as a form of assessing a research by making periodic and coherent observations that are carried out systematically. And the data that has been obtained will be archived in the observation notes where these activities are included in the process of observation activities.

Analysis of qualitative research data is a research process in which to obtain data researchers must do several ways such as interviews, observations, and direct observations so that researchers get valid and easy-to-understand data and can be conveyed to others in order to provide valuable information.

The researcher analyzed the data by observing or observing the company environment and confirming that the researcher needed to observe the research content, and the researcher asked what happened to the relevant content. We conducted interviews with employees in the company.

RESULT AND DISCUSSION

Work Environment Relations in Improving the Quality of Work for Employees of PT. Pos Indonesia Sidoarjo branch. This can be seen from the results of data collection by researchers by examining several indicators of the work environment in the form of physical and non-physical conditions which the researchers examined through interviews with employees, namely: Working Environment Conditions Related to Improved Work Quality.

The work environment is all things related to physical, social and psychological conditions in a company that can affect company productivity and improve the quality of work of an employee. The

work environment is the thing that becomes one by the company's activities with employees because it forms the character of employees in doing their work. According to the researcher, the work environment is an important need for employees in doing their jobs in order to get comfort and smoothness in work. Not only from the exact work of an employee, but the company's work environment can shape the results of employee performance whether there is an increase or decrease in work. Getting an adequate work environment in the company can produce creative ideas and good work effectiveness. Vice versa, getting a work environment that does not support the ability of employees to work will decrease because there is no emergence of enthusiasm and motivation at work, so this can affect the performance or quality of work of employees at the company. The company's work environment must be supported by physical and non-physical facilities because this is very important to create efficiency and effectiveness of employees' work in carrying out the duties of the company. Because a quality company will know that if it provides an adequate work environment for employees, the company will also get good feedback from employees, namely in the form of increasing the quality of employee work which will bring the company to progress (Asmony Et al., 2020).

The results of this study researchers conducted interviews with 12 respondents employees of PT. Pos Indonesia Sidoarjo caban can be concluded: Working Environment Conditions at PT. Pos Indonesia Sidoarjo branch is adequate, it just needs a little repair due to the age factor of the building, such as a slightly leaking roof, a room where the air conditioner is damaged, making the room feel hot, then the toilet is not running smoothly, lack of air ventilation in some rooms and there is no special room for partnership staff that needs to be renovated. To support work to be more effective and efficient as well as to build morale, a good work environment is also needed, because if the conditions of the work environment are not good, it will also affect the effectiveness of work so as to make work productivity decrease.

According to Mr. Roni Moeljanto as Facility Support Manager at PT. Pos Indonesia Sidoarjo branch are: *In terms of physical equipment for work has been fulfilled by the company, security and safety at work are also adequate. He also feels comfortable in working both physically and non-physically, the relationship with other employees is well established.*

According to Mr. Abdullah Fathony as Head of Operations at PT. Pos Indonesia's Sidoarjo branch are: *For the company's environmental conditions, he is of the opinion that the room for the sorting process of shipments and packages has damage to the air conditioner, then the roof leaks when it rains, lacks air ventilation and the toilet is not running smoothly. But apart from that the physical condition of the company is very adequate and the non-physical conditions of other employees are harmoniously and well established.*

According to Brother Yuniarti Kartika Sari as a Counter Officer at PT. Pos Indonesia Sidoarjo branch are: *The physical condition of the work environment in the office is good and good, the needs of employee equipment are met such as: printer ink, delivery receipts, computers, stationery, printers and money counting machines and others. But it is undeniable that what is called a difference of understanding must exist with other employees, causing a feeling of discomfort at work but still being professional.*

According to Mr. Hadi Sulistiyono as AE of Package & Letter Sales at PT. Pos Indonesia Sidoarjo branch are: *So far, 90% of the physical work equipment has been fulfilled by the company, the environmental conditions are good and adequate. Also the non-physical conditions of relationships that are built from superiors with subordinates and with fellow co-workers. This relationship can be built with good cooperation and good communication.*

According to Mr. Erwin Yusni Mubarak as Mobile Partnership Personnel at PT. Pos Indonesia Sidoarjo branch are: *Agree that a good work environment will produce good quality work as well. Therefore, for now, it is necessary to renovate to create a special workspace for the partnership staff, whose workspace has been integrated into the central hall of the office. For non-physical conditions, it has been well established with regular work meetings and sharing sessions.*

According to Mr. Joko Wiyono as Service Manager at PT. Pos Indonesia Sidoarjo branch are: *Agree if a good work environment is supported by the fulfillment of work facilities in the form of equipment and work equipment and is supported by a comfortable and quiet environment. And also the non-physical work environment needs to be maintained in harmony between employees so that the heart and mood at work can always be cheerful and cheerful so that it contains enthusiasm at work.*

Above are some statements that represent the 12 respondents, all of which are almost the same, that the work environment is closely related to the quality of work of employees at PT. Pos Indonesia Sidoarjo

branch. Based on these 12 statements, the researcher concluded that they all agreed with the existence of a comfortable and peaceful work environment, both physically in the form of facilities provided by the company to meet the needs of employees at work and also from a non-physical perspective, namely harmonious relations between employees, both from superiors. as well as fellow co-workers in the company environment is important to motivate employees' enthusiasm in improving the quality of their work (Farisi & Lesmana, 2021).

From the results of interviews and observations of researchers, it can be concluded that a supportive and adequate work environment is closely related to improving the quality of work of employees because seen from the physical and non-physical conditions the company can ensure the comfort of the performance process carried out by employees, when employees feel comfortable with their work, so do the quality of work of employees will increase (Rahmatillah & Rahmadani, 2021).

CONCLUSION

From the statements of respondents that have been reviewed by researchers, it can be concluded that the relationship between the work environment can be said to be very necessary in improving the quality of employee work, because the work environment is one of the things that can ensure the comfort of employees in doing their jobs, with a comfortable work environment, safe, peaceful, and peaceful, surely the level of quality of employees in doing their work will be higher. The things that support it, namely in terms of physical work facilities or equipment provided by the company for the smooth running of the work process are very adequate, and don't forget the non-physical conditions of the company, namely the relationships built with superiors and fellow co-workers are well established and harmonious. Because these things have been implemented within the company, employees in the work environment will also feel comfortable in doing their jobs and with that comfort, employees will automatically improve the quality of their work. Because then the skills, discipline, and abilities of employees will be highlighted or compete to carry out the tasks given by the company to the maximum for the smooth operation of the company's operations and that is where a good and advanced company will be formed.

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