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## The Influence Of Work Environment, And Internal Communication On The Performance Of Employees Of The Supervision And Service Office Of Customs And Excise Type Madya Customs B Bandar Lampung

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**Abstract.** This study examines the influence of the work environment and internal communication on employee performance at the Office of Supervision and Customs Service Type Madya Pabean B Bandar Lampung, which plays a vital role in the country's economy. While the office maintains satisfactory cleanliness and organization, issues such as inadequate ventilation, poor lighting, and limited break room facilities disrupt employee comfort and productivity. Additionally, ineffective internal communication, characterized by untimely information and a lack of interdepartmental collaboration, hinders performance. This research aims to identify these issues and develop strategies to enhance employee performance, ultimately optimizing the office's role in the national economy. This study aims to provide a systematic and accurate presentation of specific population facts through quantitative field research. Conducted at the Office of Supervision and Customs Service Type Madya Pabean B Bandar Lampung, this research investigates the effects of the Work Environment and Internal Communication on employee performance. Out of a total of 29 employees, 28 are used as a sample after excluding one from the population. The independent variables are Work Environment (X1) and Internal Communication (X2), while the dependent variable is Employee Performance (Y). The research will take place from May to June 2024 using a descriptive quantitative approach. The study concludes that the Work Environment significantly affects the performance of employees at the Office of Supervision and Customs Service Type Madya Pabean B Bandar Lampung, contributing 17.6%, thus confirming the first hypothesis. Internal Communication also has a significant impact on employee performance, contributing 11.3%, leading to the acceptance of the second hypothesis. Furthermore, both the Work Environment and Internal Communication together provide a significant influence on employee performance, with a total contribution of 58.0%, validating the third hypothesis.

**Keywords:** *Work Environment, Internal Communication, Employee Performance.*

### INTRODUCTION

The work environment and internal communication are two important elements that affect employee performance in an organization (Antoni et al., 2021). The Customs and Excise Supervision and Service Office of Type Madya Pabean B Bandar Lampung has a strategic role in supporting the country's economy through supervision and services in the field of customs and excise. Therefore, employee performance in this office is very important to ensure smooth operations and achievement of organizational goals. A good work environment includes

physical aspects such as room conditions, lighting, cleanliness, and adequate work facilities. In addition, a conducive work environment also includes psychological aspects such as relationships between employees, support from superiors, and a positive organizational culture (Antoni et al., 2021). At the Customs and Excise Supervision and Service Office of Type Madya Pabean B Bandar Lampung, there are still several problems related to the work environment that need to be considered to improve employee performance. Internal communication is the flow of information and interactions that occur within an organization.

The effectiveness of internal communication affects how well information is conveyed, understood, and implemented by employees. Good communication can improve coordination, speed up decision-making, and reduce conflict. In this office, several obstacles to internal communication have been identified, which have a negative impact on employee performance (Antoni et al., 2021). One of the main problems faced is the lack of adequate work facilities. Several employees complained about uncomfortable room conditions, lack of adequate work equipment, and an unergonomic work environment.

This causes a decrease in employee productivity and work enthusiasm. An uncomfortable work environment can also increase stress and fatigue levels, which ultimately impact overall performance. From the results of the interview, several problems were found that resulted in less than optimal employee performance, including: Many employees complained about uncomfortable room conditions and the lack of adequate work equipment and modernization, which had a negative impact on productivity and work enthusiasm. The information delivered was often untimely and unclear, causing miscommunication and misunderstandings. The existence of unhealthy competition and lack of cooperation between departments hamper work efficiency. (Interview: June 1, 2024. In addition, the relationship between employees at the Customs and Excise Supervision and Service Office of Type Madya Pabean B Bandar Lampung needs to be improved. Unhealthy competition and lack of cooperation between departments can hinder work efficiency. Inadequate support from superiors is also a problem, where employees feel underappreciated and do not get enough guidance in completing their tasks. Internal communication in this office also faces various challenges. The information conveyed is not always timely and is often unclear (Ali, 2023). This causes miscommunication and misunderstandings among employees. Lack of feedback from superiors is also an obstacle, where employees do not get constructive feedback to improve their performance. Employee performance can be measured by the quality of service performance provided by KPPBC Type Madya Pabean B Bandar Lampung to the public. The quality of service performance provided by KPPBC Type Madya Pabean B Bandar Lampung to the public is still unsatisfactory, due to the slow process of completing services that do not meet public expectations. The problem that often occurs is the service time which is always complained about by some people. Identification of this problem is very important considering the strategic role of this office in the country's economy. Optimal employee performance will ensure that the customs and excise supervision and service process runs smoothly, thus providing a positive contribution to state revenue and international trade. This study will also contribute to the development of human resource management science, especially in the context of the work environment and internal communication. The findings of this study are expected to be a reference for better human resource management in government agencies and the private sector. Therefore, it is important to examine more deeply how leadership and work discipline can affect employee performance. The results of this study are expected to be used as evaluation material and a basis for improving the work system at the Customs and Excise Supervision and Service Office of Type Madya Pabean B Bandar Lampung, in order to achieve more effective and efficient services.

## **LITERATURE REVIEW**

### **Work Environment**

The work environment in a company is very important for management to pay attention to. Although the work environment does not carry out the production process in a company, the work environment has a direct influence on the employees who carry out the production process. The work environment is an atmosphere where employees carry out their daily activities. A conducive work environment provides a sense of security and allows employees to work optimally. If employees like the work environment where they work, then the employee will feel at home in their workplace, carrying out their activities so that working time is used effectively. Conversely, an inadequate work environment can reduce employee performance. Several experts define the work environment as follows: According to Anwar, (2022:71) the work environment is everything that is around employees and can influence them in carrying out the tasks assigned to them, for example with air conditioning (AC), adequate lighting and so on.

### **Types of Work Environment**

Panjaitan, (2018:71) states that the work environment is all aspects that are around the worker so that it can influence him in carrying out the tasks given. The work environment is a means for employees to carry out an activity so that later the performance can be created in accordance with the company's expectations. Hasibuan in Wahyuningsih, (2018:72) states that the work environment has an important role in carrying out a task given by the company to its employees, by creating a comfortable work environment it will certainly increase employee work so that it can provide a good contribution to the company. According to Sudaryo in Panjaitan, (2018:61) the work environment is all equipment or objects for work that are faced in the environment around where the employee works. Based on the theories according to the experts above, it can be concluded that the work environment is all physical and non-physical aspects that are around a person working

### **Internal Communication**

Internal communication itself is communication that takes place within an organization and is a very vital factor in delivering a message. Internal communication includes clarity of communication sources, information provided according to needs, and communication from superiors to subordinates, as well as from subordinates to superiors and also fellow employees. The delivery of information from a superior can be given to his colleagues or to his subordinates. The completeness of the information needed by employees is as follows: Important tasks, information media, awareness and recognition of the company towards its employees. Good internal communication creates a pleasant climate, and has an impact on turnover rates, comfort resulting in high performance. Low internal communication is caused by the relationship between superiors and subordinates being disharmonious, often quarreling or tense due to misunderstandings (Ningrum, 2020:91). Ishaq in Ningrum, (2020:61) stated, "Communication is a process of formulating, delivering and interpreting messages carried out by a communicator/sender to the communicant/receiver through certain media or means. With this process, the communicator and communicant have the same meaning for something (message) that is sent and received". Effendy in (Ningrum, 2020:91) stated, "Internal communication is an exchange of ideas between administrators and employees in a company or organization and the exchange of ideas can be horizontal or vertical".

## **Performance**

Performance comes from the definition of performance. Some also define performance as the result of work or work achievement. However, performance actually has a broad meaning, not only the result of work, but also how the process takes place (Shaleh and Firman, 2018:51). According to Safrizal, (2022:52) performance is about doing work and the results achieved from that work. Performance is about what is done and how to do it. Hussein in Safrizal, (2022:51) performance is work behavior, namely what employees do. According to Whitmore in Safrizal, (2022:61) performance is the implementation of functions required of a person. Performance is an act, an achievement, or what a person shows through real skills. Meanwhile, according to Kaswan in Safrizal, (2022:81) performance reflects employee behavior in the workplace as the application of skills, abilities, and knowledge, which provides contributions or value to organizational goals. According to Rismawati and Mattalata (2018: 2), performance is a condition that must be known and confirmed to certain parties to find out the level of achievement of an agency's results in relation to the vision carried by a company or company and to know the positive and negative impacts of an operational policy.

## **METHODS**

### **Validity Test**

According to Anggito & Setiawan, (2018:37) validity shows the extent to which a measuring instrument measures what it wants to measure. The type of validity test used is construct validity where researchers look for definitions put forward by experts written in the literature.

### **Reliability Test**

Jogiyanto Hartono, (2018:22), A measurement instrument (e.g. a questionnaire) is called reliable if it provides consistent score results for each measurement. A measurement may be reliable but not valid, but a measurement cannot be called valid if it is not reliable.

### **Normality Test**

The normality test aims to test whether in the regression model, the confounding variables or residuals have a normal distribution. If the residual value does not follow a normal distribution, the statistical test becomes invalid for small sample sizes according to Moleong, (2004:42).

### **Homogeneity Test**

The homogeneity test is used to show that two or more groups of sample data come from populations that have the same variation. The homogeneity test is applied to post-test data from the experimental group and the control group. Sugiyono, (2013:44).

### **Multiple Linear Regression Test**

The formula used to measure the influence of the Work Environment and Internal Communication on employee performance, by comparing relevant theories at the Customs and Excise Supervision and Service Office, Type Madya Pabean B Bandar Lampung.

## **RESULTS**

### **Data Validity Test**

A statement in a study is said to be valid if the statement is able to measure what needs to be measured and is able to express what is to be expressed. In this study, the validity test used is the Pearson product moment correlation. The validity test is used to measure the statements in the questionnaire. The validity test is carried out by correlating each with the total score of the

variable. Furthermore, the resulting correlation number will be compared with the rtable value at  $\alpha = 0.05$ , which is 0.374 from 28 respondents. (Umar Husein, 2005). Thus, based on the validity test, a statement item is said to be valid if the rcount value of the item score against its total score is above 0.374 or is said to be invalid if the rcount value of the statement item is less than 0.374. Therefore, the better the Pearson Correlation coefficient value of an item, the better the validity of the item.

The test was conducted using the SPSS 25 program. Based on the validity test of each variable, namely 10 statements for the independent variable X1 and 10 statements for the independent variable X2 while for the dependent variable Y there were 10 statements, from the results of the respondents' answers, they had quite good validity, for more details from the overall results of the validity test of the statement instrument for the variables Work Environment (X1) and Internal Communication (X2) and Employee Performance (Y) can be seen in the following table:

**Validity test for the Work Environment variable (X1)**

**Table. 1 Validity Test of Work Environment (X1)**

Item Statement	r t a b l e	r c o u n t	Information
1	0.374	0.912	V a l i d
2	0.374	0.447	V a l i d
3	0.374	0.473	V a l i d
4	0.374	0.447	V a l i d
5	0.374	0.515	V a l i d
6	0.374	0.412	V a l i d
7	0.374	0.5	V a l i d
8	0.374	0.441	V a l i d
9	0.374	0.597	V a l i d
10	0.374	0.506	V a l i d
<b>Average</b>	<b>0.374</b>	<b>0.525</b>	<b>V a l i d</b>

**Validity Test for Internal Communication Variable (X2)**

**Table. 2 Validity Test for Internal Communication (X2)**

Item Statement	r t a b l e	Coefficient of efficiency r c o u n t	Information
1	0.374	0.429	V a l i d
2	0.374	0.651	V a l i d
3	0.374	0.653	V a l i d

4	0.374	0.461	V ali d
5	0.374	0.418	V ali d
6	0.374	0.485	V ali d
7	0.374	0.502	V ali d
8	0.374	0.493	V ali d
9	0.374	0.457	V ali d
10	0.374	0.443	V ali d
<b>Average</b>	<b>0.374</b>	<b>0.499</b>	<b>V a li d</b>

**Validity Test for Employee Performance Variable (Y)**  
**Table 3 Employee Performance Validity Test (Y)**

Item Statement	r t a b l e	r count	Information
1	0.374	0.426	V ali d
2	0.374	0.448	V ali d
3	0.374	0.417	V ali d
4	0.374	0.524	V ali d
5	0.374	0.466	V ali d
6	0.374	0.572	V ali d
7	0.374	0.565	V ali d
8	0.374	0.5	V ali d
9	0.374	0.501	V ali d
10	0.374	0.624	V ali d
<b>Average</b>	<b>0.374</b>	<b>0.504</b>	<b>V a li d</b>

**Reliability Test of Work Environment Variable (X1)**

The results of the reliability test of the Work Environment variable (X1) based on the data of respondents' answers to the 10 statements are as follows:

**Table 4 Reliability Test of Work Environment Variable (X1)**

	N	%
Valid	28	100,0
Cases Excluded <sup>a</sup>	0	,0
Total	28	100,0

**Internal Communication Variable Reliability Test (X2)**

The results of the reliability test of the Work Stress variable (X2) based on the data of respondents' answers to the 10 statements are as follows:

**Table. 5 Internal Communication Variable Reliability Test (X2)**

		N	%
Valid		28	100,0
Cases Excluded <sup>a</sup>		0	,0
Total		28	100,0

**Employee Performance Variable Reliability Test (Y)**

The results of the Employee Performance variable reliability test (Y) based on respondent answer data for 10 statements are as follows:

**Table 6 Employee Performance Variable Reliability Test (Y)**

		N	%
Cases	Valid	28	100,0
	Excluded <sup>a</sup>	0	,0
	Total	28	100,0

**Normality Test**

The results of the Normality Test of the Work Environment and Internal Communication Variables on Performance based on the respondent's answer data are as follows:

**Table 7 Normality Test**

N		Unstandardized Residual
		28
Normal Parameters <sup>a,b</sup>	Mean	,0000000
	Std. Deviation	3,27691929
	Absolute	,156
	Positive	,156
	Negative	-,088
Kolmogorov-Smirnov Z		,828
Asymp. Sig. (2-tailed)		<b>,500</b>

**Homogeneity Test**

The results of the Homogeneity test of the Work Environment and Internal Communication Variables on Performance based on the respondent's answer data are as follows:

**Table 8 Homogeneity Test**

	Levene Statistic	df1	df2	Sig.
X1	1,409	4	15	,279
X2	1,300	4	15	,314

## DISCUSSION

From the results of the study, it was stated that the Work Environment for employees of the Customs and Excise Supervision and Service Office, Type B, Bandar Lampung was in the good category. The results of the calculation of the correlation level between the Work Environment variable (X1) and Employee Performance (Y) were 0.475, included in the "Medium" category, while the magnitude of the Determination coefficient between the Work Environment and Employee Performance was = 17.6%, while the rest was explained or influenced by other factors not studied in this study. Partial hypothesis testing through the t-test obtained a t-value between the Work Environment and the Performance of Employees of the Customs and Excise Supervision and Service Office, Type B, Bandar Lampung of = 2.460, then  $t\text{-count } 2.460 > t\text{-table } 2.060$ , it can be concluded that there is an influence of X1 on X2. Furthermore, the regression equation between the Work Environment at the Customs and Excise Supervision and Service Office of Type B Bandar Lampung is  $Y = 36.895 + 0.353 X1$ , which shows that every one point increase in the Work Environment variable will be followed by an increase or increase in the Employee Performance variable of the Customs and Excise Supervision and Service Office of Type B Bandar Lampung by = 0.0353 points. The results of the study indicate that Internal Communication (X2) of employees at the Customs and Excise Supervision and Service Office of Type B Bandar Lampung is in the good category. The results of the calculation of the correlation level between the Internal Communication variable (X2) and the Employee Performance variable (Y) at the Customs and Excise Supervision and Service Office of Type B Bandar Lampung are 0.552, included in the "Moderate" category, namely (0.41-0.60). The magnitude of the Determination Coefficient between Internal Communication (X2) and Employee Performance (Y) is 11.3%. Partial hypothesis testing through the t test (test) obtained a t-count value between Internal Communication and Employee Performance of = 2.267, therefore the t-count value of  $2.267 > t\text{-table } 2.060$ . The regression equation between Internal Communication and Employee Performance at the Middle Type Customs and Excise Supervision and Service Office, Pabean B Bandar Lampung is  $Y = 27.806 + .039 X2$ , which shows that every one point increase in the Internal Communication variable will be followed by an increase in the Employee Performance variable of the Middle Type Customs and Excise Supervision and Service Office, Pabean B Bandar Lampung by 0.045 points. This shows that Internal Communication also has an influence in improving Employee Performance. Furthermore, related to the influence of the Work Environment and Internal Communication on the performance of employees of the Middle Type Customs and Excise Supervision and Service Office, Pabean B Bandar Lampung together have an effect of 58.0%. and the remaining 42.0% due to adjustments to other factors that the author did not examine in this study.

## CONCLUSION

1. The results of the quantitative analysis of this study successfully supported the initial hypothesis of the study, namely that the Work Environment affects the performance of employees at the Customs and Excise Supervision and Service Office of Type B Bandar

Lampung with an influence value of 17.6%, meaning that the first hypothesis of this study can be accepted.

2. According to the results of the second hypothesis test of this study, it can be accepted because Internal Communication has a significant effect on the performance of employees at the Customs and Excise Supervision and Service Office of Type B Bandar Lampung with a contribution of an influence value of 11.3%, meaning that the second hypothesis of this study can be accepted.
3. Furthermore, the third hypothesis tester, the results showed that the Work Environment and Internal Communication together have a significant effect on the performance of employees at the Customs and Excise Supervision and Service Office of Type B Bandar Lampung with a contribution of 58.0%. The third hypothesis can be accepted.

### **LIMITATION**

1. Work Environment Variables that need attention, questionnaire list number 2 with a respondent answer score of 96 related to the statement "Physical facilities in the workplace, such as desks and chairs, are comfortable and adequate for my work." This indicator needs attention because the results of the answers have a low score, proving that there are still physical facilities in the workplace that are still considered not to fully support employee work. This certainly requires a comprehensive evaluation of the physical needs of the work environment. The solution includes improving and adjusting facilities, such as lighting, room temperature, ergonomics of work equipment, and space for resting and socializing. Internal research through surveys and direct observation can provide information on which aspects need the most attention. Management needs to respond proactively by making measurable improvements and involving employees in the decision-making process, in order to create a more productive and comfortable work environment.
2. In the Internal Communication variable that needs attention, questionnaire list number 2 with a respondent answer score of 92 related to the statement "I have never had difficulty understanding the information provided by the company." This indicator needs to be considered because the answer results have a low score. This proves that there are still employees who have difficulty understanding the information provided by the company. This certainly cannot be ignored, a solution is needed to deal with it, including by the company being able to implement a more effective and inclusive communication strategy. The solution includes simplifying the language used in conveying information, ensuring the availability of materials in a format that is easy to access and understand, and providing discussion or question and answer sessions to clarify complex issues. Training for employees on the interpretation and utilization of information can also improve their ability to understand the information provided. Thus, the company can improve the clarity of communication and reduce the gap in understanding among employees.
3. Employee performance variables that need attention, questionnaire list number 2 with a respondent answer score of 82 with the statement "The results of my work meet the quality standards set by the company." at this point has the lowest score, this proves that there are still employee work results that do not meet the quality standards set by the company. To overcome this problem, it is necessary to evaluate and improve competence through relevant training and skills development. Management should provide regular constructive feedback to help employees identify areas for improvement.

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