

ABSTRACT

Assessment of employee performance in the Call Center division has decreased. The author pre-tests 30 employees of PT Infomedia's Call Center division on several factors that affect employee performance. The least factor of the seven factors is the work environment. This study aims to determine the influence of the work environment on the performance of employees at PT Infomedia Nusantara Buah Batu in the Call Center division.

Based on Wjaya (2017) research, there is an influence between the Work Environment on Employee Performance. Efforts to improve employee performance, including taking into account the work environment. The work environment is everything that exists around the workers who can influence themselves in carrying out the tasks assigned. The hypothesis in the study is the Work Environment has a significant effect on Employee Performance.

The object of this research is employees of PT Infomedia's Call Center division. Data collection was obtained through distributing questionnaires to 91 employees. Data analysis in this study uses simple linear regression analysis.

The results of research that prove the significant influence of the Work Environment on the performance of employees of PT Infomedia Nusantara Buah Batu in the Call Center division that is equal to 40.0%.

Based on employee responses, the dimension of Noise is therefore invited to PT Infomedia Nusantara Buah Batu to be able to replace what happens around the workplace provided by installing anti-requested tools

Keywords: Infomedia, Work Environment, Employee Performance