



## The Influence of the Work Environment, Organizational Commitment, and Information Technology on Employee Performance at KSP CU Dharma Prima Yogyakarta City

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### ABSTRACT

This study aims to determine the effect of the work environment, organizational commitment, and information technology on employee performance at KSP Cu Dharma Prima Kita Yogyakarta, either partially or simultaneously. The object of this research is KSP cu dharma employees, totaling 40 people. In this study the authors used data collection methods by distributing questionnaires. Data analysis techniques in this study, using test instruments, classical assumption tests, analysis of respondents' responses, multiple linear regression analysis, hypothesis testing and analysis of the coefficient of determination. The results showed that the work environment had a positive and significant effect on employee performance, organizational commitment showed a positive and significant effect on employee performance and information technology had a positive and significant effect on employee performance. So, from the results of the research that has been done, it can be concluded that the work environment, organizational commitment, and information technology partially have a positive effect on the performance of ksp cu dharma prima kita employees.

## INTRODUCTIONS

Human resources are the main element of the company, which plays a very important role in achieving the set goals, because no matter how great and sophisticated the technology used without the support of humans, the technology will not be able to produce the appropriate output. Therefore, empowering human resources in a company is very important. Human resources become a determinant in achieving company performance. Companies are required to face competition by building their advantages in order to survive. One of the company's ways of dealing with competition among business people is to pay attention to the factors that affect the performance of its human resources. Likewise in KSP CU Dharma Prima which is the subject of this study. The success of the entire organization depends on the performance and results of individual and group work in carrying out the assigned tasks.

Employee performance can be influenced by work environment, organizational commitment, and information technology. Research by Adha et al. (2019) shows that there is a significant influence of the work environment on employee performance. This proves that a conducive and comfortable work environment will encourage employees to carry out their duties and responsibilities properly. However, according to the findings of Dadang (2020) the work environment has no positive and significant effect on employee performance. Based on the author's observations, there is a phenomenon that occurs in the physical work environment at our Dharma Prima CU KSP, in the employee's workplace for lighting lamps and the arrangement of the workplace is neat and clean. However, there are a number of things that need to be evaluated or optimized, such as a work space that is less spacious and the distance between work desks that are too tight so that employees are less free to work.

Nathania's research (2018) found that organizational commitment has a significant effect on employee performance, when employees are highly committed to the organization, this also leads to high performance. The opposite finding is that commitment has no significant effect on employee performance (Novita et al. 2016). KSP CU Dharma Prima we have tried to meet the needs of employees so as to create a sense of pride, attachment and a

sense of mutual belonging between employees and the company. Employees who have their needs fulfilled have a high level of loyalty to the company, employees work optimally and employee performance also increases positively in the company. However, there are several things that an organization must pay attention to and improve, such as trust and a sense of debt so that employees want to remain in the organization and do their best to achieve organizational goals.

Previous research from Arisuniarti (2016) and Handayani et al. (2018) stated that information technology has a significant effect on employee performance. This proves that the existence of adequate information technology for employees and having employees who are good at mastering information technology will facilitate and improve employee performance in completing their work. Research by Nasir & Oktari (2011) states the opposite, that there is no significant effect of information technology on employee performance. Based on the observations of researchers, there are phenomena regarding information technology in the form of mastery and use in work, confidentiality of databases, internet networks, and employee convenience in accessing the internet that are well established. However, there are several things that need to be optimized, such as employees who are less able to apply company programs, lack of equipment to access information systems and organizational delays in updating software programs which sometimes become obstacles for employees at work.

The inconsistency of the results of previous research regarding the influence of the work environment, organizational commitment, and information technology opens up opportunities for backtesting in different research setting settings, therefore this study was conducted to examine how KSP CU Dharma Prima Kita is able to build the performance of its employees through the work environment, organizational commitment, and information technology. As an implication, the results of this study can be used as material for consideration for company leaders in making policies to improve employee performance. In addition, the results of this study can be used as literature for employee performance researchers for further development.

### **Work environment**

Adha et al. (2019) work environment is everything that surrounds employees at work, both physical and non-physical, directly or indirectly, which can affect themselves and their employees while working. An employee who works in a work environment that supports him to work optimally, works well, conversely if the employee does not work well and does not stimulate him to work optimally then the employee becomes lazy and gets tired quickly so that the employee's performance will be low. The work environment is a place where there are several teams with several support areas to achieve company goals in accordance with the company's vision and mission (Lestary & Harmon, 2017). According to Arianto & Kurniawan (2020) the work environment is all the tools or materials faced by a person either as an individual or as a group that can influence him in carrying out his duties because this has an important meaning to give a pleasant and safe impression.

Sihaloho & Siregar (2019) stated that the work environment is the location most often occupied by employees in carrying out their daily activities. A pleasant work environment will provide a sense of comfort to employees so as to improve employee performance. A pleasant work environment can also affect the emotional attitude of employees. When an employee feels comfortable in the work environment where he works, then the employee feels at home in his work and the employee's productivity increases, so that work time can be used effectively and efficiently. A pleasant work environment can support employee performance creating a sense of satisfaction for organizational employees. This is in line with research conducted by Hustia (2020) and Tolu et al. (2021) which shows that the work environment has a positive effect on employee performance. the increasing work environment will further improve employee performance. The increasing improvement of the work environment will provide a conducive working atmosphere so that employees can concentrate on the tasks being carried out. H1: The work environment has a positive and significant effect on employee performance.

### **Organizational Commitment**

Akbar et al. (2017) organizational commitment is an emotional bond between employees and the organization that arises from trust, the desire to achieve goals, and the desire to maintain membership as part of the organization, making employees in pleasant and comfortable conditions to live with the organization. The strong bond between employees and the company also determines how the character and behavior of employees appear in the company. Organizational commitment is the process of identifying individuals with organizational values, rules and goals (Muis et al. 2018). Organizational commitment is the degree of a person's belief and trust in recognizing the values, norms, goals, and ethical standards of the organization and the desire to always be part of the organization (Hayati et al. 2020). Fitriastuti (2020) defines organizational commitment as an attitude that shows employee loyalty and is an ongoing process for an individual to express concern for the success of the organization. Low commitment creates problems for the organization because commitment is an expensive "commodity" that determines organizational success. Low commitment reflects a person's lack of responsibility in fulfilling his duties.

Organizational commitment is a strong desire of employees to survive and involve themselves actively in the organization to achieve what the organization wants. The feeling of wanting to be actively involved in this company can arise if employees have high organizational commitment. Employees who have a high level of organizational commitment will find it easier to achieve the desired performance of the company. This is because there is a tendency where employees who have high organizational commitment will be more productive, active, and stable at work so that it can be more profitable for the company. In addition, employees who have organizational commitment will be able to adapt easily to the company's vision and mission and any changes that occur so that they can encourage increased employee performance within the company. According to Saptoro & Gunawan (2018) organizational commitment is useful as a tool for viewing several very important behaviors, such as performance, attendance at work, and employee turnover from the organization. The results of Simatupang et al. (2020) and Patama et al. (2021) stated that organizational commitment has a positive and significant effect on employee performance. Based on the opinion above, it can be stated that there is a strong influence between organizational commitment and employee performance. Employees who are highly committed will have high performance and loyalty to the company. On the other hand, employees with low commitment, performance and loyalty to the company also tend to be low. H2: Organizational commitment has a positive and significant effect on employee performance.

### **Information Technology**

Sagala (2018) information technology is a technology that is used to process data, store data, transmit data, and can be used as a decision-making tool. Marhaen & Jaenab (2021) state that information technology is technology used to process data. Processing involves receiving, compiling, storing and manipulating data in various ways to produce high quality data, namely data that is relevant, accurate and timely. Information technology is currently very important for many organizations because its benefits have been felt to help make it easier to support organizational activities, information technology supports the process of managing information due to the increasing complexity of administrative tasks, increasing operational scope such as internationalization, and facilitating the development of cooperation. Information technology is designed to support human work to effective practical use, to help manage organizational information and facilitate transaction data entry, as this can impact the development potential and performance of the organization's or institution's employees. According to Nugroho (2016) information technology is the study of the design, implementation, development, support or management of computerized information systems, especially in simple hardware and software applications. The term information technology is a device consisting of hardware and software that supports and improves the quality of information at all levels of society quickly and with quality.

Budhi (2018) information technology is defined as a set of tools that help employees work with information and perform tasks that involve data processing to work properly. The better the level of information technology obtained by employees, the employee's performance will also increase in completing their duties due to the good information technology received helps employees to complete their tasks properly so that information technology can have a positive impact on performance, then technology must be used appropriately and in accordance with supported tasks. This is in line with research conducted by Handayani et al. (2018) which shows that information technology has a positive effect on employee performance. Utilization and availability of information technology within the organization further enhances employee performance. H3: Information technology has a positive and significant effect on employee performance.

### **Employee performance**

Employee performance is a person's ability to improve performance as shown by his work. According to Hasibuan et al. (2022) Performance is the result of work performed by an employee, which is defined as achieving the expected goals. In addition, employee performance is individual, because each employee can handle their duties differently. Management can measure employee performance based on the performance of each individual employee. Employee performance is the result of good work qualitatively or quantitatively from an employee in carrying out the tasks given to them by their superiors or managers as a result of their position (Jufrizen & Hadi 2021). According to Wijaya et al. (2015) performance is the result of work performed by individuals or groups, in the form of goals set within a certain period of time based on standards, standard operating procedures, criteria and activities established or applicable in the company.

## METHOD

### Analysis Method

This study used a population of KSP CU Dharma Prima Kita employees, this study used a total sampling technique or a saturated sample of 40 KSP CU Dharma Prima Kita employees. Data collection in this study used a questionnaire instrument which was distributed to respondents at our KSP Dharma Prima CU. The data analysis method in this study was multiple linear regression which was processed using SPSS version 21 software. The instrument used a Likert scale of 1 (strongly disagree) to 5 (strongly agree). This study used the measurement of the work environment by Adha et al. (2019) namely lighting, safety, working conditions, the relationship between employees and the use of color. Measurement of organizational commitment from Khan & Zia-ud-Din (2010) namely affective commitment, continuance commitment, and normative commitment. Information technology measurements from Sagala (2018), namely computer hardware (hardware), computer software (software), network and communication, databases, information technology personnel. Meanwhile, performance measurements from Widjaja (2021) are the amount of work, timeliness, and attendance.

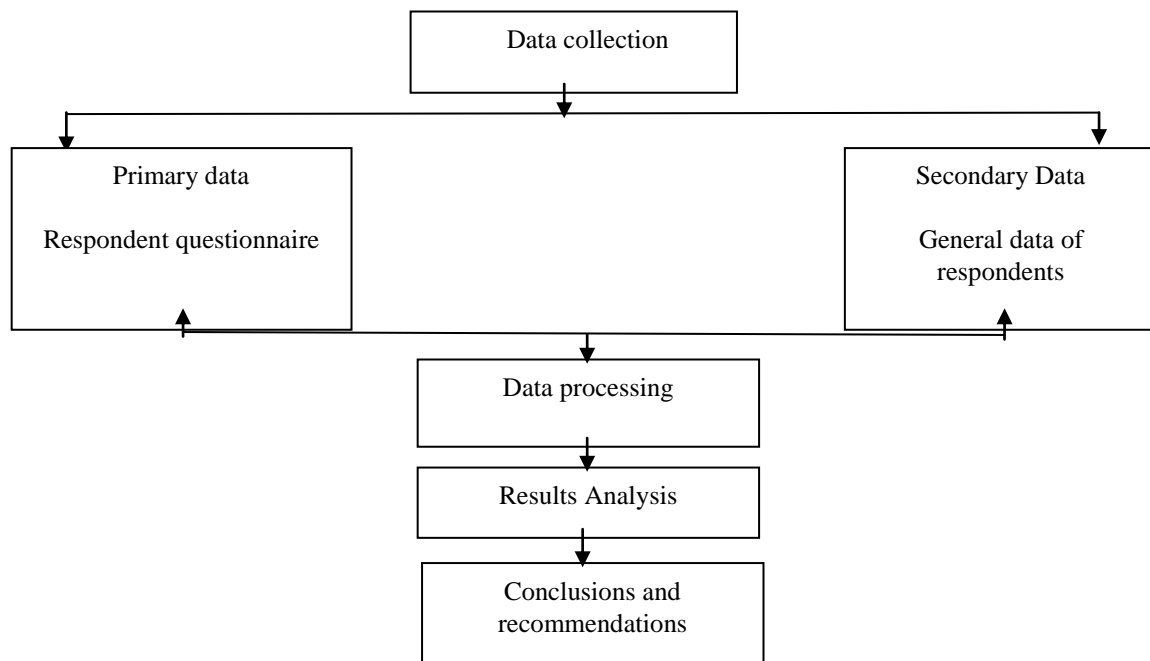


Figure 1. Framework for thinking Method Analysis

## RESULTS AND DISCUSSION

### Discussion

The characteristics of the respondents are shown in Table 1 with a total of 40 respondents consisting of 16 (40%) men and 24 (60%) women. Employees in this study were dominated by 21 people (52.5%) under the age of 30, the majority of whom had high school/equivalent education as many as 22 people (55%). Based on years of service, the majority of employees have worked for 2-5 years, with a total of 14 people (35%).

**Table 1. Characteristics of Respondents**

| Characteristics of Respondents |         | Frequency | Percentage |
|--------------------------------|---------|-----------|------------|
| Gender                         | Female  | 24        | 60 %       |
|                                | Male    | 16        | 40 %       |
| Age                            | < 30    | 21        | 52.5 %     |
|                                | 31 – 39 | 8         | 20 %       |
|                                | 40 – 49 | 7         | 17.5 %     |
|                                | 50>     | 4         | 10 %       |
| Final education level          | SMA     | 22        | 55 %       |
|                                | D3      | 6         | 15 %       |
|                                | S1      | 11        | 27.5 %     |
|                                | S2      | 1         | 2.5        |
| Years of service               | < 2     | 6         | 15 %       |
|                                | 2 – 5   | 14        | 35 %       |
|                                | 6 – 10  | 12        | 30 %       |
|                                | 11 – 15 | 6         | 15 %       |
|                                | > 15    | 2         | 5 %        |

Source: Primary data processed in 2021.

The results of the validity test (Table 2) show the r-count of work environment (0.461 to 0.885), organizational commitment (0.701 to 0.878), information technology (0.518 to 0.880), and employee performance (0.626 to 0.872). All variable items in this study showed results greater than the r-table value ( $\alpha$  5%; 1-tail) (0.2638) so all items were declared valid. Cronbach's Alpha Value Based on Stand. Work environment (0.883), organizational commitment (0.921), information technology (0.884), and employee performance (0.918) > 0.60 so that this research instrument is declared reliable.

**Table 2. Validity and Reliability Test**

| Work environment (LK) |       | organizational commitment (KO) |       | Information Technology (TI) |       | Employee Performance |       |
|-----------------------|-------|--------------------------------|-------|-----------------------------|-------|----------------------|-------|
| LK 1                  | 0.478 | KO 1                           | 0.823 | TI 1                        | 0.601 | KK 1                 | 0.648 |
| LK 2                  | 0.461 | KO 2                           | 0.878 | TI 2                        | 0.696 | KK 2                 | 0.812 |
| LK 3                  | 0.760 | KO 3                           | 0.819 | TI 3                        | 0.661 | KK 3                 | 0.808 |
| LK 4                  | 0.839 | KO 4                           | 0.851 | TI 4                        | 0.726 | KK 4                 | 0.872 |
| LK 5                  | 0.885 | KO 5                           | 0.753 | TI 5                        | 0.707 | KK 5                 | 0.649 |
| LK 6                  | 0.734 | KO 6                           | 0.701 | TI 6                        | 0.880 | KK 6                 | 0.796 |
| LK 7                  | 0.708 | KO 7                           | 0.705 | TI 7                        | 0.800 | KK 7                 | 0.796 |
| LK 8                  | 0.744 | KO 8                           | 0.762 | TI 8                        | 0.813 | KK 8                 | 0.636 |
| LK 9                  | 0.715 | KO 9                           | 0.854 | TI 9                        | 0.518 | KK 9                 | 0.626 |
| LK 10                 | 0.704 |                                |       | TI 10                       | 0.635 | KK 10                | 0.683 |
|                       |       |                                |       |                             |       | KK 11                | 0.721 |
|                       |       |                                |       |                             |       | KK 12                | 0.747 |
| Cronbach's Alpha      | 0.883 | 0.921                          |       | 0.884                       |       | 0.918                |       |

Source: Primary data processed in 2021.

Hasil pengujian asumsi klasik terdapat pada Tabel 3, uji normalitas (*Kolmogorov-Smirnov Test*, *Asymp.sig.*  $>0.05$ ) menunjukkan data residual terdistribusi normal. Uji asumsi klasik menunjukkan tidak terjadi heteroskedastisitas pada model regresi (*Glejser test*  $> 0.05$ ). Multikolonieritas tidak terjadi pada model regresi dengan *tolerance*  $> 0.10$  dan *VIF*  $< 10$ .

**Table 3. Classic assumption test**

| Independent                    | Dependent        | Kolmogorov-Smirnov Test | Heterokedastisitas |       | Multicollinearity |       |
|--------------------------------|------------------|-------------------------|--------------------|-------|-------------------|-------|
|                                |                  | Asymp-Sig.              | T                  | Sig   | Tol               | VIF   |
| Work environment (LK)          | Kinerja Karyawan | 0.193                   | 0.199              | 0.843 | 0.410             | 2.437 |
| organizational commitment (KO) |                  |                         | 0.774              | 0.444 | 0.468             | 2.137 |
| Information Technology (TI)    |                  |                         | 0.400              | 0.692 | 0.495             | 2.019 |

Source: Primary data processed in 2021.

The test results in Table 4 show the t (partial) test value of the work environment (0.039), organizational commitment (0.049), work environment (0.000)  $<0.05$  which means hypotheses 1, 2 and 3 are supported. Employee performance is influenced by information technology (0.695) with the greatest influence, followed by the work environment (0.394) and organizational commitment (0.352). Work environment variables, organizational commitment and information technology have an effective contribution with a coefficient of determination on employee performance of 45.8%, the remaining 54.2% is influenced by other variables not included in the research model.

**Table 4. Hypothesis test**

| Model                          | Coefficients <sup>a</sup>   |            |                           |       |       |       | Adj.R <sup>2</sup> |
|--------------------------------|-----------------------------|------------|---------------------------|-------|-------|-------|--------------------|
|                                | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  | F     |                    |
|                                | B                           | Std. Error | Beta                      |       |       |       |                    |
| 1 (Constant)                   | 22.474                      | 6.666      |                           | 3.371 | 0.002 |       |                    |
| Work environment (LK)          | 0.434                       | 0.203      | 0.394                     | 2.140 | 0.039 |       |                    |
| Organizational Commitment (KO) | 0.311                       | 0.152      | 0.352                     | 2.042 | 0.049 | 0.000 | 0.458              |
| Information Technology (TI)    | 0.870                       | 0.209      | 0.695                     | 4.153 | 0.000 |       |                    |

a. Dependent Variable: *Kinerja Karyawan*

Source: Primary data processed in 2022.

The results of the H1 test show that the calculated t value (2.140) has a probability of 0.039  $<0.05$  meaning that H1 is accepted. The results show that the work environment has a positive and significant effect on employee performance. This has been proven and is in accordance with the results of research conducted by Sunarsi et al. (2020) as well as Sofyan (2013) which states that the work environment has a positive effect on employee performance. The two statements that have the lowest score from the work environment and can still be improved are in the statement items "Superior gives attention in the form of suggestions to members of the organization in difficult work" (mean = 4.18) and "Using good colors makes me comfortable at work" (mean = 4.18) and two items that got the highest score "I feel happy and proud to be able to work in the company" (mean = 4.35), "I can enjoy every job because job security is guaranteed" (mean = 4.30). The work environment is always directly related to employees, because the work environment is a place where employees complete tasks assigned by a company. The better and more conducive the work environment, the better the performance of employees.

The results of the H2 test show that the calculated t value of (2.042) has a probability of  $0.049 < 0.05$  meaning that H2 is accepted. The results state that work motivation has a positive effect on employee performance. This is in line with previous research conducted by Burhannudin et al. (2019) and Mardiani & Dewi (2015) that organizational commitment has a positive effect on employee performance. The two statements that have the lowest score of Organizational Commitment and can still be improved are in the statement items "Employees have a desire to stay in the company because of feelings of indebtedness" (mean = 3.68) and "I find it difficult to get another job when I leave the company" (mean = 3.70). The two items that received the highest score were "I feel happy and proud to be able to work for the company" (mean=4.33), "I try to work my best for the betterment of the company" (mean=4.30). Employees are said to have high organizational commitment, if they have trust and accept organizational goals, have a desire to strive towards achieving organizational goals, and have a strong desire to survive as members of the organization. Suprana & Ratnawati (2012) stated that the existence of commitment which is measured through a sense of pride, a sense of ownership and loyalty makes employees have a high sense of belonging to the organization so that it encourages employees to work better in order to realize organizational goals. By working better, quality work will be achieved, productivity and achievement time according to predetermined standards. If organizational commitment factors can be met, it will grow and improve employee performance and help the company achieve its goals.

The results of the H3 test show that the calculated t value is (4.153) with a probability of  $0.000 < 0.05$  meaning that H3 is accepted. The results state that information technology has a significant influence on employee performance. This is in line with research conducted by Nugroho (2016) and Arisuniarti (2016) that information technology has a positive effect on employee performance. The two statements that have the lowest score from information technology can be further improved in the statement items "I am able to apply company software programs" (mean=4.25) and "Specifications of equipment for entering data/input (such as: mouse, keyboard, scanner, etc.) used in accessing the information system as needed by me" (mean = 4.25). The three statements that have the highest value are "The company's storage database is very secure and confidential" (mean = 4.48), "The presence of a computer operator in the company is very helpful if there is damage to the computer used" (mean = 4.35) and "Information generated by the system is very necessary to do the work I do" (mean=4.33). Information technology is very important in supporting performance improvement. The existence of an adequate information system in an organization will make it easier for employees to carry out their work. With good use and mastery of information technology, employees can work more easily, efficiently and effectively. The more optimal the information technology provided by the organization, the more employee performance will increase.

The variables that have the strongest influence on employee performance are information technology variables, then work environment, and finally organizational commitment. Information technology provides the strongest influence because through information technology organizations can analyze information and organizational competitiveness and save costs, time and increase employee productivity performance. The work environment is in second place in its influence on performance, which shows the influence of the environment where employees work on employee performance because the workplace is directly related to employees. The indicator that has the lowest value of employee performance and can be further improved is found in the statement item "I am able to finish the job faster than the set time" (mean = 4.20) and the two items that get the highest score are in "I am able to maintain a pleasant work attitude between colleagues" (mean = 4.53) and "Work hours set by the organization are in accordance with my expectations so that I feel comfortable at work." (mean=4.50).

## **CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

Based on the results of the research that has been done about the influence of the work environment, organizational commitment, and information technology on the performance of our KSP cu dharma prima employees, it can be concluded as follows that the test results conclude that the work environment has a significant positive effect on employee performance. Organizational commitment has a positive and significant effect on employee performance. Information technology has a positive and significant effect on the performance of KSP CU Dharma Prima Kita employees in Yogyakarta.

### **Recommendations**

As an implication, organizational leaders can improve the implementation of work environment variables, organizational commitment, and information technology on items that score low if they want to improve employee performance. KSP CU Dharma Prima Kita Yogyakarta can further improve factors in the work environment that do not yet support the effectiveness and comfort of employees at work. Organizational commitment to the organization must be maintained to foster and strengthen a sense of belonging so that employees will work as best they can and have a sense of pride in the organization. Likewise, it can strengthen the adoption of information technology in achieving organizational goals. Future research can increase the coefficient of determination by considering other

variables such as work motivation. Work motivation is a strong determinant for influencing individual performance (Kurniawan & Rizki, 2022).

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