

# THE INFLUENCE OF COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT THE VOCATIONAL AND PRODUCTIVITY TRAINING CENTER (BBPVP) MEDAN

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## Abstract

The purpose of this study was to analyze the effect of communication and employee work environment at the Vocational and Productivity Training Center (BBPVP) Medan. The population in this study was 120 sourced from data from the Vocational and Productivity Training Center (BBPVP) Medan, with a sample of 93 respondents determined by the Slovin formula. This type of research is quantitative. With the sampling method used is proportional random sampling. The results showed that communication had a positive and significant effect on the performance of employees of the Vocational and Productivity Training Center (BBPVP) Medan, the work environment had a positive and significant effect on the performance of employees of the Vocational and Productivity Training Center (BBPVP) Medan.

**Keywords:** *Communication, Work Environment, and Employee Performance*

## INTRODUCTION

Human resources are a central factor in organizational management. Organizational success depends heavily on the quality and competence of high-performing employees. Conversely, incompetent human resources can hinder the achievement of organizational goals. Therefore, human resource management requires attention to critical aspects such as communication, the work environment, and employee performance to ensure effective and efficient organizational goals are achieved (Novia, 2020). Improving the quality of human resources is crucial for achieving optimal performance, as employee capabilities are reflected in their work results (Budiyanto, 2020). Performance is individual and influenced by the abilities, efforts, and opportunities each employee has (Lestari, 2023). A performance measurement process is necessary to assess employee achievement in carrying out their duties through the establishment of clear goals and standards (Agung et al., 2020). Employee performance is a crucial factor in improving organizational quality. Efforts to improve performance can be achieved by improving communication, the work environment, and providing adequate facilities to ensure employees work comfortably and productively (Meithiana, 2020).

The Medan Vocational Training and Productivity Center (BBPVP) is a technical implementation unit under the Directorate General of Vocational Training and Productivity Development, which functions to implement vocational training, competency certification, and productivity improvement. Based on data from the Medan BBPVP LAKIP in 2023, several types of training, such as PBK at the UPTD of North Sumatra, Riau, and the Riau Islands Provinces, achieved 100% targets, but activities such as Community BLK and PFLK have not achieved their targets due to administrative constraints and a lack of information regarding facilities (LAKIP BBPVP Medan, 2023). To improve these achievements, BBPVP Medan needs to strengthen internal and external communications, develop a clear implementation budget plan, and disseminate training programs to companies through the Industrial Training Institute Communication Forum (FKLPI). Effective communication is crucial because it facilitates information exchange, avoids miscommunication, and increases employee productivity (Wibowo, 2017). Previous research has shown that communication has a positive and significant impact on employee performance (Sitorus, 2021; Yudha, 2020), although Husni (2020) found conflicting results. In addition to communication, the work environment also influences employee performance. A conducive work environment

creates a sense of security and comfort, enabling employees to perform optimally (Lori, 2020). According to Nitisemito (2015) in Enny (2019), the work environment encompasses everything around workers that influences task performance. An inclusive and supportive work environment can increase employee loyalty and productivity (Arjuna, 2024). This is supported by research by Andi (2022) and Ronal (2019), which found the work environment to have a positive effect on performance, although Brenda (2022) found the opposite. A pre-survey of 30 BBPVP Medan employees showed that most respondents felt they were not yet receiving optimal benefits from communication and the work environment. Only 7 employees felt their performance had improved due to effective communication, and 9 employees felt the work environment supported their productivity. The Head of General Affairs at BBPVP Medan stated that internal communication remains a major challenge, and that the work environment needs to be improved through facility improvements and team-building programs. This phenomenon demonstrates a gap between employee expectations and actual conditions on the ground. Suboptimal communication and an unsupportive work environment impact employee motivation and productivity. Based on these conditions, researchers were interested in conducting a study entitled "The Influence of Communication and the Work Environment on Employee Performance at the Medan Vocational and Productivity Training Center (BBPVP).

## RESEARCH METHODS

This research is an associative research with a quantitative descriptive approach, which aims to determine the influence of communication variables (X1) and work environment (X2) on employee performance (Y) at the Medan Vocational Training and Productivity Center (BBPVP). According to Sugiyono (2011), associative research is used to determine the relationship or influence between variables, while quantitative research focuses on numerical data that can be processed statistically. The research location is at BBPVP Medan, Jalan Amal No. 9, Lalang, Medan Sunggal, North Sumatra, and the research time is from January 2024 to March 2025. The research population includes all 120 BBPVP Medan employees, while the research sample is determined using the Slovin formula with a 5% error rate, so that 93 respondents are selected using the proportional random sampling technique.

The types of data used consist of primary data and secondary data. Primary data were obtained directly through observation and distribution of questionnaires to BBPVP Medan employees, while secondary data were collected through literature studies from relevant journals, books, and internet sources. The research instrument used a Likert scale questionnaire with five levels of answers from "strongly agree" to "strongly disagree". Before use, the instrument was tested through a validity test with the criteria of  $r_{count} > r_{table}$  (0.361) and a reliability test using Cronbach's Alpha with a minimum value of 0.6 to be declared reliable. The data were analyzed using multiple linear regression analysis with the model  $Y = a + b_1X_1 + b_2X_2 + e$  to test the effect of communication and work environment on employee performance. Before conducting the regression analysis, the data were tested with classical assumption tests which include normality, multicollinearity, and heteroscedasticity tests. Furthermore, a partial test (t-test) was conducted to determine the effect of each independent variable on the dependent variable, a simultaneous test (F-test) to see the joint effect between the independent variables on the dependent variable, and the calculation of the coefficient of determination ( $R^2$ ) to determine the magnitude of the contribution of the independent variables to employee performance.

RESULTS AND DISCUSSION

CLASSICAL ASSUMPTION TEST RESULTS

NORMALITY TEST

Table 1. Kolmogorov-Smirnov Normality Test  
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		93
Normal Parameters <sup>a,b</sup>	Mean	0.0000000
	Standard Deviation	3.85343612
Most Extreme Differences	Absolute	0.069
	Positive	0.069
	Negative	-0.063
Test Statistics		0.069
Asymp. Sig. (2-tailed)		.200 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		
d. This is a lower bound of the true significance.		

shows that the Asymp. Sig. (2-tailed) value is 0.200 and above the significant value (0.05), so it can be concluded that the residual variable is normally distributed.

The following is a normality test result using a histogram approach with the graph below:  
Histogram testing criteria

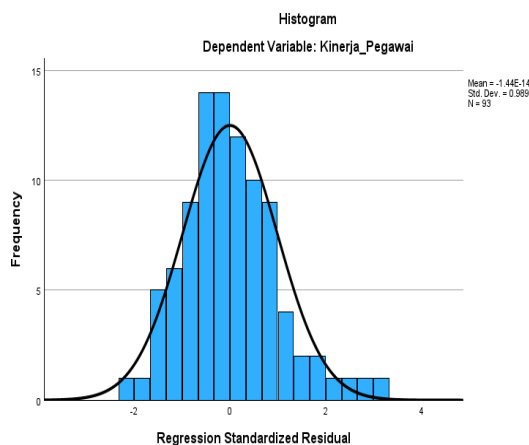


Figure 1. Histogram Normality Test

Based on the normal distribution testing criteria, the data above can be said to be normally distributed because the data distribution does not curve to the left or skew to the right.

Graph testing criteria: Data is normally distributed if the data distribution follows a diagonal line.

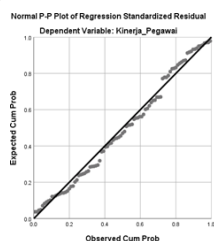


Figure 2. P-Plot Normality Test

In the graphical approach, the data is normally distributed if the points follow the data along the diagonal line in the image above.

**MULTICOLLINEARITY TEST**

The multicollinearity test is used to examine the correlation between independent variables, namely communication and work environment, and employee performance at the Medan Vocational Training and Productivity Center (BBPVP Medan). If a correlation occurs, it indicates multicollinearity. A good regression model should not have a correlation between independent variables. The following is the result of a multicollinearity test.

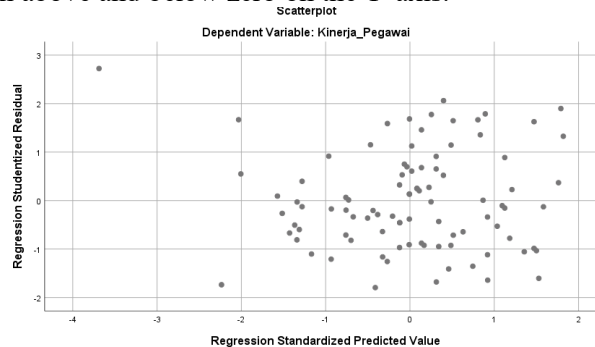
**Table 2. Multicollinearity Test**

Coefficients <sup>a</sup>			
Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Communication	0.792	1,262
	Work environment	0.792	1,262

Based on the table, it is known that the tolerance value of all independent variables is greater than the fixed value of 0.1 and the VIF value of all independent variables is smaller than the fixed value of 10. Therefore, the data in this study is said to not experience multicollinearity problems.

**HETEROSCEDASTICITY TEST**

The heteroscedasticity test is a test conducted using graphical analysis. In graphical analysis, a regression model is considered not to experience heteroscedasticity if the points are randomly distributed and do not form a clear pattern and are spread both above and below zero on the Y-axis.



**Figure 3. Heteroscedasticity Test**

The image above shows that the points are randomly distributed and do not form a specific pattern. They are clearly distributed both above and below zero on the Y-axis, indicating that there is no heteroscedasticity in the regression model, making it suitable for both the independent and independent variables.

**MULTIPLE LINEAR REGRESSION**

A multiple linear regression model was used to determine the extent of influence of the independent variables, namely Communication (X1) and Work Environment (X2), on the dependent variable, namely Employee Performance (Y). Data analysis was performed using the SPSS program version 25 for Windows. In addition, to determine the extent of the relationship between the independent variables and the dependent variable, multiple correlation calculations were also performed to measure the strength and direction of the relationship between these variables.

**Table 3. Multiple Linear Regression Test Results**

		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	4,318	2,644		1,633	0,106
	Communication	0,548	0,086	0,393	6,354	0,000
	Work environment	0,727	0,075	0,598	9,662	0,000
a. Dependent Variable: Employee Performance						

From the table above, we can obtain the following equation:

$$Y = a + b_1X_1 + b_2X_2$$

$$Y = 4.318 + 0.548 (X_1) + 0.727 (X_2)$$

According to this equation it can be described as follows:

1. Constant (a) = 4.318. This indicates a constant level, where if the Communication (X1) and Work Environment (X2) variables are 0, then Employee Performance (Y) will remain at 4.318.
2. The coefficient (β1) = 0.548 indicates a positive influence, which means that if the Communication variable increases by one unit, the Communication value also increases by 0.548 units and vice versa.
3. The coefficient (β2) = 0.727 indicates a positive influence, which means that if the Work Environment variable increases by one unit, the Work Environment value will also increase by 0.727 units and vice versa.

### HYPOTHESIS TESTING

Hypothesis testing is a statistical method used to test the truth of a statement or hypothesis about a population based on sample data. This process helps in making a decision to accept or reject the statement.

### PARTIAL TEST (t-Test)

To determine the extent to which the independent variable influences the dependent variable, a t-test is conducted. If the significance value (Sig.) is less than the 5% error level (0.05), then the independent variable is declared to have a significant influence on the dependent variable. Conversely, if the significance value is greater than 0.05, then the independent variable does not have a significant influence on the dependent variable.

**Table 4. Partial Test (t)**

		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	4,318	2,644		1,633	0,106
	Communication	0,548	0,086	0,393	6,354	0,000
	Work environment	0,727	0,075	0,598	9,662	0,000
a. Dependent Variable: Employee Performance						

Based on the table it can be seen that:

1. The Communication variable has a positive and significant effect on Employee Performance. This is evident from the significance value of 0.000 < 0.05 and the calculated t value (6.354) > t table (1.987). Thus, it can be concluded that H1 is accepted and H0 is rejected.

- The Work Environment variable has a positive and significant effect on Employee Performance. This is indicated by a significance value of  $0.000 < 0.05$  and a calculated t value ( $9.662 > t$  table  $(1.987)$ ). Thus, it can be concluded that H1 is accepted and H0 is rejected.

**SIMULTANEOUS TEST (F Test)**

The F-test is used to test hypotheses regarding the simultaneous (joint) influence of independent variables on the dependent variable. If the F-value is less than the 5% significance level (0.05), it can be concluded that the independent variables simultaneously have a significant influence on the dependent variable. Conversely, if the F-value is greater than 0.05, then the independent variables do not have a significant simultaneous influence on the dependent variable.

**Table 5. Simultaneous Test Results (F)**

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3633,078	2	1816,539	119,675	.000b
	Residual	1366,105	90	15,179		
	Total	4999,183	92			
a. Dependent Variable: Employee Performance						
b. Predictors: (Constant), Work Environment, Communication						

Based on the table above, the F count value is 119.675 with a significance value of 0.000. This indicates that the Communication (X1) and Work Environment (X2) variables have a simultaneous effect on Employee Performance (Y). A significance value of  $0.000 < 0.05$  indicates that the regression model used is suitable for use in this study. In addition, based on the comparison between F count (119.675) and F table (3.098), it is known that F count  $>$  F table. Thus, it can be concluded that all independent variables together have a significant effect on the dependent variable.

**COEFFICIENT OF DETERMINATION**

The coefficient of determination ( $R^2$ ) is essentially used to measure the model's ability to explain variations in the dependent variable. The coefficient of determination ranges from 0 to 1. A small  $R^2$  value indicates that the independent variable's ability to explain the dependent variable is very limited. Conversely, an  $R^2$  value close to 1 indicates that the independent variable provides almost all the information needed to predict variations in the dependent variable. The data in this study were processed using SPSS version 25.0, where hypothesis testing was conducted based on the significance value of each variable's coefficient.

**Table 6. Results of the Determination Coefficient Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.852a	0.727	0.721	3.89602
a. Predictors: (Constant), Work Environment, Communication				
b. Dependent Variable: Employee Performance				

Based on the analysis results, the R Square value was obtained at 0.721, which indicates that the level of relationship or influence between Communication and Work Environment on Employee Performance is quite close. The Adjusted  $R^2$  value of 0.721 means that 72.1% of the variation that occurs in Employee Performance can be explained by the independent variables, namely Communication (X1) and Work Environment (X2). Meanwhile, the remaining 27.9% is explained by other factors outside the variables examined in this study.

## DISCUSSION

### 1. The Influence of Communication on Employee Performance at the Medan Vocational Training and Productivity Center (BBPVP)

Based on the results of the t-test, it was found that the Communication variable has a positive and significant effect on Employee Performance. This is proven by a significance value of  $0.000 < 0.05$  and a calculated t value ( $6.354 > t$  table ( $1.987$ )). Thus,  $H_1$  is accepted and  $H_0$  is rejected, which means that the better the communication in the organization, the higher the employee performance.

The results of the research on the Communication variable distributed to 93 respondents showed that the question with the highest mean value was in item number 4, namely "Information received from superiors is conveyed clearly and easily understood", with a Mean value of 3.75. This finding indicates that the majority of BBPVP Medan employees consider that vertical communication from superiors has been running well. The clarity of information conveyed by superiors helps employees understand work instructions, minimizes misunderstandings, and increases the effectiveness of task implementation. Thus, the clarity of communication from superiors can be categorized as a major strength in the organizational communication system.

Meanwhile, the question with the lowest mean value was item number 8, namely "Information provided by the agency is conveyed openly and transparently," with a mean value of 2.68. This indicates that the openness and transparency of information from the agency has not been fully perceived optimally by employees and other stakeholders. This condition indicates that there are still limitations in the delivery of information, both in terms of clarity, completeness, and accessibility. Therefore, the agency needs to increase openness in providing clearer, more accessible, and transparent information in order to strengthen trust and active participation of all related parties. The results of this study align with the findings of Sitorus (2021) in his study entitled "The Influence of Work Motivation and Job Satisfaction on Performance with Work Discipline as an Intervening Variable," which showed that communication has a positive and significant effect on employee performance. Furthermore, these results are also supported by Yudha (2020) in his study entitled "The Influence of Communication on Employee Performance Mediated by Job Satisfaction at CV. Insan Pratama Surabaya," which concluded that communication has a positive and significant effect on employee performance.

### 2. The Influence of Work Environment on Employee Performance

Based on the results of the t-test, it was found that the Work Environment variable has a positive and significant effect on Employee Performance. This is proven by a significance value of  $0.000 < 0.05$  and a calculated t value ( $9.662 > t$  table ( $1.987$ )). Thus,  $H_1$  is accepted and  $H_0$  is rejected, which means that the better the work environment perceived by employees, the higher the resulting performance. The results of the research on the Work Environment variable distributed to 93 respondents showed that the question with the highest mean value was in item number 3, namely "Coworkers help each other in completing tasks", with a Mean value of 3.37. This indicates that most employees in the agency have a good culture of cooperation and solidarity in carrying out the tasks given. This condition reflects the existence of a positive work climate, where relationships between coworkers are harmonious, so that it can increase the effectiveness of team performance and support the achievement of organizational goals. With an attitude of mutual assistance between employees, work productivity can increase, the workload feels lighter, and a conducive and pleasant work atmosphere is created for all employees.

Meanwhile, the question with the lowest mean value was item number 9, namely "Lighting in the workspace is bright enough to perform tasks comfortably", with a mean value of 2.66. This result indicates that some respondents consider the lighting conditions in the workplace to be less than optimal. This can be caused by several factors, such as inadequate light intensity (too dim, glaring, or uneven), less strategic placement of lights, minimal natural light due to room design, and lack of maintenance such as delays in replacing damaged lights. This condition indicates the need for more attention from management to improve the physical aspects of the work environment, so that employee comfort and concentration at work can be better maintained. The findings of this study align with Andi's (2022) study, "The Influence of the Work Environment on Employee Performance at the Bulukumba Regency Education and Culture Office," which found that the work environment has a positive and significant impact on employee performance. Furthermore, this study is supported by Ronal's (2019) study, "The Influence of

Communication on Employee Performance at PT. Super Sagita Medan," which demonstrated that the work environment has a positive and significant impact on employee performance.

### **3. The Influence of Communication and Work Environment on Employee Performance**

Based on the results of the F Test (Table 4.11), the  $F_{count}$  value was obtained at 119.675 with a significance level of 0.000. This value is smaller than the significance level of 0.05 ( $0.000 < 0.05$ ), so it can be concluded that the Communication ( $X_1$ ) and Work Environment ( $X_2$ ) variables have a simultaneous effect on Employee Performance ( $Y$ ). In addition, from the results of the attachment, the  $F_{table}$  value was obtained at 3.098, and because  $F_{count}$  ( $119.675$ )  $>$   $F_{table}$  ( $3.098$ ), the hypothesis  $H_1$  is accepted and  $H_0$  is rejected. Thus, together the two independent variables have a significant influence on the dependent variable. Furthermore, the results of the multiple linear regression analysis indicate that Communication and Work Environment have a significant influence on Employee Performance. This is indicated by the significance value of each variable of  $0.000 < 0.05$ , which means both independent variables have a significant influence on the dependent variable. Based on the standardized regression coefficients (beta), it is known that the Work Environment variable ( $\beta = 0.598$ ) has a greater influence than the Communication variable ( $\beta = 0.393$ ). This indicates that the Work Environment has a more dominant role in influencing Employee Performance compared to Communication. The constant value of 4.318 indicates that if the Communication and Work Environment variables are zero, then Employee Performance is estimated to have a value of 4.318. Meanwhile, the Communication regression coefficient of 0.548 indicates that every one-unit increase in the Communication variable will increase Employee Performance by 0.548 units, assuming other variables are constant. Meanwhile, the Work Environment regression coefficient of 0.727 indicates that every one-unit increase in the Work Environment will increase Employee Performance by 0.727 units, assuming other variables are constant. These two independent variables showed a positive influence on employee performance, meaning that better communication and a more conducive work environment will lead to higher employee performance. These results indicate the importance of these two factors in increasing work effectiveness and productivity within an organization. This finding is in line with research conducted by Novia (2020) entitled "The Influence of Communication and Work Environment on Employee Performance at Perum Perumnas Regional 1 Medan", which states that communication and work environment have a positive and significant influence on employee performance.

## **CONCLUSION**

Based on the results of the analysis and discussion that have been carried out in this study, it can be concluded that Communication has a positive and significant effect on Employee Performance at the Medan Vocational Training and Productivity Center (BBPVP), so that the first hypothesis ( $H_1$ ) is declared accepted. This shows that the more effective the communication between superiors and employees, the better the resulting performance. Furthermore, the Work Environment also has a positive and significant effect on Employee Performance at BBPVP Medan, so that the second hypothesis ( $H_2$ ) is accepted. This means that a comfortable, safe, and conducive work environment can increase employee enthusiasm and productivity in carrying out their duties. In addition, the results of the study also prove that Communication and Work Environment simultaneously have a positive and significant effect on Employee Performance at BBPVP Medan, so that the third hypothesis ( $H_3$ ) is declared accepted. Thus, it can be concluded that the better the implementation of communication and work environment conditions, the employee performance at BBPVP Medan will increase.

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