

# The Influence of Co-Worker, Work Conflict, and Work Environment on Employee Performance (Case Study at PT Petindo Era Tangguh)

Mei Lie<sup>1)\*</sup>, Pujiarti<sup>2)</sup>

<sup>1)</sup>Mei34930@gmail.com <sup>2)</sup>pujikuswandip@gmail.com

<sup>12)</sup>Universitas Buddhi Dharma

Jalan Imam Bonjol No. 41 Karawaci Ilir Tangerang, Banten, Indonesia

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## ABSTRACT

The element of human resources is a crucial element in the success of a company. However, the aspect of human resources is often overlooked and its functions and roles within an organization are underestimated. Its presence is even considered a burden in the company because it only incurs expenses. By having good human resources, performance can be improved. The issues occurring at PT Petindo Era Tangguh include co-workers who are undisciplined, have poor ethics, exhibit individualism, lack cooperation, have low loyalty, and are unable to solve problems. Additionally, employees feel that the work environment is perceived as unsafe and uncomfortable, causing them to feel threatened and resulting in a decline in performance of employee. The goal of this research is to understand certain significant workplace conflicts, rekans, and kerja environments in relation to employee work at PT Petindo Era Tangguh in a parsial manner. Colleagues, work environment, and work conflict are the independent variables of this study, meanwhile employee performance is the dependent variable. The method used is a quantitative deskriptif approach that uses a kuesioner, observation, and wawancara. The outcomes of this study indicate that coworkers, work conflicts, and working conditions affect employee performance.

## INTRODUCTION

The element of human resources is the primary variable in the success of a company, therefore the company must maintain and maintain existing human resources to be able to face challenges and obstacles over time so that the company can compete for a long time (Yunita & Prasasti, 2022). The aspect of human resources is often forgotten and underestimated function and role in an organisation because it is considered a burden for the company with the perception

\* Corresponding author

that it can cause large expenses for the company, even though human resources are very important contribution to be able to achieve the goals that have been planned (Utama, 2020).

Company goals can be achieved if an agency has solid co-workers. Colleagues can be defined as a person or group of people who have the same vision and mission in achieving certain goals (Mai & Iba, 2021). This is measured by how well colleagues get on with each other, how supportive they are of each other's efforts and how enthusiastic they are about their work. People are considered to be close to their colleagues' family and friends if they know them well. Good co-workers will make other employees have a high level of loyalty, feel comfortable and happy at work, so that employee performance can be improved (Tahol et al., 2023).

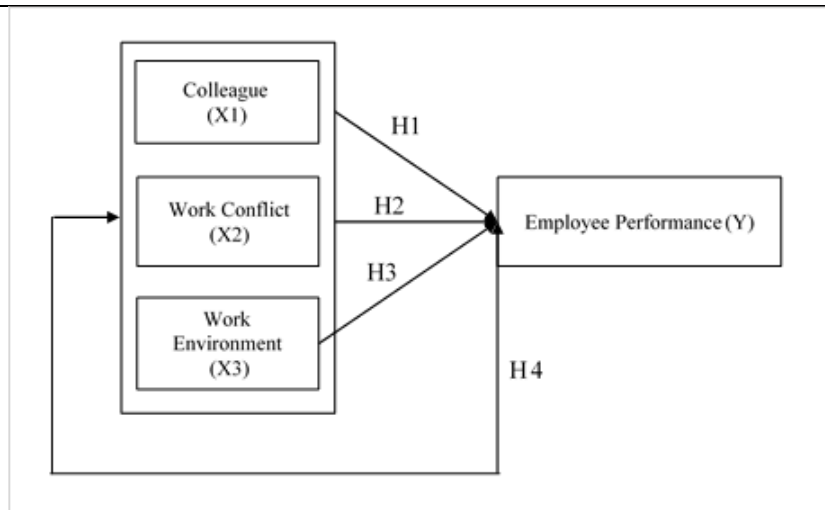
Colleagues can be measured using several indicators, namely: 1.) Increase motivation at work. 2) Make guidelines to help each other. 3) Creating a good working business relationship. 4) Focus on each other's work, 5) Being a determining factor in achieving company goals, 6) The ability of qualified colleagues, 7) Healthy competence between employees, 8) Employees respect each other, 9) Family atmosphere between colleagues, 10) Colleagues work together in solving problems. In order for performance to always go up, leaders are required to be able to establish good relationships with their employees so that they can work together well (Mai & Iba, 2021).

Leaders are also required to be able to overcome work conflicts that occur in the company. Work conflict is a symptom when individuals or groups show 'hostile' attitudes or behaviour towards other individuals or groups, thus affecting the performance of any or all parties involved. Work conflict occurs in an organization because of differences of opinion regarding company goals. Indicators of work conflict according to (Lestari et al., 2020): 1) Poor communication between employees. 2) Mutual suspicion between employees. 3) The existence of unhealthy competition between employees. 4) Differences in desired results. 5) Conflicting work demands. 6) Unclear job descriptions. 7) Ambiguity about work procedures. 8) Ambiguity about job responsibilities. 9) Limited resources. 10) Perception differences.

A workplace surroundings is one aspect that influences employee performance. A positive work atmosphere gives workers a feeling of security and helps them to perform best. Workplace indicators in line with to (E. Hermawan, 2022b) are: 1) Lighting, 2) Supportive work facilities, 3) Cleanliness of the workspace, 4) Workplace atmosphere. 5) Relationships between employees, 6) Care and maintenance of employee health insurance, 7) Safety at work, 8) Communication tools, 9) Sufficient air circulation, 10) Comfortable workspace.

Teamwork represents one of the primary key elements for the corporation in achieving its goals. Therefore, every company must have a conducive work environment for employee continuity and improve employee performance. Performance describes the degree of accomplishment of an employee in implementing a programme that has been determined by the company by demonstrating a high standard of work swiftly in line with the job description that has been supplied so that the company's objectives may be met appropriately (Saulina Batubara & Abadi, 2022). Employee performance can be evaluated using the following measurements, namely: 1) Work Quality, 2) Productivity, 3) Quantity of work, and 4) Discipline

The purpose of this study is to examine the impact of coworkers, work conflicts, the job surroundings on PT Petindo Era Tangguh employees' performance.



**Figure 1. Framework of Thought**

### **Hypothesis**

A hypothesis represents a temporary assumption regarding the specifics outlined in the problem statement. It is deemed provisional as the validity of the assertion hasn't been verified and necessitates research evidence for confirmation, irrespective of whether the proposed hypothesis holds true or not.

Hypotheses:

- H1: There is a presumption that employees' performance is partially influenced by their coworkers.
- H2: There is an assumption that Work Conflict has a partial impact on Employee Performance.
- H3: The work environment partially affects performance of employee.
- H4: There is an assumption Coworkers, Work Conflicts, and the Work Environment collectively impact worker performance.

### **RESEARCH METHOD**

Primary data refers to information obtained through distributing questionnaires to respondents while secondary data consists of information collected from data researched and collected from data that has been researched and collected previously by other parties, which is relevant to the research problem, sourced from books or articles obtained from websites (Wardana, 2023). This study consisted of 35 employees of PT Petindo Era Tangguh.

The sample in this research is saturation sampling, which is interpreted as the size of the sample according to the number of population 35 employees. Saturated sampling according to (Harmoko et al., 2022) is Sampling approach whereby each and every member of a population are utilised as samples. This sample usually aims to make generalisations with a low level of error and usually has a small population and sample size. Thus, the author chose a saturated sample to be used as an appropriate sampling technique.

**Table 1. Variables Operational**

No	Variables	Dimensions	Parametre Statements / Question
1	Co-workers (X1)	<ol style="list-style-type: none"> <li>1. Relationships Co-workers</li> <li>2. Quality Co-workers</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase motivation at work.</li> <li>2. Make guidelines to help each other.</li> <li>3. Creating good working business relationships.</li> <li>4. Focus on each other's work.</li> <li>5. Determining factors in achieving goals.</li> <li>6. Capable co-worker skills.</li> <li>7. Healthy competence.</li> <li>8. Mutual respect.</li> <li>9. Family atmosphere.</li> <li>10. Cooperate with each other in solving problems.</li> </ol>
2	Work Conflict (X2)	<ol style="list-style-type: none"> <li>1. Conflicting goals</li> <li>2. Job ambiguity</li> <li>3. Horizontal conflict</li> <li>4. Vertical conflict</li> </ol>	<ol style="list-style-type: none"> <li>1. Poor communication.</li> <li>2. Mutual suspicion.</li> <li>3. Unfair competition.</li> <li>4. Yield differences.</li> <li>5. Conflicting work demands.</li> <li>6. Job vagueness.</li> <li>7. Vagueness of the procedure.</li> <li>8. Vagueness of work responsibilities.</li> <li>9. Limited resources.</li> <li>10. Differences in perception.</li> </ol>
3	Work Environment (X3)	<ol style="list-style-type: none"> <li>1. Physical work environment</li> <li>2. Psychological work environment</li> </ol>	<ol style="list-style-type: none"> <li>1. Lighting.</li> <li>2. Supportive work facilities.</li> <li>3. Cleanliness of the workspace.</li> <li>4. Workplace atmosphere.</li> <li>5. Relationships between employees.</li> <li>6. Care and maintenance of employee health insurance.</li> <li>7. Safety at work.</li> <li>8. Communication tools.</li> <li>9. Sufficient air circulation.</li> <li>10. Comfortable workspace .</li> </ol>
4	Employee Performance (Y)	<ol style="list-style-type: none"> <li>1. Work quality</li> <li>2. Work quantity</li> <li>3. Work productivity</li> <li>4. Discipline</li> </ol>	<ol style="list-style-type: none"> <li>1. Have the best way to improve the quality of work.</li> <li>2. Every job is completed on time.</li> <li>3. As a form of responsibility, always arrive on time.</li> <li>4. Have the ability to complete the work.</li> <li>5. Understand from the decisions taken.</li> <li>6. Serves as a potential model for fellow employees.</li> <li>7. Achieves tasks within the specified timeframe.</li> <li>8. Avoids delaying completion of tasks.</li> <li>9. Regular attendance.</li> <li>10. Punctual</li> </ol>

Having collected important information and data, the next stage was to analyze the data for this study. For this analysis, the researcher used a questionnaire with adapted statements. The data obtained were analysed using SPSS version 25 software, applying different procedures such as reliability, validity, classical assumption, statistical model, t-test and F-test. Validity test according to (S. Hermawan & Amirullah, 2021) said that validity is the use of measuring instruments in research and is closely related to the reliability of a measuring instrument while the definition of reliability test according to (Mukhid, 2021) is the consistency of a measuring device, or the degree to which it can measure the same topic at various periods while producing roughly similar findings.

**RESULTS AND DISCUSSION**

**Table 2. Result of The Validity Test**

Variable	Item	r-count	r-table	Explanation
Co-Worker	X1. 1	0,887	0,334	Valid
	X1. 2	0,815	0,334	Valid
	X1. 3	0,822	0,334	Valid
	X1. 4	0,911	0,334	Valid
	X1. 5	0,795	0,334	Valid
	X1. 6	0,826	0,334	Valid
	X1. 7	0,754	0,334	Valid
	X1. 8	0,731	0,334	Valid
	X1. 9	0,746	0,334	Valid
	X1. 10	0,873	0,334	Valid
Work Conflict	X2. 1	0,817	0,334	Valid
	X2. 2	0,797	0,334	Valid
	X2. 3	0,696	0,334	Valid
	X2. 4	0,763	0,334	Valid
	X2. 5	0,685	0,334	Valid
	X2. 6	0,731	0,334	Valid
	X2. 7	0,815	0,334	Valid
	X2. 8	0,779	0,334	Valid
	X2. 9	0,612	0,334	Valid
	X2. 10	0,683	0,334	Valid
Work Environment	X3. 1	0,855	0,334	Valid
	X3. 2	0,830	0,334	Valid
	X3. 3	0,847	0,334	Valid
	X3. 4	0,867	0,334	Valid
	X3. 5	0,821	0,334	Valid
	X3. 6	0,856	0,334	Valid
	X3. 7	0,577	0,334	Valid
	X3. 8	0,884	0,334	Valid
	X3. 9	0,827	0,334	Valid
	X3. 10	0,772	0,334	Valid
Employee Engagement	Y1. 1	0,869	0,334	Valid
	Y1. 2	0,874	0,334	Valid
	Y1. 3	0,543	0,334	Valid
	Y1. 4	0,701	0,334	Valid
	Y1. 5	0,583	0,334	Valid
	Y1. 6	0,760	0,334	Valid
	Y1. 7	0,728	0,334	Valid
	Y1. 8	0,875	0,334	Valid
	Y1. 9	0,720	0,334	Valid
	Y1. 10	0,787	0,334	Valid

Sources : Data Processing SPSS 25

From the total questionnaire statement items distributed to respondents starting from variables X and Y, the R table is obtained above 0.334 ( $>0.334$ ), it can be concluded that the questionnaire statement items used are all declared valid and the research data taken can be trusted.

**Table 3. Result of The Reliability Test**

Number	Variable	Cronbach's Alpha	Value of the Decree	Explanation
1	Co-Workers	0,943	0,7	Reliable
2	Work Conflict	0,916	0,7	Reliable
3	Work Environment	0,868	0,7	Reliable
4	Employee Performance	0,831	0,7	Reliable

Sources : Data Processing SPSS 25

In the calculation of Table 3's reliability test above, there are provisions if the Cronbach alpha value is greater than 0.7 and can be declared to have reliability. Coworker variable 0.943, work conflict 0.916, work environment 0.868, and performance 0.831. So, the data concluded from the test is considered credible due to the Cronbach alpha value is more than 0.7.

**Table 4. Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.728 <sup>a</sup>	.530	.484	4.281

a. Predictors: (Constant), Work Environment, Workplace Conflict, Colleague

Sources : Data Processing SPSS 25

The Model Summary table presented above indicates an adjusted R Square value of 0.484, which translates to 48.4%. This figure indicates that Coworkers (X1), Work Conflicts (X2), and Work Environment (X3) collectively impact Employee Performance (Y) by 48.4%. The remaining 51.6% (100% - 48.4% = 51.6%) is affected by factors not specifically under consideration in this study.

**Table 5. t-Test**

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	8.311	5.374		1.547	.131
	Colleague	.694	.119	.712	5.833	.000
2	(Constant)	37.873	4.364		8.679	.000
	Workplace Conflict	.047	.132	.061	.353	.726
3	(Constant)	19.544	6.050		3.230	.003
	Work Environment	.504	.152	.500	3.313	.002

a. Dependent Variable: Employee Performance

Sources : Data Processing SPSS 25

Employee Performance (Y) has a constant value of 8.311. This implies that if the coworkers variables (X1) is zero, Employee Performance becomes 8.311. According to the regression findings before, the Colleagues component (X1) has an encouraging effect on worker output (Y). The coworkers parameter (X1) has a t-values of 5.833, which is higher than the t-table value of 2.037, and a significance score of 0.000, which is less than 0.05. As a result, Ho is rejected whereas Ha is approved, indicating that the coworkers parameter (X1) has a partial impact on worker performance (Y).

The constant value for Performance of Employee (Y) is 37.873, which indicates that if the Work Conflict variable (X2) is zero, then Employee Performance will be 37.873. From the regression results above, the Work Conflict of variable (X2) has a favourable effect on employee

performance (Y). The Work Conflict variable (X2) has a t-value of 0.353, an estimated size of 2.037, and a significant value of 0.726, which is more than 0.05. As a result, Ho is approved whereas Ha is refused, indicating that the Occupational Controversy parameter (X2) has no partial impact on Performance of Employee (Y).

Performance of Employee (Y) has a constant value of 19.544, which means that if the Work Environment variable (X3) is zero, Employee Performance will also equal 19.544. According to the findings of the regression, the Work Environment variable (X3) has a positive effect on Performance of Employee (Y). The Work Environment variable (X3) has a t-value of 3.313, which is higher than the t-table value of 2.037 and has a significance value of  $0.002 < 0.05$ , as seen in the table. As a result, Ho gets declined whereas Ha is approved, indicating that the element of the Work Environment (X3) has a negligible effect on Performance of Employee (Y).

**Table 6. F-Test**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	640.068	3	213.356	11.642	.000 <sup>b</sup>
	Residual	568.103	31	18.326		
	Total	1208.171	34			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Work Environment, Workplace Conflict, Colleague

Sources : Data Processing SPSS 25

The table above displays an F count value of 11.642, corresponding to a probability level of 0.000, while the Ftable value is 2.679. Consequently, it is apparent that Fcount (11.642) surpasses Ftable (2.679), and the probability level is  $0.000 < 0.05$ , or less than 0.05. Consequently, the alternative hypothesis (Ha) is accepted and the null hypothesis (Ho) is rejected. This implies that the variables Coworker (X1), Work Conflict (X2), and Work Environment (X3) collectively exert an impact on Employee Performance, the computations affirming the impact of Coworkers, Work Conflicts, and The impact of the work environment of PT Petindo Era Tangguh on employee performance can be considered accurate and valid.

## Discussion

### The Influence of Colleagues on Employee Performance

Performance of Employees (Y) has a constant value of 19.544, this implies that if the Work Environment variable (X3) is zero, Employee Results also equal 19.544. According to the findings of the regression, the workplace setting (X3) has a beneficial effect on Performance of Employee (Y). The job Environmental factor (X3) has a t-value of 3.313, which is higher than the t table value of 2.037 and has a significant value of  $0.002 < 0.05$ , as seen in the table. As a result, Ho gets declined whereas Ha is approved, indicating that Work Environment factor (X3) has an insignificant effect on E Performance of Employee (Y). According to (Fardiansyah et al., 2024), it is stated that Colleagues are fellow employees who are competent and mutually supportive in their work. Colleagues within a team can influence employee job satisfaction. A good team will make work feel more enjoyable. This in line with the study conducted by (A. Saputra & Kurniawan, 2024) which state the role of colleague support and the optimization of workload can enhance employee performance. Co-worker support is defined as a system of support within colleagues in various aspects that can motivate other employees and aim to ease the burden felt by the individual (Fahada, 2024). Colleague support can provide encouragement in the workplace and directly motivate employees to improve their performance (Susanti et al., 2023). Support from co-workers also improves the performance of the team as a whole.

Coworkers can overcome obstacles and improve group work performance when they help one another. In addition to boosting motivation and personal fulfillment, this also helps the organization reach its objectives (Harras, 2024). The role of colleagues in supporting other employees has potentially significant influence on other employees' performance levels, meaning that colleague support has positive impact on Performance of Employee This is inline with the opinion of those who suggest that between coworkers and performance have a positive and significant impact (Palandeng et al., 2022).

### **The Influence of Work Conflict on Employee Performance**

The hypothesis test findings show the Work Conflict variabel (X2) has a value of 0.353, a t- table value of 2.037, and a significant score of  $0.726 > 0.05$ . As the result, Ho is approved whereas Ha is refused, indicating that the Job Conflict component (X2) has no partial impact on Performance of Employees (Y). This is consistent with the statement of (Putra & Novi Yanti, 2023); (Susilo & Wahyudin, 2020) Work Conflict has good & substantial impact on performance of workers .Working conflicts is the disagreement among two or more persons or teams of an organisation or firm who have to share a few resources because they have differences in status, goals, and values (Cahyanto et al., 2023). (E. Hermawan, 2022a) assert that employee performance is negatively and significantly impacted by work conflict.. A different opinion is expressed by (Arifin et al., 2023) who state that work conflict does not afect performance of employee.

### **The Influence of Work Environment on Employee Performance**

The hypothesis test findings show the Work Environment indicator (X3) has a t value of  $3.313 > t$  table value 2.037, has a value of  $0.002 < 0.05$ . As a result, Ho is rejected whereas Ha is approved, indicating that the Work Environment variable (X3) has a partial impact on Performance of Employee (Y). The work environment is a place where several groups exist, within which there are various supporting facilities to meet the objectives of the business in line with its vision and mission (Winoto & Perkasa, 2024). According to (Maswar et al., 2020), A decent work culture will significantly impact the degree of worker efficiency. A conducive and clean work environment will give employees a sense of comfort, so that employees will work optimally. This is in line with the opinion (D. Saputra & Fernosl, 2023) that A decent workplace will influence the competence of employees performance positively and significantly. If the work environment around employees is good, the level of work discipline possessed by employees is high and can indirectly establish good cooperation so that it will affect job satisfaction and employe performance will increase.

### **The Influence of Colleagues, Work Conflict, and Work Environment on Employee Performance**

According to the findings in table 6, the f-value is 11.642 with a 0.000 probability level, and the f-table value is 2.679. The f value of 11.642 is more than the f-table of 2.679, with a probability threshold of  $0.000 < 0.05$ . Consequently, We may deduce that Ho is disregarded and Ha gets admitted, indicating that the Colleagues (X1), Work Conflict (X2), and Work Environment (X3) variables possess a concurrent impact on Performance of Employee . This consistent with the study by (Maliki et al., 2024) which proves that employee performance depends on the willingness and openness of the employees themselves, both with themselves and with others, in carrying out their work. Employee Competence is the outcome of labour obtained by employees in terms of both quantity and quality. The performance achievements



can be measured by setting targets based on specific assessment standards established by the company (Samsudin et al., 2024).

## CONCLUSION

Based on research conducted at PT Petindo Era Tangguh, We may conclude that the factors have a considerable influence of Coworkers, Work Conflict, and Work Environment on Employee Performances. This indicates that these factors play a key role of affecting worker performance inside the corporation. Furthermore, the construct of coworkers (X1), work conflict (X2), and work environment (X3) are proven to simultaneously affect PT Petindo Era Tangguh employees' performance, this indicates that the three variables interact with each other and contribute to improving employee performance in the company.

## RECOMMENDATIONS

Suggestions for It is anticipated that future researchers would employ other factors for the research to be studied so that the results obtained from the study can show a high correlation. Future researchers are expected to use other analytical techniques so that the results obtained are better and different. In addition, suggestions that can be given to PT Petindo Era Tangguh are to pay more attention to the duties and responsibilities of each employee which must be based on the competencies they have so that they can work as well as possible to achieve company goals. Furthermore, regarding the work environment, PT Petindo Era Tangguh should pay more attention to the cleanliness of the workspace and facilities, both equipment and equipment so that employees can work with a sense of comfort and security.

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