

The Effect of Individual Characteristic, Communication, and Work Environment on Employee Performance PT Hilex Cirebon West Java

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Abstract—This research was conducted on PT Hilex that located in Plered Kabupaten Cirebon, this company established since 2001 and pure PMA that is have a good market in ASIA. PT Hilex Cirebon produced cable, for this time research devoted to the production of motor and car cables totaling 120 employees, researchers used the Slovin formula with an error margin of 10% to take samples, and then obtained as many as 53 respondents. The sampling technique uses proportional random sampling using proportional allocation formula. Researchers use simple linear regression to see and analyze which variables have a major influence on employee performance. Based on observations on respondents, it can be seen that there are difference characteristics, less intense communication, and noise of the machine that allows employees to decrease concentration on their work. This is guessed allowing a decrease in employee performance, the fluctuation of product and absent of the employee can be seen that.

Keywords—communication; employee performance; individual characteristic; work environment

I. INTRODUCTION

Human resources are one of the most important aspects of running an organization of business competition activities in the current era of globalization and increasingly sophisticated technology which requires a company to have quality and competent human resources so that the goals or objectives of the company can be achieved [1].

To realize that human resources must be maintained and maintained properly in order to provide maximum contribution, because they will determine the progress of a company [2].

Human resources that are in one company or called employees must have different personality and characteristics. This is due to having different backgrounds, experiences, interests and abilities. With these differences, there will certainly be various problems if the differences are not managed properly [3].

To overcome the problem of differences, one of them can be through Communication. Communication is an important tool in the company. With communication will minimize

obstacles in the work because of the same perception to complete a job [4].

Other important thing is the work environment. Therefore, a company must notice to the work environment that is around. A clean, comfortable and conducive environment will encourage every employee to provide high performance so that the company's goals will be achieved [5].

This research at PT. HI-LEX is engaged in electrical manufacturing of components such as clutch cables, cables and others, which will be distributed to the motorcycle production companies that have cooperated. This company is located at Kaliwulu, Plered, Cirebon Regency, is a company that is large enough to have many employees to complete production targets.

According to the results of the initial interview with the HRD PT. Hi-Lex Cirebon Branch employees have the duty to meet production targets that have been determined by the company for each employee with changing the shift about three times. The Employees in PT. Hi-Lex has a different character, and when seen from the ability and experience of employees here is still lacking, because most employees have just graduated from high school, so they have no experience in the world of work and sometimes because it is mental and the attitude possessed by employees is not yet trained in dealing

with pressure and workload if the company is being pursued by order targets from consumers. Because, sometimes it can inhibit the production process which mostly comes from human factors even though there are still other factors that can inhibit [6].

Furthermore, due to differences in character between one employee and others, frequent miss-communication occurs in terms of coordination of their work. For example, in the changing shifts, each employee is given around 10 to 15 minutes to be able to coordinate what has been done and what should be continued by the next shift 4 employee. But in its delivery, there are still misunderstandings or misapprehensions that inhibit the existing production process. And employees do not carry out the tasks that they should continue. Sometimes

there are also employees who mistakenly receive instructions from their superiors so that what is done is not what is expected.

The layout data obtained, the working environment conditions in a spacious room and there is only a window at the entrance and exit without ventilation on the left and right side which makes the air temperature still feels very hot. The exchange of air in and out still has not been able to well overcome. Facilities such as place for water that is supposed to be provided have not yet been made so that when employees feel dehydration, they should get out the room to simply fill drinking water. The noise level of one machine with other machine still cannot be muted, this condition makes employees not concentrate on their work, especially they have to calculate the achievement target.

The Employee performance of PT Hi-Lex can be seen from the quantity and quality of the work they do. In some of the work they do sometimes there are still product errors that they produce and that is related to product quality. With these errors there must be a repetition of product work so that product quality can be achieved properly, so the time needed to complete the work increases. It also relates to the quantity of products produced by each employee. Sometimes the employee still cannot work on the product according to the target set by the company. So, it is more burdensome to the next employee who has to work on more products so that the company's target is achieved. Below this is a graph of the achievement of the assembling section for the 2016-2017.



Fig. 1. Graph of achievement R-2

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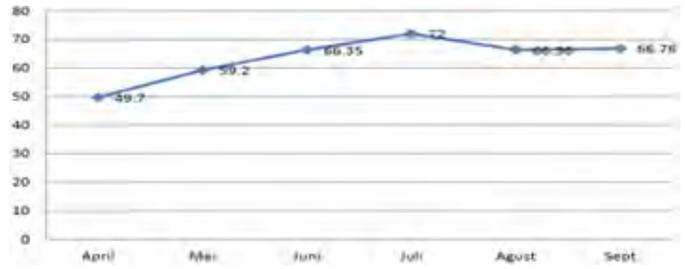


Fig. 2. Graph of achievement R-4.

According to the graph of the achievement of the R-2 target (Two Wheel) Assembling section of PT. Hi-Lex above the 2016-2017 period, it can be seen that there is a decrease in the achievement of targets from October to February.

Then there was a decline again from May to June. Likewise, with graph 1.2, namely the Graph of the Achievement of the R-4 Target which is a cable assembly for four wheels, experienced a target decline in August, which was originally 72% in July to 66.36% in August. This shows that the target achievement in the Assembling section of PT. Hi-Lex, which also shows how the performance of employees in the company has not been stable. Below this is a table that shows the number of employee absences seen from employee working hours.

TABLE I. NUMBER OF EMPLOYEE ABSENCES

Month	Absence Type (Hours)			
	Sick	Permission	Alpa	Absence Total
Januari	266	14	0	280
Februari	378	14	35	427
Maret	336	14	0	350
April	315	21	0	336
Mei	385	28	7	420
Juni	399	42	7	448
Juli	287	28	7	322
Agustus	287	56	14	357
September	315	56	0	371
Oktober	525	42	0	567
November	364	35	14	413
Desember	448	35	14	497
Total	4305	385	98	4788

PT. Hi-Lex Cirebon in 2017 with three types of absences, which are sick, licensed, and absent.

The table above shows that the employee absentee level is divided into three shifts and each shift is 7 hours. So if the table shows number 14, it means there are 2 employees who are not present. This employee absentee level has increased from July to October. This can also result in disruption of the work process carried out by employees.

Individual characteristics are characteristics that each individual has that distinguishes them from other individuals. Individual characteristics are unique, each individual has characteristics and characteristics that can distinguish between one individual and another, these characteristics are formed from birth and some are formed as a result of association and learning [7].

"Individual characteristics consist of abilities, personal beliefs, expectations of needs, and past experiences. This characteristic will be brought by him when he will enter a new environment, namely an organization or another [8]. There are several factors that form individual characteristics, namely: biographical characteristics, abilities, personality and learning [9].

Communication is a two-way information delivery that is able to facilitate the activities or performance of employees, Communication is the process of transferring information, ideas, understanding from someone to others in the hope that other people can interpret it in accordance with the intended purpose [10]. There are several communication factors, namely: factors from the sender and factor from the receiver [10].

The work environment is a place for employees to do activities that will support their performance.

Humans will be able to carry out their activities well, so that an optimal result is achieved, if one is supported by an appropriate environmental condition [11].

Proposes several factors that can affect the working environment conditions associated with human abilities or employees, including: Illumination / light at work, temperature / air temperature in the workplace, humidity in the workplace, air circulation in place work, noise at work, mechanical vibration at work, bad odor at work, color at work, decoration at work, music at work and security at work [11].

Performance is the work of employees based on their ability in accordance with company standards,

Expressed performance is the result of a process that refers and is measured over a certain period of time based on the provisions or agreements that have been previously determine [12]. He revealed that the performance dimensions are as follows: Target, Quality, Time of Completion and Principal Compliance.

Thinking Framework in research is that employee performance must be well established, because this will impact on the productivity of the company which leads to the acceptance of company profits. Therefore, the company must be able to analyze what factors can improve the performance of its employees. The difference in employee characteristics must be seen as diversity. Individual diversity is expected to be bridged by good communication between employees and between superiors and subordinates. Maintaining the work environment is a supporting factor for the smooth work of employees.

Individual characteristics are characteristic of an employee who can be brought into the organizational environment. Individual characteristics can be one of the factors that influence the work of employees in a company. Individual characteristics can be seen from several aspects between experience, abilities and personality of employees. If this has a good value or if each employee has good characteristics, it can support the performance of employees in a company [13]. Employees must also be able to adapt their characteristics to the organizational environment they live in. That way

employees can provide the best in accordance with their duties and responsibilities.

Communities that are well-established are expected to expedite all information, especially those that will support the completion of work in accordance with standards, both in quantity and quality.

A comfortable work environment with the facilities and infrastructure provided by the company will make employees enthusiastic in carrying out their work activities. Air circulation and good lighting are one of the factors that the company must pay attention to so that employees are calmer in doing work [14].

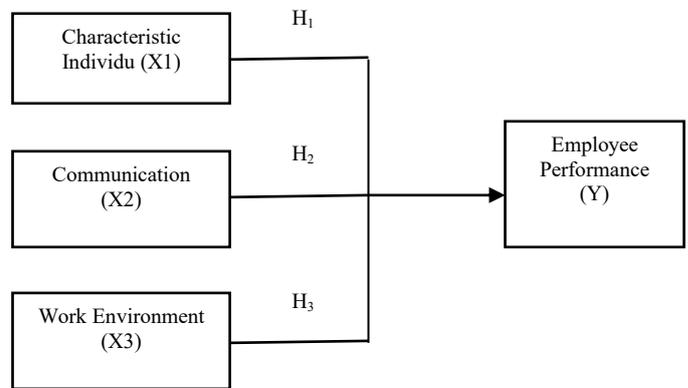


Fig. 3. Research models.

Based on the framework of thinking, this research hypothesis can be formulated:

- it is suspected that there is an influence between individual characteristics on performance
- it is suspected that there is an influence between communication on performance
- it is suspected that there is an influence between the work environment and performance.

II. RESEARCH METHODS

The research method used is a quantitative method, where the researcher wants to know how much influence the independent variable has on the dependent variable.

In this study, researchers took the population of employees of PT. Hi-Lex Cirebon totaling 112 people. Determination of the number of samples using the Slovin formula with an error rate tolerated by 10%, and using sampling techniques with proportional random sampling because the population is not homogeneous. Then obtained $n = 52.8$ (rounded to 53) respondents.

Data retrieval techniques using questionnaires with Likert scale measurement, with multiple regression data analysis techniques.

III. RESULTS AND DISCUSSION

A. Results

To find out the characteristics of respondents can be seen from the table below:

TABLE II. CHARACTERISTICS OF RESPONDENTS

Alternative	Answers Category	Frequency	Percent (%)
Gender	Man	39	73,58
	Women	14	26,42
Age	<25 years	46	86,79
	25 – 4 years	7	13,21
Education	High school	51	96,23
	Bachelor Degree	2	3,77
Length of working	< 1 years	0	0
	1-5 years	53	100

Respondents involved in this study were based on sex consisting of 39 male employees and 14 female employees aged 25-40 years and high school educated for a period of 1-5 years.

To determine the magnitude of the influence of individual characteristics variables, communication and environment on employee performance can be seen from the table as follows:

TABLE III. COEFFICIENTS

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	63.142	13.104		4.818	.000
Characteristic Individu	.410	.103	.704	3.992	.000
Communication	.405	.184	.273	2.202	.032
Work Environment	-.381	.121	-.520	-3.156	.003

a. Dependent Variable: performance

Based on the table above, it can be analyzed as follows based on the results above, it can be concluded that the regression coefficient of individual characteristics is 0.410 and communication 0.405 shows the direction of a positive relationship in the direction of individual characteristic, communication with employee performance. This shows that the better individual characteristics and communication at PT. HI-LEX Cirebon, the performance of PT. HI-LEX Cirebon employees will increase. While the constant coefficient of the work environment regression of -0.381 indicates the direction of the negative relationship means that if the company does not pay attention to the working environment conditions, the employee continues to carry out their respective work in accordance with their duties

To find out the magnitude of the effect simultaneously for variables of individual characteristics, communication, and work environment on performance can be known by looking at the table model summary as follows:

TABLE IV. MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.628a	.394	.357	5.888

a. Predictors: (Constant), Work Environment, Communication, Characteristic Individu
b. Dependent Variable: performance

Determination coefficient value of individual characteristics variables, communication, work environment on employee performance is 0.357 this means that the influence of the third variable of the independent variable on the dependent variable is 35.7%.

To determine the significance of the influence of the three independent variables on the dependent variable can be seen simultaneously from the ANOVA table below:

TABLE V. ANOVA

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1106.893	3	368.964	10.641	.000b
Residual	1699.031	49	34.674		
Total	2805.925	52			

a. Dependent Variable: performance
b. Predictors: (Constant), Work Environment, Communication, Characteristic Individu

Based on the table above it is known that the sig value is 0.000 < 0.10 so we can conclude that simultaneously there is a significant influence between individual characteristics, communication and work environment on employee performance.

B. Discussion

Based on the results of the study it was found that there was a significant influence between individual characteristics, communication and work environment on employee performance which means that the increasing of the three independent variables will have an impact on the dependent variable.

Characteristics of respondents who are mostly male with the age of 25-40 years and have a high school education do not pay much attention to their work environment. They are only oriented towards achieving the target, this can be proven from the results table which only decreases in February for two wheels (R2) or in August for four wheels (R4) and for the following month increases.

IV. CONCLUSIONS

A. Conclusions

From the results of the discussion above, it can be concluded as follows:

Independent variables namely individual characteristics, communication, and employee environment on employee performance affect employee performance, this means that the

three independent variables will have a significant impact on improving employee performance.

B. Recommendations

Based on the results of the research that has been done, the researcher gives input as follows:

- The company provides sufficient training to increase employees.
- Supervisors provide a more detailed explanation of job information that must be done when changing shifts occur.
- The company notice to the movement of employees because the distance of the machine to one other are too close, and the addition of air vents so that the room are not too hot and employees are comfortable at work.

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