

## The Influence of Physical Work Environment Training and Financial Compensation on Employee Performance at PT. Indonesian Telecommunication Pekanbaru Center

Fitri Hendriani<sup>1\*</sup>, Alum Kusumah<sup>1</sup>, Ikhbal Akhmad<sup>1</sup>, Rahayu Setianingsih<sup>1</sup>, Khusnul Fikri<sup>1</sup>, Hammam Zaki<sup>1</sup>

<sup>1</sup> Management Study Program, Faculty of Economics and Business, Universitas Muhammadiyah Riau

Jl KH Ahmad Dahlan No. 88 Sukajadi , Riau, Indonesia

\* Email : [Fitrihenhen@gmail.com](mailto:Fitrihenhen@gmail.com)

### ABSTRACT

This research was conducted to determine the effect of physical work environment training and financial compensation on employee performance at PT Telekomunikasi Indonesia Center Pekanbaru. This research uses a quantitative study. This method is called a quantitative method because the research data is in the form of numbers and analysis using statistics. Respondents in this study amounted to 150 employees. From the results of the analysis, data analysis was carried out with the help of the SPSS (Statistical Product And Service Solution) application program, which found that the training variable had a significant positive effect, the non-physical work environment had no significant effect and financial compensation had a significant positive effect on employee performance.

**Keywords** : Training, Physical Work Environment, Financial Compensation, and Job Performance

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### INTRODUCTION

Employee work performance as a person's level of proficiency in the tasks that include his job, understanding the weight of individual abilities in fulfilling the conditions that exist in the job. (Sutrisno, 2016).

According to Mangkunegara (2013) work performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given. The better the employee's work performance where the achievement obtained by the company will be more optimal. In addition, there are factors that affect employee work performance according to Susanti (2019), the factors that affect work performance are motivation, job satisfaction, stress levels, physical conditions and compensation.

Employee work performance at PT Telekomunikasi Indonesia Pekanbaru center at this time is still very lacking with many employees who cannot reach the target at PT Telekomunikasi Indonesia Pekanbaru center. TELKOM itself has an annual target for optical transport network coverage. TELKOM has a target of 73% of district cities in 2013 can be covered by the True Broadband network and continues to increase every year. So it is expected that in 2021 it will be able to reach 90% True Broadband in Pekanbaru.

**Table 1 .** Achievement Data of True Broadband PT Telekomunikasi Indonesia Pekanbaru center 2019-2021

Year	True Broadband Target	Reached	Percentage
2019	12,500 people	8,750 people	70%
2020	12,500 people	10,125 people	81%
2021	12,500 people	10,875 people	87%

**Source:** PT. Indonesian Telecommunication Center Pekanbaru, 2022

From Table 1 above, it shows that the true broadband target of PT Telekomunikasi Indonesia center Pekanbaru has not been achieved, where the target for 2021 has been estimated to reach 90%. However, in reality it only reached 87%.

Another strategy at PT Telekomunikasi Indonesia Pekanbaru center is the provision of rewards for its employees. Rewards or awards can certainly improve work performance. This is useful for making employees productive, loyal, and satisfied and contributing in the future. The types of rewards provided by PT Telekomunikasi Indonesia Pekanbaru center can be seen in the following table:

**Table 2 .** Types of Awards to Employees of PT. Telecommunications Indonesia Pekanbaru center in 2022

No	Types of Awards	Candidate Criteria
1	The Best Leader	Top Talent
2	The Best Manager	Top Talent
3	The Best Staff	Top Talent
4	The Best Innovators	All Employees
5	Religious Awards	All Employees (P3/K3 and tenure above 10 years)
	- Hajj	
	- Umrah	
	- Christian pilgrimage	
	- Tirta Yatra	
6	Telkom CSR Award	All Employees
7	IndiHome Service Competition	All employees

**Source :** Processed Data, 2022

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From Table 2 above, it can be seen that there are many rewards given by PT Telekomunikasi Indonesia center Pekanbaru. From several awards that have been provided by the company, it is hoped that employees will be able to achieve company targets and work optimally to achieve company targets. These awards include The Best Leader, The Best Manager, The Best Staff, The Best Innovator, Religious Awards, Telkom CSR Award and Indihome Service Competition. Of the many types of awards that exist, of course, employees will compete to be the best and want to get rewards from the company. Of course, employees who get rewards from the company are employees who have good work performance.

Based on preliminary observations that have made good employees. Proper employee training will affect employee performance, so companies need to think about training their employees.

According to Mulyani (2016), training is part of education which involves the learning process to acquire and improve skills outside the education system which prioritizes practice over theory.

The training program was not attended by all employees of PT Telekomunikasi Indonesia central Pekanbaru but was represented by several employees where the employees sent as delegates were the same people. This also shows a lack of equal opportunity and rights for other employees. In addition, from the results of pre-observation in the field of training, the problem that often occurs is that the training provided is not carried out intensively even in one year, the number of training programs is uncertain. The type of training provided is often not in accordance with what is needed by employees, which is actually the most important thing for all employees. A good training assessment in the company is certainly supported by several factors, one of which is the physical work environment. A good physical work environment can support the implementation of work so that employees have work enthusiasm and improve employee performance.

A good training assessment in the company is certainly supported by several factors, one of which is the physical work environment. A good physical work environment can support the implementation of work so that employees have work enthusiasm and improve employee performance.

According to Sedarmayanti (2014), what is meant by the physical work environment is the condition of all physical conditions around the workplace which can affect employee work both directly and indirectly. The physical work environment at PT Telekomunikasi Indonesia Pekanbaru center still lacks a lot such as a small and hot room with the number of employees that does not match the capacity of the room. Therefore, it is necessary to add facilities for employee comfort such as a spacious and decent room and comfortable seating.

In addition to being supported by the physical work environment, the company is also supported by financial compensation. With compensation, the optimal performance of employees in improving employee performance. For companies with compensation can attract potential workers, compensation can also retain good employees. As for employees, the existence of compensation can maintain the survival of employees and the economic needs of employees can be met properly.

According to (Wahjono, 2015), Compensation is everything that employees receive in return for their contributions to the company, including salaries, provision of benefits, facilities that employees can enjoy, whether in the form of money or not. From the results of a pre-survey at PT Telekomunikasi Indonesia, Pekanbaru center, there is still a lack of

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distribution of financial compensation such as inappropriate overtime pay and inappropriate rewards with employee target achievement.

This study was conducted with the aim of knowing the effect of training, physical work environment and financial compensation on employee performance. And as for the benefits in this study for companies it can be a reference for predicting factors that affect performance and can also be a reference for other researchers who are interested in researching performance.

### LITERATURE REVIEW AND HYPOTHESIS FORMULATION

#### Work Performance

Work performance is a skill that an agency or company expects from its employees in order to develop and smooth the company's work attitude, so that the company or agency's goals can be achieved. Work performance is the work result that can be achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve company goals legally, does not violate the law and does not conflict with morals or ethics.

According to Rivai, (2013) Work performance is a work result achieved by employees in carrying out the tasks assigned to them which is based on skill, experience, and seriousness and time.

According to Sutrisno (2016), work performance is a record of the results obtained from certain job functions or certain activities over a certain period of time. According to Hasibuan (2016) work performance is a work result achieved by employees in carrying out the tasks assigned to them which is based on skill, experience, seriousness and time.

Based on the theoretical opinion above, it can be concluded that work performance is the result of work that a person has achieved from behavior in carrying out work activities.

#### Training

Wahjono (2015) defines training and development as having almost the same understanding, because the aim is to improve employees' expertise, skills and abilities in carrying out their duties and to achieve individual goals while achieving organizational goals.

According to Sofyandi (2013), training is a program that is expected to provide stimulation or incentive for someone to be able to improve their abilities in a particular job and gain general knowledge and understanding of the entire work environment and organization.

The benefits of training are increasingly important nowadays because of job demands and technological developments. Every individual is required to be able to work effectively, efficiently, and the results of their work are of good quantity and quality

#### Physical Work Environment

According to Mangkunegara (2015) the physical work environment is one of the factors that influences employee performance. An employee who works in a good physical work environment that supports optimal work will also produce good performance, conversely, if an employee works in a physical work environment that does not support or is inadequate for optimal work, it will make the employee uncomfortable. get tired quickly, lazy so that the employee's performance will be low.

Sedarmayanti (2014) states that the physical work environment is all physical conditions found around the workplace that can affect employees either directly or indirectly. The physical work environment is the workplace where employees carry out their activities.

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The physical work environment influences the work enthusiasm and emotions of employees. These physical factors include air temperature in the workplace, work space area, noise, crowding, and crowding.

### **Financial Compensation**

According to Muri (2015) compensation is everything that workers receive in return for their services. Compensation issues are related to internal consistency and external consistency. Meanwhile, according to Suparyadi (2015), compensation is the total compensation received by employees as appreciation for the contributions they make to the organization, both financial and non-financial.

According to Darodjat (2015) also concluded that compensation is nothing more than a service reward to employees for their contribution to achieving company goals. According to Elmi (2018) compensation is remuneration provided by an organization or company to employees, which can be financial or non-financial, for a fixed period.

The hypothesis in this research is as follows:

**H<sub>1</sub> : It is suspected that training has an effect on employee work performance**

**H<sub>2</sub> : It is suspected that the physical work environment influences employee work performance**

**H<sub>3</sub> : It is suspected that financial compensation influences employee work performance**

**H<sub>4</sub> : It is suspected that training, physical work environment, and financial compensation influence employee work performance**

### **METHOD**

This research uses quantitative descriptive methods. The population in this study is the entire population of this study is all employees of PT. Telekomunikasi Indonesia Pusat Pekanbaru, totaling 150 people. The sampling method in this research uses a nonprobability sampling technique, namely a sampling method that does not provide opportunities or gives each member of the population an equal opportunity to be selected as a sample. The nonprobability sampling method used is saturated sampling. The sample for this research was 150 respondents. In this research, data was obtained from distributing questionnaires to employees of PT Telekomunikasi Indonesia Pusat Pekanbaru. The questionnaire used uses a Likert scale.

The analysis tool used is SPSS version 25 for Windows. The data analysis techniques used are data quality test, classical assumption test, multiple linear regression analysis, hypothesis test, f test (simultaneous), and coefficient of determination test ( $R^2$ ). A questionnaire is declared valid if the questions contained in the questionnaire are able to show something that will be measured, measured by the criteria if  $r_{count} > r_{Table}$  then the statement is declared valid. A questionnaire is said to be reliable if it provides consistent and stable results, so that the questionnaire used can be used safely. A construct or variable is said to be reliable if it provides a Cronbach Alpha value  $> 0.60$  (Ghozali, 2018).

The classical assumption test is used to test the feasibility of the regression model, normality test, multicollinearity test, and heteroscedasticity test. Multiple linear regression analysis was carried out to determine whether or not there was an influence of training, physical work environment, and financial compensation on employee work performance. To obtain conclusions from this research, a hypothesis test was first carried out. Hypothesis testing is carried out using the T Test (partial parameter significance test). According to Kuncoro (2018), the T test basically shows how much influence an individual explanatory

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variable has in explaining variations in the dependent variable. Coefficient of determination test ( $R^2$ ) The coefficient of determination ( $R^2$ ) is a coefficient that shows the percentage of influence of all independent variables on the dependent variable. The coefficient of determination the better the independent variable is in explaining the dependent variable. Coefficient of determination ( $R^2$ ) Basically to find out how much influence the independent variable (X) has on the dependent variable (Y) (kuncoro, 2018).

### RESULT AND DISCUSSION

The variables in this research are described using descriptive analysis. The descriptive analysis presented in this research includes the average (mean), standard deviation, maximum value, minimum value and total research data. Descriptive statistics in this research are used to provide an overview of the demographics of respondents and a description of the research variables, namely training, physical work environment, financial compensation, and work performance. The results of descriptive statistical tests can be seen in Table 3 below:

**Table 3 . Variable Statistical Description Results**

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Training	150	40.00	66.00	57.6867	5.19310
Physical Work Environment	150	59.00	101.00	87.6267	8.39427
Financial Compensation	150	18.00	45.00	36.9933	5.51812
Work Achievement	150	50.00	88.00	73.6067	7.08045
Valid N (listwise)	150				

Source : Processed Data, 2022

Based on the table above, it can be seen that all the variables in this study are well distributed. This can be seen from the std deviation value  $<$  mean.

**Table 4. Reliability Test Results**

Variable e	Cronbach's Alpha	Critical Value	Decision
Training (X1)	0.866	0.6	Reliable
Physical Work Environment (X2)	0.948	0.6	Reliable
Financial Compensation (X3)	0.990	0.6	Reliable
Work Achievement (Y)	0.940	0.6	Reliable

Source : Processed Data, 2022

From Table 4 it is known that the reliability values for all variables are  $>$  0.6. This means that the measuring instruments used in this research are reliable or trustworthy.

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**Table 5 . Multiple Linear Regression Analysis Results**

Coefficients <sup>a</sup>							
Model	Unstandardized	Standardized		t	Sig.	Collinearity	
	Coefficients	Coefficients				Statistics	
	B	Std. Error	Beta			Tolerance	VIF
<b>1</b> (Constant)	10,674	3,419		3.122	,002		
Training	,334	,039	,245	8,579	,000	,886	1,128
Physical Work Environment	.013	,036	,015	,361	,719	,393	2,547
Financial Compensation	1,150	,054	,896	21,357	,000	,409	2,444

Source : Processed Data, 2022

From the table above you can see each calculated t value and the significance of the independent variables. Know the t table value (2-sided test at alpha 5%) with the equation:

$$t_{Table} = n - k - 1: \alpha/2$$

$$= 150 - 3 - 1: 0.05/2$$

$$= 146 : 0.025$$

$$= 1.976 \text{ (see Table t with df=146 at a significance level of 0.05)}$$

Note: n = Number of samples

k = number of independent variables 1 = constant.

Thus, the following results are obtained:

- Training. The calculated t value was 8.579 with a significance of 0.000. Thus, it is known that t count is  $8.579 > t_{table} 1.976$  or significance ( $0.000 < 0.05$ ). This means that training has a significant and significant effect on work performance.
- Physical Work Environment. The t value obtained was 0.361 with a significance of 0.000. Thus, it is known that t count is  $0.361 < t_{table} 1.976$  or a significance of  $0.719 > 0.05$ . This means that the physical work environment has no effect and is not significant on work performance.
- Financial Compensation. The calculated t value was 21.357 with a significance of 0.000. Thus, it is known that t count is  $21.357 > t_{table} 1.976$  or significance ( $0.000 < 0.05$ ). This means that financial compensation has a significant and influential effect on work performance.

**Table 6. Partial Test Results (T Test)**

Model	Unstandardized		Standardize	t	Sig.	Collinearity	
	Coefficients	Coefficients	Coefficients			Statistics	
	B	Std. Error	Beta			Tolerance	VIF
<b>1</b> (Constant)	10,674	3,419		3.122	,002		
Training	,334	,039	,245	8,579	,000	,886	1,128
Physical Work Environment	.013	,036	,015	,361	,719	,393	2,547
Financial Compensation	1,150	,054	,896	21,357	,000	,409	2,444

Source : Processed Data, 2022

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From Table 6 you can see the calculated t value and significance of the independent variables.

Thus, the following results are obtained:

- Training. The calculated t value was 8.579 with a significance of 0.000. Thus, it is known that t count is  $8.579 > t$  table 1.976 or a significance of  $0.000 < 0.05$ . This means that training has a significant and influential effect on work performance.
- Physical Work Environment. The t value obtained was 0.361 with a significance of 0.000. Thus, it is known that t count is  $0.361 < t$  table 1.976 or a significance of  $0.719 > 0.05$ . This means that the physical work environment has no effect and is not significant on work performance.
- Financial Compensation. The calculated t value was 21.357 with a significance of 0.000. Thus, it is known that t count is  $21.357 > t$  table 1.976 or a significance of  $0.000 < 0.05$ . This means that financial compensation has a significant and influential effect on work performance.

**Table 7.** F Test Results

		ANOVA <sup>a</sup>				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	6683.858	3	2227.953	413,878	,000 <sup>b</sup>
	Residual	785,935	146	5,383		
	Total	7469.793	149			

Source : Processed Data, 2022

From the table above, the calculated F value is 413.878 with a significance of 0.000. Thus, the results obtained are F count (413.878) > F Table (2.666) or significance (0.000) < 0.05. Thus, it can be seen that training, physical work environment and financial compensation together have a significant effect on work performance.

**Table 8.** Coefficient of Determination Analysis (R<sup>2</sup>)

Model Summary <sup>b</sup>					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,946 <sup>a</sup>	,895	,893	2.32015	2,066

Source : Processed Data, 2022

Based on Table 8, the adjusted R square value is 0.893 or 89.3%. This figure states that the influence of the independent variables (training, physical work environment and financial compensation) on the dependent variable (work performance) is 89.3%. Meanwhile, the remaining 11.7% is explained by other factors that were not observed in the research. So it can be concluded that the percentage contribution of the simultaneous influence of the independent variables on the dependent variable is quite accurate.

### RESEARCH LIMITATIONS

In order to ensure that the research is more focused and does not expand beyond the intended discussion, this thesis limits the scope of the problem. This is done so that it is not too broad to aspects that are far from relevant.

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**CONCLUSION**

Based on the results of the research and analysis that has been carried out, the researchers concluded that the effect of training on work performance. The results obtained showed that training was proven to have a significant influence on increasing work performance. This is influenced by the way the leadership of PT. Pekanbaru Indonesian Telecommunication Center creates good training that meets employee expectations, so that employees can have optimal performance in achieving company goals. The influence of the physical work environment on work performance. The results obtained showed that the physical work environment was proven to have no effect on increasing employee work performance. The effect of financial compensation on work performance. The results obtained showed that financial compensation was proven to have a significant influence on increasing employee work performance. Head of PT. Telekomunikasi Indonesia's Pekanbaru center is expected to provide appropriate financial compensation to employees to encourage optimal performance.

Variables  $X_1$  ( training ) and \_ variable Y (work performance). This means that work performance can be improved when good training and optimal compensation are carried out simultaneously and the quality is also improved

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