Quality Of the Work Environment Through the Approach of Employee Perceptions in Indonesian Manufacturing Companies

Silvia Listia Fadillah¹, Putri Fatikasari¹, Ikva Diana Yesta¹, Farah Fadillah Amru¹, Lisa Harry Sulistiyowati¹, Jay Miguel²

¹Department of Management, Universitas Swadaya Gunung Jati, Indonesia
²Tarlac Agricultural University, Philippine

Abstract
The purpose of this study is to investigate the relationship between perceptions of quality of work environment, behaviour and organization in PT manufacturing. The research method used was a questionnaire survey distributed to employees from different areas of the company. The variables studied include the perception of the quality of the work environment, the behaviour of the employees in performing their duties and the level of organization within the company. The results of the study show that there is a positive correlation between the perceived quality of the work environment and employee behaviour. The more positive the perception of the quality of the work environment, the better the relationship between the perceived quality of the work environment and employee behaviour. This study adds to our knowledge of how workplace quality influences employee behaviour and effective organizational performance. The results of this study suggest that organizations need to continue to improve the workplace. To create a successful and happy work environment, perception, environmental quality, behaviour and organization are critical factors that are interrelated. The secret to achieving organizational goals is a thorough understanding of how individuals' perceptions influence their behaviour and how that behaviour contributes to the organization. Organizations can improve employee performance, increase satisfaction, and gain a competitive edge in an increasingly globalised market by providing a happy, encouraging and high-quality working environment.

Keyword: Perception, quality of work environment, behavior, organization

Corresponding author:
lisaharry@ugj.ac.id
1. Introduction

Perception, quality of the work environment, behavior and organization are some of the key elements that are interrelated in the context of the world of work. In an ever-evolving world, organizations and individuals are looking for ways to create productive, harmonious and competitive work environments (Tahar et al., 2022). Thus, an in-depth understanding of these aspects is crucial to achieving this goal. Words such as perception, quality of work environment, behavior, and organizing may have become commonplace in the world of work, but their meanings and influences remain relevant in the modern era. Under the increasingly fierce competition, organizations are required to optimize the performance and productivity of their employees (Anwar & Abdullah, 2021). To achieve this, it is necessary to understand how individual perceptions of the work environment influence their behavior and how this contributes to the overall organization.

Perception is a mental process that involves the way a person interprets and understands information received through the senses and experience (Shin, 2022). Each individual has a unique perception, which is shaped by factors such as cultural background, education, previous experience, and personal values. Perceptions can affect how employees interact with the work environment and how they evaluate situations at work. When positive perceptions of the work environment arise, employees tend to feel satisfied and motivated to perform high (Nurhandayani, 2022). Conversely, negative perceptions can lead to conflict, dissatisfaction, and even reduced performance.

The quality of the work environment refers to the physical and psychological conditions of the workplace (Basalamah & As’ad, 2021) as well as factors that affect the comfort, safety, and welfare of employees. Some important elements in the quality of the work environment include the physical design of the work space, cleanliness, noise levels, lighting, work flexibility, development opportunities, and social support. A quality work environment can increase employee satisfaction, reduce stress levels, increase creativity, and strengthen bonds between employees and the organization (Khotimah et al., 2018).

Behavior in the work context includes actions, interactions, and individual reactions to the work situations they face. Employee behavior can be influenced by various factors, including their perception of the work environment, and working conditions. Attitude, motivation, initiative, work ethics, and adaptability are some examples of employee behavior that play an important role in achieving organizational goals (SAPTA et al., 2021). Wise management will try to understand and direct employee behavior so that it is in line with the company's vision and mission. Behavior in the work context refers to the actions, attitudes, and interactions of individuals in the workplace. This includes how employees behave, interact, and respond to the work environment, including co-workers, superiors, customers, and the day-to-day work tasks they face (Mujtaba & Senathip, 2020). Some important aspects of behavior in the work context include:

1. Productivity: How employees carry out their job tasks and the level of efficiency and effectiveness they demonstrate in completing work.
2. Quality of work: The level of thoroughness, accuracy, and thoroughness in doing work and the ability to produce high quality products or services.
3. Discipline: The ability of employees to follow the rules, policies, and work schedules set by the organization.
4. Cooperation: How employees interact and cooperate with colleagues, contribute to teams, and support common goals.
5. Communication: The ability to communicate clearly, openly, and effectively, both in verbal and non-verbal communication.
6. Initiative: The level of activeness and willingness of employees to take initiative, seek opportunities, and contribute more than expected.

7. Leadership: How employees in leadership roles influence and guide their co-workers.

8. Work ethics: The degree of integrity and ethics displayed by employees in carrying out work duties and facing moral challenges.

Behavior in the work context plays an important role in shaping corporate culture, organizational performance, and employee satisfaction (Tran, 2021). Organizations often seek to encourage positive and productive behavior through effective policies, development programs, and human resource management. Organizing is the process of organizing, managing, and coordinating human and physical resources to achieve organizational goals. Organizing includes organizational structure, division of tasks, coordination, and delegation of authority. In addition, cultural and normative factors within the organization can also influence the way organizing is done. A healthy and good quality work environment can increase organizational efficiency and effectiveness, generate positive synergies, and collaborations (Kossek et al., 2014).

Robbins defines perception as the process by which people organize and interpret or interpret their sensory impressions to give meaning to their environment, which may affect the quality of the work environment. Kinichi and Kreitner define perception as follows: Perception is a cognitive process that enables us to interpret and understand our surroundings (Komariyah & Farhan, 2020). Perception is essentially a cognitive process experienced by everyone in understanding information. According to Thoha, perception is essentially a cognitive process that is experienced by everyone in understanding information about their environment, either through sight, hearing, appreciation, feeling, and smell (Puspita et al., 2020). Perception, a complex cognitive process in the human mind, enables us to understand, interpret, and give meaning to information received from the outside world through our five senses (Marinda, 2020). Perception plays an important role in shaping our worldview, behavior, and social interactions. The perceptual process involves using sensory information, pattern recognition, contextual understanding, and prior knowledge to form mental representations of objects, events, or situations. Basically, perception consists of several stages (NUSRANINGRUM et al., 2021). First, there is the stage of receiving or receiving information through the five senses such as sight, hearing, smell, touch, and taste. Then, the information is processed and organized in the selection stage, where the focus is given to certain aspects that are considered relevant or interesting. After that, the interpretation stage occurs, in which the selected information is given meaning based on prior knowledge and experience. The next stage is integration, where this new information is connected with existing knowledge to form a more complete understanding. Finally, perception reaches the response or response stage, where an action or reaction is triggered based on that understanding.

Factors such as a person's cultural environment, their own experiences, their physical condition, and how they feel at the time can influence their perception (Asri & Sunarto, 2020). For example, two people with different cultural backgrounds and experiences may have different perceptions of an event or object. In addition, physical conditions such as visual or hearing impairments can affect how a person interprets the information received. In a social context, perception also plays an important role in human interaction. Different views and perceptions can cause conflicts or misunderstandings between individuals or groups. But perception can also help us better understand other people's perspectives and build more empathetic and inclusive relationships (Zubaidah, 2020). To understand how perception works, psychology and neuroscience have investigated various aspects of it, including visual perception,
perception of space, perception of time, and the role of memory in shaping perception. The study of perception makes an important contribution in explaining how we interact with the world around us and shape our overall knowledge and experiences. A quality work environment is an important aspect in maintaining employee satisfaction and well-being in a company. When employees feel comfortable, safe, and supported in their work environment, they tend to be more motivated, productive, and loyal to the company they work for. Therefore, an analysis of employee perceptions of the quality of the work environment is important to study.(Izmi Maghfira and Asrizal Efendi, 2022)

Several factors may play an important role in the quality of the work environment (Zaky, 2021) among others, (1) Physical facilities and conditions: The physical conditions of the workplace, such as lighting, ventilation, and cleanliness, can affect the comfort and safety of employees, (2) Safety and security: The company's efforts to create a safe and risk-free work environment can have an impact on employees' perceptions of the quality of the work environment, (3) Company policies and culture: Policies that support employees, such as career development programs, work flexibility, and open communication, can affect employees' perceptions of the work environment, (4) Quality of relationships between employees: Social interaction and cooperation among employees can be an important factor in the quality of the work environment, (5) Opportunities for growth and development: The existence of opportunities to learn and develop in a career can influence employee perceptions of the quality of the work environment.

2. Material and Method

The research employed a quantitative approach, emphasizing structured data collection. The study was conducted offline to ensure a diverse and representative sample. On June 23, 2023, participants were provided with a questionnaire featuring predominantly Likert-scale questions, a widely adopted method for measuring attitudes and opinions. The inclusion of an open-ended question aimed to capture nuanced perspectives beyond the confines of predefined response options (Musyaffi et al, 2022). The offline nature of the study facilitated a more personalized and flexible response process, enabling participants to express their views in a manner aligned with their individual preferences. This research is aimed at employees in fishing net manufacturing companies. The sample was determined randomly, with a total of 55 respondents on June 23, 2023. All respondents who filled out the form were used as respondents. The data analysis method used is descriptive analysis. Each answer to the question will be statistically described in statements 1-4. The last question will be explained in depth.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Statement</th>
<th>Alternative Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perception</td>
<td>I feel that this selection process supports my personal growth and development.</td>
<td>33, 22</td>
</tr>
<tr>
<td></td>
<td>I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.</td>
<td>45, 10</td>
</tr>
<tr>
<td></td>
<td>I have confidence that my colleagues make a meaningful contribution to achieving team goals.</td>
<td>38, 17</td>
</tr>
</tbody>
</table>
I feel that the social norms in this company encourage mutual respect and cooperation among colleagues.

3. Result

Diagram Statement 1 – First statement: I feel that this selection process supports my personal growth and development?

The results of the problem in Diagram 1 that 60% of people voted strongly agree with the statement, I feel that the process supports my personal growth and development. 40% of people voted to agree with the statement, I feel that the process supports my personal growth and development. The outcomes derived from the data presented in Diagram 1 indicate a noteworthy level of alignment among respondents concerning the perceived impact of the process on personal growth and development. A substantial majority, comprising 60% of the participants, expressed a strong agreement with the statement, emphasizing a prevailing sentiment that the process actively contributes to their individual advancement. Complementing this, an additional 40% of respondents registered their agreement, further affirming a significant consensus regarding the positive influence of the process on personal growth and development. This collective endorsement suggests that the majority of individuals involved perceive the process as a constructive force in fostering their personal and professional evolution.

Statement 2 – Second Statement Diagram: I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities.
Figure 2. Statement diagram 2

The result of statement 2 diagram is 82% of people strongly agree with the statement, I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities. 18% of people agree with the statement, I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities. In conclusion, the analysis of Statement 2 reveals a high level of consensus among respondents regarding the clarity and effectiveness of the organizational structure within the company. An impressive 82% of participants expressed a strong agreement with the statement, indicating a widespread sentiment of confidence in the organizational framework. Additionally, 18% of respondents affirmed their agreement, further supporting the notion that a substantial majority perceives the company's organizational structure as providing clear guidance in delineating duties and responsibilities. This overwhelmingly positive response suggests a robust organizational structure that successfully communicates and directs individuals in their respective roles.

Statement 3 – Statement Three diagram: I have confidence that my colleagues make a meaningful contribution to achieving team goals.
The results of the statement 3 diagram are 69% of people strongly agree with the statement, I have confidence that my co-workers make a meaningful contribution to achieving team goals. 25% of people agree that watching English Films with English subtitles helps in learning English. 31% of people agree with the statement, I have confidence that my colleagues make a meaningful contribution to achieving team goals. The analysis of the data presented in Statement 3’s diagram reveals insights into the perceptions of individuals regarding teamwork and language learning. Notably, a substantial 69% of respondents strongly agree that their co-workers make a meaningful contribution to achieving team goals, emphasizing a high level of confidence in the collaborative efforts within the team. On a separate note, 25% of participants agree that watching English Films with English subtitles aids in the learning of the English language. Additionally, 31% of respondents express agreement with the statement highlighting confidence in colleagues' contributions to team goals. These findings underscore the positive sentiments toward team dynamics and suggest a recognition of the value of English language learning strategies within the surveyed group.

Statement Four: I feel that the social norms in this company encourage mutual respect and cooperation among colleagues
Based on figure 4, 58% of people strongly agree with the statement, I feel that social norms in this company encourage mutual respect and cooperation among colleagues. 42% of people agree with the statement, I feel that social norms in this company encourage mutual respect and cooperation among colleagues. The insights derived from Figure 4 indicate a positive assessment of the prevailing social norms within the company. A notable majority, comprising 58% of respondents, strongly agrees that the company's social norms foster an environment of mutual respect and cooperation among colleagues. Complementing this, an additional 42% of participants express agreement with the statement, affirming the perception that social norms within the company play a constructive role in encouraging positive interpersonal dynamics. These findings collectively suggest a predominant acknowledgment and endorsement of a workplace culture that emphasizes mutual respect and collaboration among colleagues.

**Questionnaire results**

The answers to the four statements “I feel that this selection process supports my personal growth and development”, “I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities”, “I have confidence that my colleagues provide a meaningful contribution in achieving team goals”, “I feel that the social norms in this company encourage mutual respect and cooperation among colleagues”, which was answered by 55 respondents: Such experiences can be invaluable for career development and personal wellbeing, A clear organizational structure and proper guidelines can increase productivity and job satisfaction, meaningful contribution from colleagues in achieving team goals is a positive thing. Team trust and support for one another can improve overall performance, creating a productive and harmonious work environment. The responses from 55 participants to the four statements provide valuable insights into various aspects of their workplace experiences. Most respondents acknowledge the significance of the selection process, viewing it as a supportive factor for personal growth and development. This recognition suggests an understanding among employees that positive experiences in the
workplace can have a substantial impact on career advancement and personal well-being. Furthermore, the consensus on the importance of a clear organizational structure and well-defined responsibilities is evident in the responses. Respondents recognize that such clarity can contribute to increased productivity and job satisfaction, underlining the significance of effective organizational frameworks in fostering a positive work environment. Additionally, the positive perception of colleagues making meaningful contributions to team goals aligns with the notion that collaborative efforts and mutual trust within a team can enhance overall performance. This reflects the value placed on teamwork and the belief that collective efforts lead to positive outcomes. Lastly, the acknowledgment of the role of social norms in encouraging mutual respect and cooperation underscores the importance of a positive workplace culture. Team trust and support are recognized as crucial elements that can contribute to the creation of a productive and harmonious work environment, further emphasizing the interconnectedness of positive workplace experiences and overall job satisfaction.

4. Discussion
The results of the research on the Perception Variable on the Perception Selection Indicator show that in the first instrument, 60% of people chose the Strongly Agree (SS) option & 40% of respondents chose Agree (S), out of 55 respondents regarding the statement:

"I feel that this selection process supports my personal growth and development."

The results of the research on Perception Variables on Perception Organizing Indicators show that in the first instrument 82% of people chose the Strongly Agree (SS) option & 18% of people chose Agree (S), out of 55 respondents regarding the statement:

"I feel the organizational structure in this company is clear and provides clear guidance in my duties and responsibilities."

We know that the company's organization is well structured in terms of the division of tasks and those in charge. The results of the research on the Perception Variable on Perception Indicators About Other People's Behavior show that in the first instrument 69% of people chose the Strongly Agree (SS) option & 31% of people chose Agree (S), out of 55 respondents regarding the statement:

"I have confidence that my colleagues make a meaningful contribution in achieving team goals."

From this we can know that the company's employees have good cooperation and communication between employees for the common goal. The results of research on Perception Variables on perception indicators about social norms. Shows that in the first instrument 58% of people chose the Strongly Agree (SS) option & 42% of people chose Agree (S), out of 55 respondents regarding the statement:
“I feel that the social norms in this company encourage mutual respect and cooperation among colleagues.”

We know that the employees of the company are fair and respect each other. The research findings on Perception Variables in various aspects provide a comprehensive understanding of the participants' perspectives within the organizational context. In the first instrument, focusing on the selection process, a substantial 60% of respondents strongly agree that it supports personal growth and development, while 40% agree. This suggests a positive consensus among employees regarding the beneficial impact of the selection process on their professional and personal advancement. Moving on to the organizational structure, the second instrument reveals a high level of satisfaction, with 82% strongly agreeing that the company's organizational framework is clear and provides effective guidance in duties and responsibilities. The remaining 18% also express agreement, affirming the well-structured nature of the company's organizational hierarchy.

In terms of interpersonal dynamics and teamwork, the third instrument indicates a commendable 69% strongly agreeing that colleagues make meaningful contributions to achieving team goals, with an additional 31% expressing agreement. This reflects a positive collaborative atmosphere and effective teamwork among employees, emphasizing mutual trust and shared commitment. Finally, the research on social norms demonstrates that 58% strongly agree that the company's social norms promote mutual respect and cooperation, while 42% agree. This suggests a workplace culture characterized by fairness and mutual regard among colleagues. Collectively, these findings indicate a positive and well-functioning organizational environment, where employees perceive strong support for personal growth, appreciate a clear organizational structure, actively contribute to team goals, and experience a culture of mutual respect and cooperation. These positive perceptions contribute to a holistic understanding of the organization's health and effectiveness.

5. Conclusion, Implication, and Recommendation

Based on research data regarding perception variables on four different indicators, several conclusions can be drawn, namely Most of the employees said they agreed with the selection process that existed in the company. They believe that the selection process helps them develop and develop. In addition, employees believe that the company has a clear organizational structure that provides clear directions on the duties and responsibilities that must be carried out. This shows that the company has a good organizational structure. Employees believe that their colleagues play an important role in achieving team goals, which shows good cooperation and communication to achieve common goals. They also believe that social norms in the company encourage cooperation and mutual respect, which shows that the company's employees behave fairly and respect each other.

Overall, the research results show that employees in companies tend to have positive perceptions of various aspects of their work environment. They believe that the selection process, organizational structure, behavior of others, and social norms in the company promote a good work environment, which helps them develop personally and helps them work well together and communicate with one another.
6. References


