

## THE INFLUENCE OF WORK ENVIRONMENT ON WORK COMMITMENT AT THE REGIONAL DRINKING WATER COMPANY OF MAKASSAR CITY

**Rifqi Wiratama Abdurrahman**

Faculty of Economics and business, Makassar State University  
Correspondensi author email: [akunreal260502@gmail.com](mailto:akunreal260502@gmail.com)

**Siti Hasbiah**

Faculty of Economics and business, Makassar State University  
[sittihاسبiah@unm.ac.id](mailto:sittihاسبiah@unm.ac.id)

**Tenri SP Dipoatmodjo**

Faculty of Economics and business, Makassar State University  
[tenrisayu4g@gmail.com](mailto:tenrisayu4g@gmail.com)

**Romansyah Sahabuddin**

Faculty of Economics and business, Makassar State University  
[romansyah@unm.ac.id](mailto:romansyah@unm.ac.id)

**Uhud Darmawan Natsir**

Faculty of Economics and business, Makassar State University  
[uhud.darmawan@unm.ac.id](mailto:uhud.darmawan@unm.ac.id)

### Abstract

This study aims to analyze the effect of work environment and non-physical work environment on the work commitment of employees of the general and staffing sections of the Makassar city drinking water regional company. This research uses quantitative methods with descriptive approaches and multiple linear regression analysis. The sampling technique used purposive sampling with a total of 40 employees. The data obtained were analyzed using the t test, F test and R-Square test to test the effect of physical environment variables and the non-physical environment on work commitment. The results show that the physical work environment and non-physical work environment have a significant positive effect on work commitment both partially and simultaneously. The t-count value for the physical work environment is 3.593 and the non-physical work environment is 2.901, both of which are greater than the t-table, with a significant value of 0.01 each, indicating a significant effect. Simultaneously, the physical work environment and non-physical work environment contribute greatly to work commitment. This research suggests the company to the importance of this aspect especially the physical work environment and non-physical work environment in order to increase work commitment especially in the general and staffing department.

**Keywords:** Physical Work Environment, Non Physical Work Environment, Work Commitment.

## INTRODUCTION

Human resources are the most important aspect of an organization. This is because the resources owned by the organization will not be able to work optimally without being supported by high-quality and competitive human resources. Human resources within an organization will influence other resources to function effectively, so it is expected that the organization can achieve success in reaching its goals. Although an organization faces many obstacles, especially in human resource management, human resource management will continue to perform its role in obtaining human resources that can work optimally and have a high commitment to the organization.

Meyer and Allen (2020) state that work commitment is an attitude that reflects an employee's attachment to their organization, consisting of affective, normative, and continuance components, and influences the decision to remain within the organization.

For employees, a supportive work environment in the organization where they work is the most considered factor, which can influence the increase in employee commitment to the organization. In the work environment, there are two dimensions, namely the physical dimension (coloring, cleanliness, lighting, air ventilation, spatial arrangement, etc.) and the non-physical dimension (work atmosphere, employee welfare, relationships among employees, etc.). Organizations must be able to provide both dimensions in good condition so that employees can continue to work productively and cooperate with each other as well as with their superiors to achieve the organization's goals. The work environment can create binding work relationships among the people within it.

In creating and building employee commitment at the Regional Drinking Water Company (Perumda Makassar). Requires a supportive and harmonious work environment. A supportive work environment leads to optimal work results and good performance. If employees feel that their work environment is not harmonious and lacks support, they will feel uncomfortable and distracted while completing their tasks, which will negatively impact their performance.

Based on the observations that have been conducted, the working environment at the Makassar Regional Drinking Water Company (PDAM) does not yet support its employees to work comfortably, as seen from the inadequate office space which limits their movement.

employees, the abundance of scattered files around the employees' work area, the lingering jealousy among employees regarding task distribution, etc. Of course, the aforementioned issues must be addressed promptly to avoid hindering the vision and mission of the Makassar Regional Drinking Water Company (PDAM). Given this background, the author is interested in conducting research focused on the work environment and employee commitment at the Makassar Regional Drinking Water Company (PDAM).

The Makassar Regional Drinking Water Company (PDAM) is a regional water company engaged in public service in providing clean water for the people of Makassar City. In meeting the needs of the community, the Regional Drinking Water Company (PDAM) of Makassar City needs to pay attention to various factors that can encourage To enhance employee work commitment, a work environment is needed to encourage employees to boost their motivation.

Employees are expected to work well so that the positive impact is also felt by the company. The company will not be productive if its employees do not have a high level of commitment. Therefore, professional workers with a high commitment to the organization will behave differently at work compared to workers who lack commitment. With commitment, it can be said that employees agree to dedicate everything they have for the success of carrying out their duties. Sedarmayanti Panjaitan & Suhardoyo (2020) define the work environment as all conditions surrounding the place where employees complete their tasks, including both the work environment that directly interacts with employees and other factors that are not directly related to the employees' work process. The work environment is one of the factors that can lead to success in carrying out a job, but it can also be a cause of failure in performing a job. Panjaitan & Suhardoyo, (2020): 30.

## **RESEARCH METHOD**

Agree with Moh. Pabundu Tika (2015) The type of investigation can be a way to collect, prepare, and analyze information efficiently and in a coordinated manner so that the investigation into the objectives can be carried out effectively and in accordance with the investigation's goals. Questions about this can be quantitative expressive questions.

The quantitative approach can be a strategy used to investigate a specific population or test, collecting information through rebellious investigations, examining information aimed at testing previously established theories. Sugiyono, (2014).

Quantitative investigation by graphically arranging points to clarify, summarize various conditions, various situations, or various factors that emerge in society, which are protests based on what is happening.

Sugiyono (2019) explains that the population includes the entire subjects or objects that can be studied, whether in large or small numbers, which have the same characteristics or traits. According to Sugiyono (2021), a sample is a part of the population that has certain characteristics relevant to the research objectives. The population in this study consists of 40 employees in the general and personnel divisions at the Makassar Regional Drinking Water Company, and the sampling technique used in this study is saturated sampling, as the population size of the object being studied is  $< 100$ , so the entire population is used as the sample with a total of 40.

According to Sugiyono (2014), descriptive statistics are statistics used to analyze data by describing or depicting the data that has been collected as it is, without intending to make general conclusions or generalizations. Descriptive statistics function to describe or provide an overview of the object being studied through sample or population data as it is, without conducting analysis and making general conclusions. This analysis is used to find the mean value to represent the average population in the study.

## **RESULT AND DISCUSSION**

### **1. The Influence of Work Environment on Work Commitment of General Affairs and Personnel Employees at the Makassar City Regional Drinking Water Company.**

The results of this study indicate that the physical work environment has a

significant impact on employee work commitment. This is indicated by a t-value of 3.593, which is greater than the t-table value (1.684), with a significance value of 0.01 ( $<0.05$ ). The aspects of the work environment include a comfortable room layout, adequate lighting, and the appropriate room temperature. The ideal physical environment should consider lighting, air circulation, and noise according to Sedarmayanti (2011). Response data shows that "room layout" received the highest score (117), reflecting a good level of employee commitment. This is due to the company's efforts in providing or fulfilling employee needs, namely a good workspace, so that employees feel comfortable while performing or completing their tasks as employees. The physical work environment greatly influences employee work commitment, and one aspect of employee work commitment that must be prioritized is the layout of the workspace. Siagian (2018).

## **2. The Influence of Non-Physical Work Environment on Work Commitment of General Affairs and Personnel Employees at the Makassar City Regional Drinking Water Company.**

The work environment also has a significant impact on work commitment, as evidenced by the t-value of 2.901, which is greater than the t-table value (1.684), with a significance value of 0.06 ( $<0.05$ ). The aspect of the physical work environment, which includes relationships with coworkers who support and help each other, creates a conducive work climate for employees. For example, "creating harmonious working relationships with my colleagues" received a score of (137). This reflects the company's efforts to create good communication among coworkers and other employees. Creating harmonious working relationships fosters attitudes of mutual respect, empathy, and open communication. Bendersky (2021).

## **3. The Influence of Physical and Non-Physical Work Environments on Work Commitment of General Affairs and Personnel Employees at the Makassar City Regional Drinking Water Company**

The physical work environment and the non-physical work environment simultaneously have a significant effect on work commitment, with an F-value of 31.870, which is greater than the F-table (3.245), and a significance value of 0.00 ( $<0.05$ ). These results are supported by a coefficient of determination ( $R^2$ ) of 0.633, which indicates that 63.3% of the variation in work commitment can be explained by these two variables, while the remaining portion is influenced by other factors. This is in line with previous research by Suryalena (2019), which found or revealed that the physical work environment and the non-physical work environment have a significantly positive impact on employee work commitment. Improving both the physical and non-physical work environments can create loyalty productivity among employees at the Makassar City Regional Drinking Water Company.

## **CONCLUSION**

Based on the Research Results at the Makassar City Regional Drinking Water Company, It Can Be Concluded

1. The work environment has a positive and significant impact on the work commitment

of general and personnel department employees, supported by a good and comfortable room layout.

2. Non-Physical Work Environment has a significant influence on work commitment through good social relationships with colleagues.
3. Simultaneously, the physical work environment and the non-physical work environment significantly contribute to work commitment, highlighting the importance of these aspects, especially in employee comfort.

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