

Employee Work Environment Analysis Of PT. Sinar Galesong Branch Aroepala In Makassar City

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ABSTRACT

This study aims to find out how the work environment of employees at PT.Sinar Galesong Mandiri Aroepala Branch in Makassar City. This study uses a qualitative method with a descriptive research type. Data collection techniques used in the form of observation, interviews and documentation. As for checking the validity of the data is done through *credibility* (degree of trust), *transferability* (transferability), *dependability* (dependence) and *confirmability* (certainty). Data analysis techniques use data collection, data condensation, data presentation and drawing conclusions. The results showed that the work environment of employees at PT.Sinar Galesong Mandiri Aroepala branch in Makassar city was inadequate, as the physical work environment still had several deficiencies which included workplace buildings, work equipment, rest areas and places of worship. This needs to be considered by the company in improving employee performance. While the non-physical work environment is very good. The reason is because in the work environment, employees still maintain good relationships with other employees, superiors always supervise their subordinates, and cooperation between employees is always implemented.

Keywords: Work environment, employees

INTRODUCTION

The development of the business world is currently experiencing very rapid progress, especially with the emergence of the information and communication revolution. Business development cannot be separated from developments in science, technology and society. Today, business runs very quickly and complexly, goods and services have shorter life cycles, no longer talking about years but are calculated in months, days and even hours. Consumers want quality goods, inexpensive, easy to obtain, fast delivery and good after-sales guarantee. Employees want to get a salary that is commensurate with the energy expended, a conducive working atmosphere, structured work procedures and supportive work media. According to Eddy Suryanto in (Sudaryono, 2015)

Businesses create many opportunities based on creativity and innovation displayed by involving several employees to produce services or products that consumers need. In this case it can be seen from the number

companies that have sprung up to attract the attention of consumers in the hope of becoming market leaders so that competition in the business world is getting tougher. In his book (Irham, 2015) argues that "Companies are required to be able to adapt and compete. If a company is not able to compete and adapt in the global market, it will cause the company to experience a decline in various aspects, both in terms of sales, quality, and even further to the decline in profits that will be obtained.

Increasingly fierce competition has resulted in companies having to improve the quality of their human resources because they are an important factor in organizational management as well as a driving factor for every activity in the organization. Managing human resources is the process of determining the right people to work in various company activities. They must be used in activities that will satisfy the needs of the organization, in order to achieve company goals. Companies, in hiring workers, need to create a reasonable payroll system and provide a pleasant work environment. (Sukirno, 2017)

According to (Wiranto et al., 2023) argued that in the world of offices, all activities aimed at the success of the office are of course greatly influenced by its employees. Besides that, one of the employees' high motivation to work is supported by the facilities available in the office. With good quality human resources, the company will be able to answer any challenges in the future, and having good employees is a valuable tool for increasing productivity. Fajar nur'aini df in (Fatimah, 2021) , also stated that "No matter how sophisticated the tools a company has, if they don't have competent employees, of course all of that will be in vain. Seeing the importance of human resources in the organization, more serious attention is needed to the tasks assigned so that organizational goals can be achieved.

To determine the achievement of organizational goals can be seen from the performance of employees. Performance is a concise measurement of the quantity and quality of the contribution of tasks performed by individuals or groups to work units or organizations. Having employees with good performance can make it easier for organizational leaders to direct them to achieve goals and employees can maximize their performance with the support of an appropriate work environment. The work environment is one of the most important components in employees completing their work. (Fitriani et al., 2019) .

The work environment is one of the closest things to a person in carrying out his work. The work environment that is around employees needs to be considered so that it has a good impact on employee performance. A sense of comfort, security, conduciveness and fun will be created because of an adequate work environment. The benefits of a comfortable, safe, conducive and enjoyable work environment will increase employee work productivity, increase efficiency and the quality of workers who are more committed and vice versa. An inadequate work environment can reduce employee performance and ultimately decrease employee work productivity. (Noriggono et al., 2014)

The work environment is everything that is around employees when working, both physical and non-physical that can affect employees while working. The work environment can increase the comfort and concentration of employees so that they can improve their performance. Meanwhile, a work environment that is uncomfortable for employees and considered inadequate will lead to a decrease in employee performance, employees will feel uncomfortable and unenthusiastic in carrying out their obligations in completing the jobs given. (Eroy & et al, 2020)

PT. Sinar Galesong Mandiri is an automotive company that sells motorized vehicles, and is a main dealer for Suzuki motorcycles. In addition, this company also sells spare parts and provides service to consumers. One of its branches is in the city of Makassar. In carrying out its business, it certainly has very tight competition with other automotive companies, especially in achieving vehicle sales targets and getting maximum profits. So that in overcoming unavoidable business competition, company management must manage its business properly and must pay attention to the work environment of employees so that the company can continue to grow by obtaining the maximum profit. (Ezra Nisih Bachruddin¹ , Stanley W. Alexander², 2022)

From the several opinions above, it can be concluded that the work environment is everything that exists around the employee's workplace, the work environment is very important to note because the work environment can affect productivity, motivation and employee morale.

Based on initial observations, the authors see that the physical and non-physical work environment of PT. Sinar Galesong Mandiri Aroepala branch in Makassar city, there are several problems that need to be considered and held in the employee's work environment, such as a slightly narrow parking lot and a sign board needs to be added *between* the guest parking lot, before service, and after service , lack of air ventilation and cooling equipment so employees often feel overheated, the work space provided is a little cramped so that employees are limited in carrying out some of their activities, there is no resting place to unwind so employees just sit at work, and there is no place of worship for employees and consumers so that some employees worship in the warehouse where spare parts storage, this is not clean because every employee who wants to take spare parts must wear shoes to enter the warehouse.

METHOD

The approach used in this study is a qualitative approach. According to (Sugiyono, 2017) Qualitative research is "Qualitative research methods are research methods based on the philosophy of postpositivism, used to research on natural object conditions, (as opposed to experiments) where researchers are the key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive/qualitative in nature, and the results of qualitative research emphasize meaning rather than generalization."

This study uses a research focus in the form of an analysis of the work environment of employees at PT. Sinar Galesong Mandiri Aroepala branch in Makassar city. The

description of the research is guided by the physical and non-physical work environment that has been determined.

The stages that must be carried out are as follows: the preparation stage, the data collection stage, the data analysis stage, and the report writing stage. The types and sources of data used are primary data and secondary data. the research instrument or tool is the researcher himself. Therefore the researcher as an instrument must also be "validated" how far the qualitative researcher is ready to carry out research that will then go into the field. Qualitative researchers as *human instruments* function to determine the focus of research, choose informants as data sources, collect data, analyze data, interpret data and make conclusions on their findings. (Sugiyono, 2017)

The main purpose of research is to get data. Data collection techniques carried out by researchers were direct observation (passive participatory observation), semi-structured interviews, and documentation. According to (Sugiyono, 2017) there are four criteria used in testing the validity of the data, namely: *credibility* (degree of trust), *transferability* (transferability), *dependability* (dependence) and *confirmability* (certainty).

Miles and Huberman in (Sugiyono, 2017), argue that "activities in qualitative data analysis are carried out interactively and take place continuously until it is complete so that the data is saturated. The models in data analysis according to Miles and Huberman and Saldana in (Majid, 2017) are *data collection*, *data condensation*, *data display*, and *conclusion drawing*.

RESULTS AND DISCUSSION

1. Physical Work Environment

The physical work environment at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar city, uses the four indicators of the physical work environment proposed by (Siagian, 2014), namely workplace buildings, adequate work equipment, rest areas and places of worship. To find out the physical work environment at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar City is as follows:

a. Workplace building

Judging from the results of observations, interviews and documentation, the results show that employees feel dissatisfied with the workplace buildings provided by the company. There are several problems experienced by employees at work such as the parking lot is a little cramped so it needs to be expanded and added a *sign board* to indicate the parking lot before service, the parking lot after service and the guest parking lot, the parking lot needs to be added to the roof because the weather often does not support it which results in damage to the motorbike, then the workshop workspace needs to be done in an open place or a partition is made to separate it from the service registration room and showroom so that it does not interfere with the comfort of the employees and the lights provided in the workshop are rather dim so that employees are not optimal at work. There are several elements in the workplace building that the company must pay attention to as stated by (Kasmir, 2018) that the shape of the building is related to the appearance

of the building, for example the shape or model of the building, color, location and others. The company's parking facilities must form parking management so that it has a good appearance. interesting, and the layout (*layout*) in the form of the shape and atmosphere of the room is made in such a way as not to seem chaotic, but must be clean and cool

b. Adequate work equipment

Judging from the results of observations, interviews and documentation, the results of the study indicate that the work equipment provided by the company for employees is adequate. Several employees at PT. Sinar Galesong Mandiri, Aroepala branch, have different responsibilities, as well as work equipment adapted to what is needed by employees. In the cashier and administration section, the equipment needed is such as computers, calculating machines, printers, stationery, telephones, while in the workshop section, work equipment is needed, such as manual motorbike repair tools and motorbike repair tools. However, there are a few problems related to computers which often take a long time to access due to the network so that errors often occur and can hinder in terms of service to consumers. This is also in accordance with what was stated by (Badrianto et al., 2022) that companies are required to provide adequate work equipment to help employees to complete their work more easily and faster, and employees can work more productively.

c. Rest area

Judging from the results of observations, interviews and documentation, the results of the study show that the company does not provide a resting place for employees to unwind so that employees create their own rest area. Employees can only sit and lie down arbitrarily because carpets are also not provided. Employees only use the room in the warehouse workshop area, so that if other employees turn on the machine, the sound will be heard clearly and it really disturbs rest time, besides that it is necessary to provide fans because there is still insufficient air ventilation, and carpets so employees can sit and lie down when not using carpets the rest area is a little dusty and dirty because it is close to the workshop. There are several things that need to be considered regarding adequate rest areas as stated by (Nuraini et al., 2020) that adequate resting places are lighting and air ventilation must be quite good, the area of the room is adjusted to the number of employees, and rest areas are designed to be easy to clean , cared for, and meet environmental health requirements.

d. Worship place

Judging from the results of observations, interviews and documentation, the results of the study show that the company does not provide places of worship for employees, so employees only use warehouses where *spare parts are stored* and break rooms for worship, even employees often go to the mosque. Companies need to provide places of worship for employees based on what was stated by (Lestari, 2020) that places of worship are important facilities for companies to provide. This needs to be strived to build good morale and mentality for employees.

2. Non-Physical Work Environment

The non-physical work environment at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar City, uses the four indicators of the physical work environment proposed by (Siagian, 2014) , namely peer-to-peer relationships, superior-employee relationships, and cooperation between employees. To find out the non-physical work environment at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar City is as follows:

a. Equal co-worker relations

Judging from the results of observations, interviews and documentation, the results of the research show that they still maintain a harmonious working relationship. In the work environment there are various problems that can cause inconvenience to other employees. Problems that often occur are usually regarding the division of labor, miscommunication, and the presence of employees who are less thorough. The key to solving these problems is that employees must continue to communicate between colleagues so that these problems can be resolved properly so that they can increase employee morale. This is in line with what was stated by (Siagian, 2014) that one of the factors that can influence employees to stay in one organization is the existence of harmonious and family relationships and maintaining good communication so as to minimize misunderstandings between colleagues.

b. Relations between superiors and subordinates

Judging from the results of observations, interviews and documentation, the results show that the working relationship between superiors and subordinates is very good. Bosses always supervise employee performance either from CCTV or see directly on location. Superiors always motivate subordinates to always try to maximize the services provided to consumers. This has been confirmed by (Butarbutar et al., 2021) that superiors are considered important in encouraging the level of performance of their employees, so that this will improve employee work.

c. Cooperation between employees

Judging from the results of observations, interviews and documentation, the results of the study show that the cooperation between employees so far has been very good, even though they have different duties and responsibilities employees still help each other if any of them feel overwhelmed in carrying out their duties so that the service runs smoothly. Likewise what was stated by (Iskandar & Yuhansyah, 2018) , that this collaboration aims to accelerate or expedite an activity. Cooperation between employees will affect individual performance or organizational performance.

CONCLUSION

Based on the results of data analysis and the discussion previously described regarding the work environment of employees at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar City, the following conclusions can be drawn:

1. The physical work environment at PT.Sinar Galesong Mandiri, the Aroepala branch in Makassar City, is inadequate. This can be seen from the employees who are still dissatisfied because the workplace building is in the form of a parking lot, the *layout*

or layout of the rooms which are still united without any dividing walls, rest areas and places of worship are not provided so that employees rest and worship in the warehouse where spare parts are stored . and a room adjacent to the workshop that disturbs the comfort of employees.

2. The non-physical work environment at PT. Sinar Galesong Mandiri, the Aroepala branch in Makassar City is very good. This can be seen from employees who still maintain harmonious relationships between co-workers, superior and subordinate relations are still very good, and cooperation between employees is also very good, even though they have different duties and responsibilities, employees still help each other in completing different responsibilities. he carried.

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