

The Effect of Communication, Work Stress, and Work Environment on Employee Performance at Ichsan Medical Center Hospital South Tangerang

Fachri Huzaini Ramadhan¹, Ahmad Cik², Kumba Digdowiseiso^{3*}

^{1,2,3*} Fakultas Ekonomi dan Bisnis, Universitas Nasional Jakarta, Indonesia

⁴ Lecture of Faculty of Business, Economics, and Social Development, Universiti Malaysia Terengganu, Malaysia

Email: ¹fachrihizr@gmail.com, ²ahmadcik@civitas.unas.ac.id,

^{3*}kumba.digdo@civitas.unas.ac.id

Abstract

This study aims to analyze the effect of communication, work stress, and work environment on employee performance at Ichsan Medical Center Hospital, South Tangerang. The sample in this study was 120 respondents based on the Yamane formula. This study uses primary data with data collection methods through the distribution of questionnaires to 120 respondents. The data analysis technique used inferential analysis with multiple linear regression. The results obtained in this study are communication has a positive effect on employee performance, job stress has a positive effect on employee performance, and the work environment has a positive effect on employees performance. Therefore, Ichsan Medical Center Hospital South Tangerang must provide a better impact so that communication, work stress and the work environment can be maintained at a stable level.

Keywords: Communications, Work stress, Work Environment, and Employee Performance

INTRODUCTION

Current developments require organizations or institutions to work more efficiently and effectively, of course. Currently, it is a supporting factor for success for a company or institution not only in large capital or sophisticated technology. To obtain optimal contribution, companies must pay attention to factors that play an important role, namely human resources. Apart from factors that also play an important role, human resources are a supporting factor for the success of a company or institution. Therefore, it must be protected and managed so that it can make a contribution to the company or institution. Excellent implementation of advanced techniques and methods, company success is difficult to realize if you do not pay attention to human resources properly and correctly. Judging from its importance as a human resource needed to achieve goals company, any company or institution must notice And arrange existence his employees to improve work efficiency. (Mangkunegara, 2011) Performance is defined as the quality and quantity of work results achieved by an employee while carrying out their work in accordance with the tasks assigned.

In order to achieve good quality work, support from the performance of employees is needed. According to (Prawirosentono, 2008) "Performance or in

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language English is performance”, with say other, results Work Which can achieved by individuals or groups of individuals in an organization in accordance with authority And not quite enough he answered each so that in a way legitimate can achieving goals organization Which concerned in accordance with regulation legislation without violating the law, as well as morals and ethics.

In a company or institution, not only performance needs to be considered but good communication must also be considered by every employee at work. Communication can determine whether delivery is effective or not message And order between employees, to superior, subordinate nor with position Which The same. Without exists communication Which Good, performance Employees will not work optimally.

It is not only employee performance and communication at work that needs to be considered, there is one factor that should not be ignored in the world of work, namely work stress. (Veithzal, 2004) can be defined as work stress as a situation of tension that causes physical and psychological imbalance, then the mental, way of thinking and condition of employees, when this situation is caused by pressure. by environment Work in where employee Work. Stress If too wide can endanger skill worker in respond environment Work his. Therefore, each worker is found to have various indications of stress which results in disruption of the employee's work implementation. Employees can experience extreme anxiety and frustration at work. They often do irritable, aggressive, doesn't know how to relax and has bad behavior when experiencing work stress.

Stress in place Work Also can influence productivity employee which is not good for too much work, pressure in completing tasks, low quality work control, an environment where employees work that is less supportive, less authority when working to be more responsible, and problems with subordinates' viewpoints and superiors.

After communication and work stress must be considered to be able to improve the quality of employee performance, it is also necessary to pay attention to work environment problems. Problems that always exist Indonesian company work environment is the lack of a conducive atmosphere in company environment, such as minimal lighting problems, lack of competency improvement balanced with amount employee, And lack of level security. within the company. If this continues, it won't good for the company.

Environment Work is Something object Which There is in environment company and can affect employee productivity. The work environment is one of the important factors that influences employee productivity. Because of the environment Work own impact direct on How employee doing their work, can ultimately increase company productivity. (Yantika et al., 2018)

Condition disorganized companies and work spaces that are still not conducive For productivity considered as factor inhibitor employee productivity , and heat, lack of air circulation, too many people in the workplace, and a dirty, noisy work environment of course greatly affect staff comfort. This can be achieved by maintaining physical infrastructure such as constant cleanliness, proper lighting, ventilation, good music and a comfortable office layout to create a comfortable work environment. This situation increases the enthusiasm to unite within the company organization to achieve company goals by improving employee performance.

Based on description on can concluded how the importance of communication, work stress, and work environment on employee performance. Thus, the success achieved by a company is certainly greatly influenced by the performance of its

employees. Knowing the success or failure of an employee at work can be seen if the organization or agency is able to implement and maximize an employee performance appraisal system. Human resources are the main actors because in all company activities, humans are actually the planners, actors and determinants of achieving company goals.

Employee performance has decreased in performance assessments from 2019 to 2021. In general, it can be concluded that employee performance at Ichsans Medical Center Hospital, South Tangerang Not yet maximum because No reach target performance employee 100%. Performance assessments that show that performance targets have not been achieved are predicted to be causes including Communication, Work Stress, and Work Environment.

In this way, researchers can see from the percentage of employee performance assessments that state that they have not improved. It is estimated that there are still several factors or activities that have not been fulfilled completely and maximally according to planning provisions.

In this context, the research is motivated by the lack of optimal improvement in employee performance, which indicates that several factors or activities have not been fulfilled completely and optimally according to planning.

The aim of this research is focused on analyzing the influence of Communication, Work Stress, and Work Environment on Employee Performance at Ichsans Medical Center Hospital, South Tangerang. The use of this research involves companies, institutions and researchers as parties who will benefit from the research results. For companies, information about the Communication process, Work Stress, and Work Environment can be a basis for understanding employee hopes and desires, as well as improving their performance. For institutions, this research is expected to contribute to the development of human resource management science and become a reference for further research. Meanwhile, for researchers, this research will increase knowledge, understanding, experience, and serve as an implementation of theory in solving similar problems in the future.

RESEARCH METHOD

This research uses a quantitative approach with a survey method using questionnaires and interviews to collect data on Occupational Safety and Health (K3) behavior of employees at Ichsans Medical Center Hospital, South Tangerang. This research is associative in nature, focusing on the relationship between Communication, Work Stress, and Work Environment on Employee Performance. The research population was all employees of Ichsans Medical Center Hospital, with a sample of 120 respondents selected randomly. Data collection was carried out through observation, documentation studies, interviews, and questionnaires with a Likert scale. Validity and reliability tests were carried out to ensure data accuracy and consistency. Data analysis uses multiple linear regression and Structural Equation Modeling. The results are expected to provide an in-depth understanding of the factors that influence K3 and the contribution of Communication, Job Stress, and Work Environment to Employee Performance at Ichsans Medical Center Hospital.

RESULTS AND DISCUSSION

A. Results Complete Estimate Study

1. Descriptive Analysis

Analysis Descriptive Communication, Stress Work, And Environment Work on Employee Performance is an analysis taken from questionnaire data spread to Home employees Sick Ichsan Medical Centre South Tangerang. This research was carried out to determine the influence of Communication, Work Stress, and Work Environment on Employee Performance based on quantitative results using a Likert scale.

Table 1. Scale Likert

Statement	Score Weight
Very No Agree (STS)	1
No Agree (TS)	2
Doubtful (RR)	3
Agree (S)	4
Very Agree (SS)	5

Source : Sugiyono

Based on the statements in the questionnaire that was submitted to 120 respondents, various responses were obtained regarding the variables Communication (X1), Work Stress (X2), and Work Environment (X3) on Employee Performance (Y).

Analysis of data in research using statistical calculation methods. Data in research using statistical calculation methods using SPSS version 26 program tools, with the following results .

2. Analysis Descriptive Variable Communication (X1)

Table 2 . Table Score Mean Variable Communication (X1)

No	Statement	Mean
Skills		
1.	So that information can delivered with Good And Correct, employee And leader must skilled in communicating.	4.1
Attitude		
2.	Communication Which happen between current employees This influence attitude employee in Work.	4.1
Knowledge		
3.	When convey A information must know fill And the purpose of information which was delivered.	4.1
Media		
4.	Media in conveying information according to needs, so that information Which be delivered can with easy understandable.	3.9
Average total mean Communication (X1)		4.0

Source : Processed with use SPSS version 26

3. Analysis Descriptive Variable Stress Work (X2)

Table 3. Table Score Mean Variable Stress Work (X2)

No	Statement	Mean
Environment Physique		
1.	Security in the work environment create atmosphere Work felt comfortable, so that it can spared from stress Work.	4.2

Role And Task		
2.	Role And task Work which are given Already fair and reasonable, so that can avoided stress Work.	3.9
Connection Interpersonal		
3.	No have problem personal with employee other, so that can spared from stress Work.	4.3
Organization		
4.	Culture organization on House Sick give comfort in finish task	4.0
Average total mean Stress Work (X2)		4.1

Source : Processed with use SPSS version 26

4. Analysis Descriptive Variable Environment Work (X3)

Table 4. Table Score Mean Variable Environment Work (X3)

No	Statement	Mean
Equipment Office		
1	Equipment Which provided Already adequate, And help in finish the job.	4.5
System Location of Work Space		
2	System location room Work has in accordance with needs in Work.	4.2
Cleanliness		
3	Every employee must guard cleanliness in place Work.	3.9
Connection Fellow Workers		
4.	Cooperation between employee Which Good can create environment Work Which comfortable.	3.0
Average total mean Environment Work (X3)		3.9

Source : Processed with use SPSS version 26

5. Analysis Descriptive Variable Performance Employee (Y)

Table 5. Table Score Mean Variable Performance Employee (Y)

No	Statement	Mean
Quality		
1.	Every employee must skilled in carry out work in accordance with assignments And function.	3.9
Quantity		
2.	Amount task Which charged to employee must resolved with fast.	3.9
Efficiency		
3.	Every employee must do task Which given with on time.	4.0
Effectiveness		
4.	Every employee capable give service best in Work.	4.1
Average total mean Performance Employee (Y)		4.0

Source : Processed with use SPSS version 26

B. Test Instrument

1. Validity test

The validity test is useful for testing questionnaires distributed to respondents and is carried out by comparing the calculated r value with r Table using *degree of freedom* (df) = $n-2$ with α 0.05. If r Count > r Table then the statement or indicator is said to be valid.

To determine whether the statements or indicators in the questionnaire are valid, the author uses calculations with the help of the SPSS version 26 program. The Communication variable consists of 4 (four) statements or indicators, the Job Stress variable consists of 4 (four) statements or indicators, the variable The Work Environment consists of 4 (four) statements or indicators and variables performance employee consists from 4 (four) statement or indicators and There is also a sample of 120 respondents.

This is determined by using r Calculated 5% where $n = 78$ ($n-2$), then obtained r Table (0.05) = 0.1793 and below are the results of test calculations for the variables Communication (X1), Work Stress (X2), and Work Environment (X3) on employee performance variables (Y), as follows

Table 6. Results Test Validity

Variable	Statement	r Count	r Table	Information
Communication (X1)	Statement 1	0.750	0.1793	Valid
	Statement 2	0.819	0.1793	Valid
	Statement 3	0.823	0.1793	Valid
	Statement 4	0.749	0.1793	Valid
Variable	Statement	r Count	r Table	Information
Stress Work (X2)	Statement 1	0.593	0.1793	Valid
	Statement 2	0.752	0.1793	Valid
	Statement 3	0.781	0.1793	Valid
	Statement 4	0.715	0.1793	Valid
Variable	Statement	r Count	r Table	Information
Environment Work (X3)	Statement 1	0.857	0.1793	Valid
	Statement 2	0.863	0.1793	Valid
	Statement 3	0.847	0.1793	Valid
	Statement 4	0.826	0.1793	Valid
Variable	Statement	r Count	r Table	Information
Employee Performance (Y)	Statement 1	0.835	0.1793	Valid
	Statement 2	0.825	0.1793	Valid
	Statement 3	0.733	0.1793	Valid
	Statement 4	0.811	0.1793	Valid

Source : Data processed use SPSS Version 26.0

Based on the calculation results in table 6, all items in the questionnaire statements submitted have a greater Corrected Item Total Correlation value. When compared with the r table in the 78th N sample, it is 0.1793. This means that all the statement items on the questionnaire for the Communication variable (X1), Job Stress (X2), Work environment (X3), and the Employee Performance variable (Y) is said to be valid.

2. Reliability Test

Test reliability used For test consistency data in period certain time, namely knowing that the measurements used are trustworthy or reliable. Reliability testing is used to determine the consistency of measuring instruments that use scales, questionnaires. This variable can be said to be reliable if *Cronbach's Alpha* his own

mark more big from mark 0.6. A variable that reliable contain meaning that variable the Enough Good so as to reveal accurate and reliable data. The results of the reliability test can be seen in table 7 below:

Table 7. Hail Test Reliability

No.	Variable	Reliability	r Table	Information
1.	Communication	0.791	0.6	Reliable
2.	Job Stress	0.647	0.6	Reliable
3.	Environment Work	0.869	0.6	Reliable
4.	Performance Employee	0.814	0.6	Reliable

Source : Data processed use SPSS Version 26.0

Based on table 7 above, it can be said that the values of all statement items or indicators in the questionnaire used to measure all variables in this research are said to be good. Because all variables have *Cronbach's Alpha* more big from 0.6 that is Communication (X1) of 0.791, Job Stress (X2) of 0.647, Work Environment (X3) of 0.869, Employee Performance (Y) of 0.814, meaning that all variable values can be said to be reliable or have met the reliability requirements.

C. Classic assumption test

1. Normality test

The normality test is used to determine whether in the regression model the independent variables and dependent variables are normally distributed or not. Normality test can done with *Test One Simple Kolmogorov – Smirnov* i.e. if significant > 0.05 so data distribute normal. Whereas If significant < 0.05 then the data is not normally distributed. The normality test results can be seen in the following table:

Table 8. Results Test Normality

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		120
Normal Parameters ^{a, b}	Mean	.0000000
	Std. Deviation	1.42068411
Most Extreme Differences	Absolute	,058
	Positive	,058
	Negative	-.057
Statistical Tests		,058
Asymp. Sig. (2-tailed)		,200 ^{c, d}
a. Test distribution isNormal .		
b. Calculated from data.		
c. Lilliefors Significance Corrections.		
d. This is a lower bound of the true significance.		

Source : Data processed with use SPSS Version 26.0

Based on table 8 above, it can be seen that the *Asymp Sig. (2-tailed)* is 0.200, which means the regression model is the dependent variable and the independent variable in study This distribute normal Because its significance 0.200 > 0.05.

2. Multicollinearity Test

multicollinearity test is useful to find out whether the regression model is

found correlation between variable free. Matter this can be measured from *Tolerance Value* And mark *Value Variance Inflation Factor (VIF)*. If mark *Variance Inflation Factor (VIF)* < 10 or If *Tolerance Value* > 0.1 so No multicollinearity occurs. Model regression Which Good so No happen correlation perfect or near perfect between variables (multicollinearity). The results of the multicollinearity test can be seen in the following table:

Table 9. Results Test Multicollinearity

Coefficients ^a		
Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1. Communication	,299	3,349
Job Stress	,267	3,743
Environment Work	,387	2,586

a. Dependent Variables: Performance Employee

Source : Data processed with use SPSS version 26

Based on table 9 (*Coefficients*) can seen that *Variance The Inflation Factor (VIF)* for each independent variable has the following values:

- Mark VIF For variable Communication (X1) as big as 3,349 < 10 And the tolerance value is 0.299 > 0.10.
- Mark VIF For variable Stress Work (X2) as big as 3,743 < 10 And the tolerance value is 0.267 > 0.10.
- VIF value for the variable Work Environment (X3) is 2.586 < 10 and the tolerance value is 0.387 > 0.10.

With thereby can concluded that model equality regression Multicollinearity does not occur and can be used in this research.

3. Test Autocorrelation

Table 10. Autocorrelation Test Results

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,787 ^a	,620	,610	1.43894	1,783

a. Predictors: (Constant), Environment Work, Communication, Stress Work

b. Dependent Variables: Performance Employee

Source : Data processed with use SPSS version 26

Based on table on can explained that *Durbin-Watson* value is 1,783. Where the K value or number of independent variables is 3 and the N value or number of respondent data = 120. So we get a dL value of 1.6513 and a dU value of 1.7536 Then mark 4-Du= 2.2464. If entered into the criteria so that the results obtained $dU < DW < 4- dU$ ($1.7536 < 1.783 < 2.464$) which means that the regression model obtained does not have autocorrelation.

4. Heteroscedasticity Test

The heteroscedasticity test in this research is by using the Glejser Test, which aims to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. To determine whether there is heteroscedasticity, use the Glejser Test, namely by regressing the

independent variable on the *Absolute Residual or Abs RES value* . A good regression model means that heteroscedasticity does not occur, provided that if a significance value (sig) > 0.05 is obtained then the conclusion is No happen symptom heteroscedasticity in model regression, following This heteroscedasticity test results:

Table 11. Heteroscedasticity Test Results

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	2,896	,593		4,887	,000
Communication	-.018	,062	-.047	-.288	,774
Stress Work	-.087	,069	-.217	-1,256	,212
Environment Work	-.010	,050	-.029	-.199	,842

a. Dependent Variable: Abs

Source : Data processed with use SPSS version 26

Based on the heteroscedasticity test results table above, which tests heteroscedasticity for research is to use the Glejser Test, then can said that number sig from variable Which researched that is Communication (X1) sig as big as 0.774. Stress Work (X2) sig as big as 0.212. Environment Work (X3) sig is 0.842. So it can be concluded that the results of the heteroscedasticity test in this study stated that there was no heteroscedasticity because all independent variables had significance values. > 0,05.

D. Method Analysis

1. Analysis Regression Linear Multiple

Multiple linear regression analysis is used to determine the influence of variables independent to variable dependent. In matter This model This is to find out how much Communication (X1), Job Stress (X2), and Environment Work (X3) to Performance Employee (Y). As for results Multiple linear regression analysis can be seen in table 4.16 below:

Table 12. Results Regression Test Linear Multiple

Coefficients^a					
Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)	3,600	,954		3,775	,000
Communication	,225	,099	,237	2,263	,025
Stress Work	,315	,112	,312	2,817	,006
Environment Work	,267	,080	,306	3,320	,001

a. Dependent Variables: Performance Employee

Source : Data processed with use SPSS version 26

Based on table on, can seen that *coefficients* regression multiple linear regression equations are:

$$Y = 0,237 X1 + 0,312 X2 + 0.306 X3$$

Information :

- Y = Performance Employee
- X1 = Communication
- X2 = Stress Work
- X3 = Work environment

From the *coefficients* table, the following regression equation is produced: $Y = 0.237 X_1 + 0.312 X_2 + 0.306 X_3$

The Communication variable (X1) has a regression coefficient value of 0.237 where This interpret that if assumption variable Stress Work And Work Environment, when there is an increase of 1 in Communication, it will affect the increase in the level of Employee Performance, namely 0.237

The Job Stress variable (X2) has a regression coefficient value of 0.312 where This interpret that if assumption variable Communication and Work Environment, when there is an increase of 1 in Job Stress it will affect the increase in the level of Employee Performance, namely 0.312.

The Work Environment variable (X3) has a regression coefficient value of 0.306 Where This interpret that if assumption variable Communication And Work Stress, when there is an increase of 1 in the Work Environment, it will affect the increase in the level of Employee Performance, namely 0.306.

E. Analysis Model Feasibility Test

1. Test F

Test F is test Which useful For test significant coefficient Simultaneous regression, namely whether the independent variable has an influence on the dependent variable. The F test is used to test all independent variables. Testing was carried out using a significance level of 0.05 ($\alpha=0.5\%$). In this case, the ANOVA table is used to test the significant influence of Communication, Work Stress, and Work Environment together on Employee Performance. The following are the results of the F test which can be seen from the table below.

Table 13. F Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	391,517	3	130,506	63,030	,000 ^b
	Residual	240,183	116	2,071		
	Total	631,700	119			

a. Dependent Variables: Performance Employee

b. Predictors: (Constant), Environment Work, Communication, Stress Work

Source : Data processed with use it SPSS version 26

Based on the ANOVA table in table above, it can be seen that the calculated F value is 63.030 with a significance level of 0.000. The table f value is obtained from the df (residual) degree of freedom value, namely 2.68 at a confidence level of 5% ($\alpha= 0.05$). Because mark f count more big from f table ($63,030 > 2.68$) with significant level $0.000 < 0.05$. Thus, it can be concluded that the independent variables, namely Communication, Work Stress, and Work Environment, together have a significant effect on the dependent variable, namely Employee Performance.

2. Test Coefficient Determination (Test R²)

Test Coefficient Determination (Test R²) is testing Which done to find out for

suitability or the accuracy of the analytical model created. The more big mark coefficient determination, so the more Good ability the independent variable explains the dependent variable:

Table 14. Results Test Coefficient (Determination)

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,787 ^a	,620	,610	1.43894	1,783

a. Predictors: (Constant), Environment Work, Communication, Stress Work
 b. Dependent Variables: Performance Employee
 Source : Data processed with use SPSS version 26

In the table above it is shown that the R Square value is 0.620. Based on this value, it can be seen that the value of the coefficient of determination (R²) is explained by 62%. This means that the variables Communication, Work Stress, and Work Environment have an influence on the Employee Performance variable by 62%, while the remaining 38% is influenced by other variables not analyzed in this research.

3. Test Hypothesis (Test t)

Test hypothesis is test Which useful in know is there influence on variable Communication, Stress Work, And Environment Work to Employee Performance variable. This influence can be estimated with significant values and t count Which obtained. That is t Count is at on significance < 0.05 then H0 is rejected, which means the proposed hypothesis can be accepted. The results of the hypothesis test (t test) can be seen in the following table:

Table 15. Results Test Hypothesis (t)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	3,600	,954		3,775	,000
	Communication	,225	,099	,237	2,263	,025
	Stress Work	,315	,112	,312	2,817	,006
	Environment Work	,267	,080	,306	3,320	,001

a. Dependent Variables: Employee performance

Source : Data processed with use SPSS version 26

Based on results test t on table in on, so can concluded as following : Hypothesis testing of the Communication variable (X1) on Employee Performance obtained a calculated t value of 2.263 > t table of 1.9804 with a level significant as big as 0.025 < 0.05 so can interpreted that Communication influential positive And Testing the hypothesis of the Job Stress variable (X2) on Employee Performance obtained a calculated t value of 2.817 > t table of 1.9804 with a significant level of 0.006 < 0.05 significant to variable Performance Employee Hospital _ Ichsana Medical Centre. So it can be interpreted that Job Stress has a positive and significant effect on the Employee Performance variable at Ichsana Medical Center Hospital.

Hypothesis testing of the Work Environment variable (X3) on Employee

Performance obtain mark t count as big as 3,320 > t table as big as 1.9804 with a significance level of 0.001 < 0.05, it can be interpreted that the work environment has a positive and significant effect on the employee performance variable at Ichsan Medical Center Hospital.

Discussion

A. Influence Communication to Employee performance

Communication according to (Effendy, 2007) is the exchange of thoughts or information with the aim of creating a sense of mutual understanding and mutual trust, in order to create a good relationship between one person and another person. Communication is the exchange of facts, ideas, opinions or emotions between two or more people.

Based on the results of research conducted, the Communication variable has a positive and significant influence on the performance of employees at Ichsan Medical Center Hospital. The Communication variable (X1) has a value of 0.225 which means that Communication increases by 0.225 or 22.5% assuming the other independent variables have a fixed value.

On test t show results that mark > t table (2,263 > 1.9804) And significant value 0.025 < 0.05 can concluded that Communication has a positive and significant effect on Employee Performance.

Communication can improve employee performance at work, because information obtained through communication will help employees to better understand the obligations and tasks assigned to them. It can be concluded that communication influences employee performance at Home Ichsan Medical Center Hospital (IMC Hospital) South Tangerang. Supported by research conducted by (Cay, 2018) states that Communication has influence positive And significant Good in a way Partial or simultaneous on teacher performance at Al Azhar Bsd.

B. Influence Stress Work To Performance Employee

According to (Siagian, 2014) revealed that work stress is a condition of tension that can affect a person's emotions, train of thought and physical condition. If an employee feels stress when their performance is too high, it can disrupt a person's ability to deal with their environment and their performance will decrease.

Based on the results of research conducted, the Job Stress variable has a positive and significant influence on the performance of employees at Ichsan Medical Center Hospital.

The Job Stress variable (X2) with a value of 0.315 which means that Job Stress increases by 0.315 or 31.5% assuming other independent variable values still. On test t show results that mark > t table (2,817 > 1.9804) and the significant value is 0.006 < 0.05, so the conclusion is that Job Stress has a positive and significant effect on Employee Performance at Ichsan Medical Center Hospital (IMC Hospital) South Tangerang.

With thereby, Stress Work give influence on performance employee. This is supported by research studies conducted by (Fitriano et al., 2020), which determined that work stress has a positive and significant influence partially and simultaneously on employee performance at PT. Suriatama Mitra Perwita Medan. Therefore, it is very important for hospitals to pay attention to various factors which can influence stress Work employees in order spared from less than optimal employee performance, thereby improving employee performance at IMC Hospital, South Tangerang.

C. Influence Environment Work To Employee performance

According to (Nitismito, 1992) The work environment is everything something

that is around para worker Which can influence himself in operate tasks assigned to him
Based on the results of research conducted, the Work Environment variable has an influence positive And significant to Performance Employee House Sick Ichsan Medical Center.

The Work Environment variable (X3) has a value of 0.267 which means that the Work Environment increases by 0.267 or 26.7% assuming that the other independent variables have constant values. The t test shows that the value $> t$ table ($3.320 > 1.9804$) and the significant value is $0.001 < 0.05$. It can be concluded that the work environment has a positive and significant effect on employee performance at Ichsan Medical Center Hospital (RS IMC) South Tangerang.

By creating a good work environment, it will ensure employee productivity and smoothness in completing their obligations, which will result in increased employee performance. This is supported by research results (Ihsan et al., 2018) which prove that the work environment has a positive and significant effect on employee performance at Kaliwates General Hospital (RSUK) Jember.

CONCLUSION

Based on the results of research regarding the influence of Communication, Work Stress, and the Work Environment on employee performance at Ichsan Medical Center Hospital, South Tangerang, it can be concluded that: First, Communication has a positive and significant influence on employee performance, with a significance level of 0.025. This indicates that the communication system in the hospital is appropriate and has an effect on employee performance. Second, Job Stress has a positive and significant effect on employee performance, with a significance level of 0.006. The Job Stress System in hospitals is also considered appropriate and influences employee performance. Third, the work environment has a positive and significant influence on employee performance, with a significance level of 0.001. The work environment system in hospitals is considered appropriate and has an effect on employee performance.

As a suggestion, researchers recommend Ichsan Medical Center Hospital, South Tangerang, to maintain a good communication system so that employees can understand their duties well. To overcome work stress, it is necessary to increase identification of stress-causing factors, involve 1 on 1 sessions, give awards, and hold gathering events as relaxation. Apart from that, improving a good working environment can be done by paying attention to employee facilities needs and creating an environment that is conducive to carrying out their duties optimally. By implementing this suggestion, it is hoped that Ichsan Medical Center Hospital, South Tangerang can improve employee performance and achieve company goals.

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