

The Influence of Work Environment and Workload on Employee Performance at the Academy of Secretarial and Management (ASM) Kencana Bandung

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ABSTRACT

The main problem in this research is to determine the extent of the influence of work environment and workload on employee performance at the Academy of Secretarial and Management (ASM) Kencana Bandung. The purpose of this research is to identify and analyze the influence of work environment and workload on employee performance, as well as the magnitude of the influence of work environment and workload on employee performance at the Academy of Secretarial and Management (ASM) Kencana Bandung, both simultaneously and partially. The method used in this research is a quantitative descriptive approach. The population in this research consists of 30 employees of the Academy of Secretarial and Management (ASM) Kencana Bandung. The sample in this research is 30 employees. The data in this research is primary data, obtained from respondents' answers to questionnaires distributed by the author. Based on the data analysis conducted by the author, the results show that the calculated F-value is 6.150 with a significance level (Sig.) of 0.000, which is smaller than 0.05 ($\alpha=5\%$). Therefore, it can be concluded that variables X_1 (Work Environment) and X_2 (Workload) simultaneously have a significant influence on variable Y (Performance).

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1. Introduction

Every organization requires human resources as a source of labor in carrying out all its activities. Humans serve as actors, planners, and determinants of success in organizational management. These objectives can be achieved by utilizing available resources such as human resources. Human resources play an important role and have a significant influence in organizations. In every well-functioning organizational activity, human resources with high knowledge and competence are needed to achieve organizational goals and improve employee performance. Employees with high performance are highly needed by organizations because performance is the most important aspect that must be considered.

The availability of human resources in an organization should not only be treated as such, but their quality must also be improved through various efforts.

Humans are beings who cannot live alone and in isolation because it is inherent in human nature as social beings who require other humans to survive. As social beings, humans naturally engage in interaction, meaning humans conduct social activities or socialize and even coordinate within an organization through communication.

Humans are a very important resource in organizations, because humans drive other resources such as machines, raw materials, capital, and so on, so that the existence of an organization depends on human resources themselves. The importance of the human factor is such that an organization can only succeed if every human being within it supports the organization's existence.

Broadly speaking, the work environment is divided into two categories: physical work environment and non-physical work environment. The physical work environment encompasses all conditions present in the workplace that affect employees either directly or indirectly. Several factors that can influence the physical work environment include lighting, temperature, humidity, air circulation, noise, mechanical vibration, odors, color arrangement, decoration, music, and security.

In this increasingly modern environment, all facilities are increasingly easily available. This makes employees also expect that in performing their work, they will face a work environment that facilitates their activities, namely a pleasant work environment that will make them comfortable working. Without concrete action, work environment and workload become hidden performance influencers that are expected to make employees provide maximum contribution to the institution. Therefore, organizations should pay more serious attention to work environment and workload in line with changing times.

The issue of work environment is important to consider because every employee faces their work environment conditions daily, which will affect their daily work results. A comfortable work environment can create maximum employee performance so that the level of success in achieving organizational goals can be achieved as expected.

Sometimes an institution pays insufficient attention to the importance of work environment in achieving organizational goals. As a result, problems related to work environment are often ignored and considered as issues that do not have much influence. However, this is clearly not justified; no matter how small, problems in an organization must be immediately addressed, including in this case problems regarding work environment that can affect employee performance.

One solution that can be implemented to improve performance is by reducing the workload received by employees. As a result of excessive workload, employees often work overtime or extended working hours. The following data obtained by the researcher shows employee overtime hours data.

Based on employee job description data, it shows that employees of the Academy of Secretarial and Management Kencana Bandung experience excessive workload. Therefore,

in terms of quality, there has not been an increase in employee performance at the Academy of Secretarial and Management Kencana Bandung. Employee job description data serves as a measure of the workload received by employees. The more workload received by employees, the more the quality of employee work decreases. This is due to the large amount of work handled by one person with a considerable amount of work.

In addition to workload factors, work environment also becomes a factor that can influence employee performance. Employees of the Academy of Secretarial and Management Kencana Bandung also complain about the non-physical work environment conditions where they work. This statement is supported by open interview results, namely:

- a. The relationship between supervisors and employees or among employees is less harmonious because misunderstandings often occur when working.
- b. Social jealousy often occurs among employees due to significant differences in workload.

In addition to statements regarding non-physical work environment, the physical work environment of the Academy of Secretarial and Management Kencana Bandung also cannot be ignored because this can also affect employee performance. Based on preliminary research results conducted by the researcher through interviews with employees, the physical work environment conditions of the Academy of Secretarial and Management Kencana Bandung can be described as follows:

- a. Many items are placed in inappropriate locations.
- b. Office location is near a main road, causing noise.
- c. Damaged work equipment that is not immediately repaired or replaced.

Based on the above description, the author is interested in composing a thesis with the title "The Influence of Work Environment and Workload on Employee Performance at the Academy of Secretarial and Management (ASM) Kencana Bandung."

2. Theoretical Review

According to Sedarmayanti in Alfiyah (2019), the work environment is the totality of tools and materials encountered, the surrounding environment where a person works, work methods, and work arrangements both individually and as a group.

According to Tarwaka (2017:106), workload is a condition in which a person must complete work tasks within a certain time limit.

According to Suprihanto (2009:89), performance is the work results of an employee over a certain period compared to possibilities, such as standards, targets, or goals or performance that have been predetermined and agreed upon together.

3. Research Hypotheses

Based on observation, documentation of research objects, plus theoretical review in this research and previous research, the hypotheses in this research can be formulated as follows: It is suspected that there is an influence of physical work environment on employee

performance at the Academy of Secretarial and Management Kencana Bandung; There is an influence of workload on employee performance at the Academy of Secretarial and Management Kencana Bandung; It is suspected that there is an influence of physical work environment and workload on employee performance at the Academy of Secretarial and Management Kencana Bandung.

4. Research Methodology

The research method used in this research is a quantitative method with descriptive and verificative approaches. According to Solimun, Amanu, & Fernandes (2018) in Santoso and Madiistriyatno (2021:4): Quantitative Method is a science and art related to procedures (methods) of data collection, data analysis, and interpretation of analysis results to obtain information for drawing conclusions and decision-making.

According to Ridwan and Kuncoro (2008), population is a generalization area consisting of objects or subjects that have certain quantities and characteristics determined by the researcher to be studied and then conclusions are drawn. The population in this research consists of 30 employees of the Academy of Secretarial and Management (ASM) Kencana Bandung.

According to Sugiyono (2006:91), a sample is part of the number and characteristics possessed by that population. Meanwhile, sample size is a step to determine the size of the sample taken in conducting research.

Because the population used in this research is 30 samples, the entire population is used as a sample. Based on this, the author takes a sample of 30 employees of the Academy of Secretarial and Management (ASM) Kencana Bandung.

Data collection techniques used in this research are field studies and questionnaire distribution. Data analysis techniques in this research are: Data quality analysis using the Statistical Package for Social Sciences (SPSS) for Windows Release 25 program. The data quality analysis includes validity and reliability tests; Multiple linear regression analysis; Multiple correlation analysis and coefficient of determination.

5. Research Results and Validity and Reliability Tests Discussion

Discussion

Table 1. Recapitulation of Respondent Answers for Physical Work Environment Variable (X1)

No	Question	Mean	Classification
1	Lighting is already good	3.17	Adequate
2	Air circulation is already good	3.27	Adequate
3	Security is already good and comfortable	3.03	Adequate
4	Quite comfortable	3.63	Good

No	Question	Mean	Classification
5	Humidity in the workplace is quite good as desired	3.90	Good
6	None, because if playing music also makes it impossible to concentrate	3.60	Good
7	The workroom is quite noisy because the office location is near a main road	3.93	Good
8	For odors in the workplace, there are none at all because every room uses room fresheners	3.27	Adequate
9	In the workplace, there are no mechanical vibrations that cause performance disturbances for employees	3.33	Adequate
10	Color arrangement in the workplace already makes employees feel comfortable in the room while working	3.30	Adequate
11	Decoration at the workplace is still less comfortable because it is cramped	3.37	Adequate
Average		3.44	Good

Based on the table above regarding the assessment of physical work environment by respondents, an average interpretation score of 3.44 was obtained. Based on the predetermined interval, this figure falls into the good category. This means that according to respondents, the physical work environment is already good at the Academy of Secretarial and Management Kencana Bandung.

Table 2. Recapitulation of Respondent Answers for Workload Variable (X2)

No	Question	Mean	Classification
1	Working hours and rest time	3.97	Good
2	How great the success of the work is	3.87	Good
3	Whether work is easy or difficult	4.03	Good
4	Amount of work	4.00	Good
5	Amount of physical activity required	3.93	Good
6	Mental and physical hard work in completing work	4.03	Good
7	Level of security, comfort, and tranquility felt during working hours	4.17	Good
Average		4.00	Good

Based on the table above regarding the assessment of workload by respondents, an average interpretation score of 4.00 was obtained. Based on the predetermined interval, this figure falls into the good category. This means that according to respondents, the workload given by the Academy of Secretarial and Management Kencana Bandung is not too much and is already good.

Table 3. Recapitulation of Respondent Answers for Performance Variable (Y)

No	Question	Mean	Classification
1	Work quality has met expectations	3.50	Good
2	Effective and efficient work	3.30	Good
3	Work completion time is in accordance with SOP	3.73	Good
4	In work, there is always new initiative to facilitate completion	3.80	Good
5	Average employee ability is sufficient in completing work	4.03	Good
6	To complete work, communication has been running well	4.13	Good
Average		3.75	Good

Based on the table above regarding the assessment of performance by respondents, an average interpretation score of 3.75 was obtained. Based on the predetermined interval, this figure falls into the good category. This means that employee performance is already good at the Academy of Secretarial and Management Kencana Bandung.

Validity Test

Table 4. Validity Test for Work Environment Variable (X1)

Question	Work Environment	Valid	
Lighting is already good	Pearson Correlation	.454*	
	Sig. (2-tailed)	0,012	
	N	30	
Air circulation is already good	Pearson Correlation	.597**	
	Sig. (2-tailed)	0,000	
	N	30	
Security is already good and comfortable	Pearson Correlation	.689**	
	Sig. (2-tailed)	0,000	
	N	30	
Quite comfortable	Pearson Correlation	.537**	Valid

	Sig. (2-tailed)	0,002	
	N	30	
Humidity in the workplace is quite good as desired	Pearson Correlation	.640**	Valid
	Sig. (2-tailed)	0,000	
	N	30	
None, because if playing music also makes it impossible to concentrate	Pearson Correlation	.626**	Valid
	Sig. (2-tailed)	0,000	
	N	30	
The workroom is quite noisy because the office location is near a main road	Pearson Correlation	.436*	Valid
	Sig. (2-tailed)	0,016	
	N	30	
For odors in the workplace, there are none at all because every room uses room fresheners	Pearson Correlation	.536**	Valid
	Sig. (2-tailed)	0,002	
	N	30	
In the workplace, there are no mechanical vibrations that cause performance disturbances for employees	Pearson Correlation	.465**	Valid
	Sig. (2-tailed)	0,010	
	N	30	
Color arrangement in the workplace already makes employees feel comfortable in the room while working	Pearson Correlation	.445*	Valid
	Sig. (2-tailed)	0,014	
	N	30	
Decoration at the workplace is still	Pearson Correlation	.461*	Valid

less comfortable because it is cramped	Sig. (2-tailed)	0,010		
	N	30		
Physical Work Environment	Pearson Correlation	1	Valid	
	Sig. (2-tailed)			
	N	30		
**. Correlation is significant at the 0.01 level (2-tailed).				
*. Correlation is significant at the 0.05 level (2-tailed).				

From the table above, it can be seen that the Work Environment variable has a significance value smaller than 0.005. Therefore, the Work Environment variable can be said to be valid and can be used for further testing.

Table 5. Validity Test for Workload Variable (X2)

Question	Workload	Validitas
Working hours and break time	Pearson Correlation	.427*
	Sig. (2-tailed)	0,019
	N	30
The level of success of the work	Pearson Correlation	.562**
	Sig. (2-tailed)	0,001
	N	30
Whether the work is easy or difficult	Pearson Correlation	.574**
	Sig. (2-tailed)	0,001
	N	30
Amount of work	Pearson Correlation	.744**
	Sig. (2-tailed)	0,000
	N	30

Amount of physical activity required	Pearson Correlation	.638**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
Mental and physical workload in completing the work	Pearson Correlation	.806**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
Level of safety, comfort, and calm felt during working hours	Pearson Correlation	.578**	Valid	
	Sig. (2-tailed)	0,001		
	N	30		
Workload	Pearson Correlation	1	Valid	
	Sig. (2-tailed)			
	N	30		
**. Correlation is significant at the 0.01 level (2-tailed).				
*. Correlation is significant at the 0.05 level (2-tailed).				

From the table above, it can be seen that the Workload variable has a significance value smaller than 0.005. Therefore, the Workload variable can be said to be valid and can be used for further testing.

Table 6. Validity Test for Performance Variable (Y)

Question	Performance	Validitas Result
Work quality has met expectations	Pearson Correlation	Valid
	Sig. (2-tailed)	
	N	
Effective and efficient work	Pearson Correlation	.600**

	Sig. (2-tailed)	0,000		
	N	30		
Work completion time is in accordance with SOP	Pearson Correlation	.695**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
In work, there is always new initiative to facilitate completion	Pearson Correlation	.667**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
Average employee ability is sufficient in completing work	Pearson Correlation	.804**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
To complete work, communication has been running well	Pearson Correlation	.774**	Valid	
	Sig. (2-tailed)	0,000		
	N	30		
Employee Performance	Pearson Correlation	1	Valid	
	Sig. (2-tailed)			
	N	30		
**. Correlation is significant at the 0.01 level (2-tailed).				
*. Correlation is significant at the 0.05 level (2-tailed).				

From the table above, it can be seen that the Performance variable has a significance value smaller than 0.005. Therefore, the Performance variable can be said to be valid and can be used for further testing.

Reliability Test

Table 7. Reliability of Physical Work Environment Variable (X1)

Reliability Statistics	Value
Cronbach's Alpha	0.797
Number of Items	11

From the table above, it can be seen that all items have a Cronbach's alpha of 0.797, meaning it is greater than the Cronbach's alpha table > 0.60 . Therefore, the physical work environment variable can be said to be reliable and can be used for further testing.

Table 8. Reliability of Workload Variable (X2)

Reliability Statistics	Value
Cronbach's Alpha	0.861
Number of Items	7

From the table above, it can be seen that all items have a Cronbach's alpha of 0.861, meaning it is greater than the Cronbach's alpha table > 0.60 . Therefore, the Workload variable can be said to be reliable and can be used for further testing.

Table 9. Reliability of Performance Variable (Y)

Reliability Statistics	Value
Cronbach's Alpha	0.746
Number of Items	6

From the table above, it can be seen that all items have a Cronbach's alpha of 0.746, meaning it is greater than the Cronbach's alpha table > 0.60 . Therefore, the Performance variable can be said to be reliable and can be used for further testing.

Table 10. Results of Linear Regression of Physical Work Environment (X1) and Workload (X2) on Performance (Y) Simultaneously

Model	Model Summary			
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,690a	,476	,437	5,284
a. Predictors: Predictors: (Constant), Workload, Physical Work Environment				

Based on the table above, it shows that the coefficient of determination (R Square) value is 0.476. This means that the work environment and workload variables have a contribution of 47.6% to explain performance. Meanwhile, the remainder (100% - 47.6% = 52.4%) is explained by other causes outside the known variables.

Table 11. Results of Linear Regression Calculation of Physical Work Environment (X1) and Workload (X2) on Performance (Y) Partially

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients	Standardized Coefficients	Beta		
1	(Constant)	6.505	9.681		2.672	.000
	Physical Work Environment	.344	.134	.373	2.562	.000
	Workload	.465	.141	.482	3.307	.000

a. Dependent Variable: Employee Performance

Based on the table above, the regression equation can be obtained as follows:

$$Y = 6.505 + 0.344X_1 + 0.465X_2 + e$$

Description:

Y = Performance

a = Constant

X₁ = Physical Work Environment

X₂ = Workload

e = Error

The constant value (a) shows that the value of Performance (Y), Physical Work Environment (X₁) and Workload (X₂) is stated as constant with a performance value of 6.505.

The regression coefficient of the work environment variable (X₁) is 0.344, which states that there is an influence between work environment and employee performance (Y). If the work environment provided to employees is better, employee performance will increase.

The regression coefficient of the workload variable (X₂) is 0.465, which states that there is an influence between workload and employee performance (Y). If the workload provided is better, employee performance will increase.

The significance value (sig) for both variables, namely work environment (X₁) and workload (X₂), is 0.000, which means this figure is significant because it is below >0.05.

6. Conclusions and Recommendations

Conclusions

Based on the research analysis results, in this section the researcher can conclude the research results as follows:

- Work environment has an influence on employee performance at the Academy of Secretarial and Management Kencana Bandung.

- b. Workload has an influence on employee performance at the Academy of Secretarial and Management Kencana Bandung.
- c. Work environment and workload have an influence on employee performance at the Academy of Secretarial and Management Kencana Bandung.

Recommendations

Based on the discussion and conclusions that have been presented, the recommendations that the author can provide are as follows:

- a. Given that work environment influences employee performance at the Academy of Secretarial and Management Kencana Bandung, the institution needs to pay attention to aspects of the work environment that can influence employee performance, such as providing adequate facilities and infrastructure for employees, and the organization must also create good relationships among employees or between employees and supervisors so that employees feel comfortable with the environment where they perform their work.
- b. Given that workload influences employee performance at the Academy of Secretarial and Management Kencana Bandung, the institution needs to pay attention to aspects of workload that can influence employee performance, such as paying attention to the portion of workload distribution for each employee so that employees can improve their performance well.
- c. Given that work environment and workload influence employee performance at the Academy of Secretarial and Management Kencana Bandung, the organization must maintain employee work environment and workload in good condition and in accordance with employee needs so that employees can improve their performance well.

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