

THE INFLUENCE OF THE WORK ENVIRONMENT AND SUPERVISION ON EMPLOYEE MORALE ON COMMUNICATION AND INFORMATION SERVICE CENTRAL TAPANULI REGENCY

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ABSTRACT

This study aims to determine the Influence of Work Environment and Supervision on Employee Morale at the Communication and Information Service of Central Tapanuli Regency. The type of research used is a quantitative research method with a descriptive approach. The sample totaled 41 people. The results of the study were found based on the Determination Coefficient Analysis obtained of 0.611, meaning that the work spirit of 61.1% was determined by the work environment and supervisors together and the remaining 38.9% was determined by other factors that were not discussed in this study. The results of the t-test are known to be $3,511 > t_{table} 2,024$ with a significance of $0.001 < 0.05$ and t-count supervision of $2,622 > t_{table} 2.02439$ with a significance of $0.012 < 0.05$, so the hypothesis formulated that the work environment has a positive and significant effect on the employee's morale and supervision has a positive and significant effect on the employee's morale can be accepted. Furthermore, from the results of the F test, it is known that the Fcal value is $29,873 > F_{table} 3.24$ and the significance of Fcal is $0.000 < 0.05$ so that the hypothesis formulated by the Work Environment and Supervision has a Positive and Significant Effect on the Employee Morale at the Communication and Information Service of Central Tapanuli Regency can be accepted.



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INTRODUCTION

Every employee in an organization will face the problem of high work pressure and this condition makes it difficult for employees to be able to work

with enthusiasm. Work spirit shows the extent to which employees are enthusiastic in carrying out their duties and responsibilities in the organization well so that organizational goals can be achieved as expected. Employee morale is an important factor in determining organizational performance. However, employee morale can be influenced by various factors, including the work environment. A conducive and supportive work environment can increase employee morale, while an unsupportive work environment can reduce work morale.

A conducive and supportive work environment can make employees feel comfortable, motivated, and productive at work. However, many organizations still face the problem of an unconducive and unsupportive work environment such as noise, uncomfortable room temperature, and inadequate facilities, less harmonious working relationships and so on. The problem of an unsupportive work environment can cause employees to feel stressed, uncomfortable, and unmotivated to work well. This can have an impact on a decrease in work morale.

In addition to the work environment that can affect employee morale, supervision can also affect employee morale. A leader must be able to supervise all the work done by employees properly. Every organization will always strive to increase the morale of its employees in the hope that what is the organization's goal will be achieved to the maximum. Lack of supervision can affect employee morale, mistakes and work irregularities made by employees can be detrimental to the organization, therefore supervision is very necessary in order to achieve organizational goals to the maximum.

Based on the results of the initial observations made by the author, it is known that there are still employees who still have low work morale. This is due to the lack of conducive work environment, such as uncomfortable room temperatures, there are several poor work facilities and less harmonious working relationships from some employees, and there is still a lack of intensive supervision from leaders such as leaders in providing direction and guidance is still not appropriate so that there are often delays in completing work and also employees who often delay work.

THEORETICAL FOUNDATION

Work Environment

The working environment is "The whole of the tools and materials that one is dealing with, the surrounding environment in which a person works, the working methods, and the arrangement of work both as an individual and as a group". (Sedarmayanti, 2017:31). According to Mangkunegara (2015:17) "the work environment in question includes a clear job description, challenging work targets, effective work communication patterns, work climate, and relatively adequate work facilities". Nitisemito (2015:183) states that the work environment is "everything that exists around the worker and that can affect him in carrying out the tasks he is assigned to". The work environment consists of physical and non-physical environments that are inherent in employees so that they cannot be separated to get good employee performance.

According to Sedarmayanti (2017:21), broadly speaking, the types of work environments are divided into 2 (two), namely:

1. Physical Work Environment

The physical work environment is everything around the workplace that can affect employees both directly and indirectly. The physical work environment affects the work spirit and emotions of the employees.

2. Non-Physical Work Environment.

A non-physical work environment is all circumstances that occur related to work relationships, both with superiors and with fellow colleagues or relationships with subordinates. This non-physical work environment is a work environment that cannot be ignored.

According to Sedarmayanti (2017:28), the indicators of the work environment are as follows:

1. Illumination/light

Light or illumination is very beneficial for employees to get safety and smooth work, therefore it is necessary to pay attention to the existence of bright but not dazzling lighting (light).

2. Air circulation

Oxygen is a gas needed by living things to maintain survival, namely for metabolic processes.

3. Noise

One of the pollution that is quite preoccupied by experts to overcome it is noise, which is a sound that is not desired by the ears.

4. Bad smell

The presence of odors around the workplace can be considered pollution, as it can interfere with work concentration, and odors that occur constantly can affect olfactory sensitivity.

5. Security

In order to keep the place and the condition of the work environment safe, it is necessary to pay attention to safety at work. Therefore, the security factor needs to be realized.

Supervision

According to Siagian (2015:135), supervision is "An observation process rather than the implementation of all organizational activities to ensure that all the work that has been done runs according to a predetermined plan". According to Handoko (2017:357) supervision is "a process to ensure that organizational and management goals are achieved". Meanwhile, Kadarisman (2018:129) states that supervision is "An uninterrupted process to ensure that the implementation of duties, functions, and authorities does not deviate from the rules that have been set in order to achieve organizational goals". According to Sarwoto, (2015:92), supervision is "the activities of managers who strive to ensure that work is carried out in accordance with the set plan and/or desired results".

According to Handoko (2017:359), the types of supervision are as follows:

1. Preliminary Supervision is supervision designed to anticipate problems or deviations from the standard or objectives and allow corrections to be made before a certain stage of the activity is completed.
2. Supervision of the implementation of activities is carried out during an activity. This type is a process in which certain aspects of a procedure must be approved in advance or certain conditions must be met before the activity can proceed.
3. Feedback supervision is where the results of an activity that has been completed are measured.

According to Handoko (2017:371) the indicators of supervision are as follows:

1. Determination of implementation standards (planning)
The determination of this implementation standard includes the creation of work procedures, the division of duties and responsibilities of each employee which is complemented by an explanation of the targets that must be achieved for each activity carried out by employees.
2. Determination of the measurement of the implementation of activities
After the work standards and work results are determined, then the coordination system, reporting and inspection of activities are determined. including direct supervision procedures
3. Measurement of the implementation of activities
Includes oral and written reports on the implementation of work supervision. Usually this activity is carried out with appropriate and validated measuring instruments.
4. Comparison of the implementation of activities with standards and analysis of deviations
5. Taking corrective action when necessary
If the mistake occurs due to the employee, the leader needs to take corrective actions while preventing the recurrence of the same incident. These actions can be in the form of reprimands and briefings on errors or providing strict sanctions according to company regulations.

Work Spirit

According to Hasibuan (2017:73), Work spirit is "A person's desire and seriousness to do their job well and be disciplined to achieve maximum work performance". According to Mangkunegara (2015:180) Work spirit is "The description of a feeling somewhat related to the character/soul of the group spirit, joy/activity, for groups of workers shows the climate and atmosphere of the worker". Furthermore, Tohardi (2017:227) stated that work spirit is "The ability of a group of people to cooperate actively and consistently in pursuit of common goals". Meanwhile, Nitisemito (2015:160) states that the spirit of work is "Doing work more diligently so that the work can be completed faster and better".

According to Hadari (2017:68), the factors that affect the high and low morale of work are:

1. A person's interest in the work being done. A person who is interested in his work will be able to increase his morale.
2. High salary or wage factors. Work with high salary or wages can certainly increase employee morale.
3. Social status of the job. Jobs that have a high social status and give a high position can be a determining factor in increasing work morale
4. Work atmosphere and relationships at work. Acceptance and rewards can increase morale
5. Job objectives.
Noble goals can encourage a person's work spirit Work spirit does not always exist in employees.

With high work morale, it will provide positive attitudes. According to Azwar (2017: 180) the indicators of work morale are:

1. Lack of aggressive behavior that causes frustration
This can be seen from the concentration of employees' work, meticulousness in doing their work and the desire to advance and develop. Decreased work concentration and rigor and lack of desire to advance indicate the lack of enthusiasm for employees in doing their work
2. Individuals work with a pleasant feeling
Employee pride in being part of a company and showing employee satisfaction at work and characterized by a low turnover rate and employee attendance shows symptoms of high employee morale
3. Adjusting to colleagues
Good treatment from superiors and colleagues affects the appearance of employee morale
4. Ego's involvement in work
The responsibility shown by employees in doing their jobs by eliminating ego while working and not procrastinating shows high work morale from employees.

To make it easier to understand the framework of this research, it can be seen in figure 1.

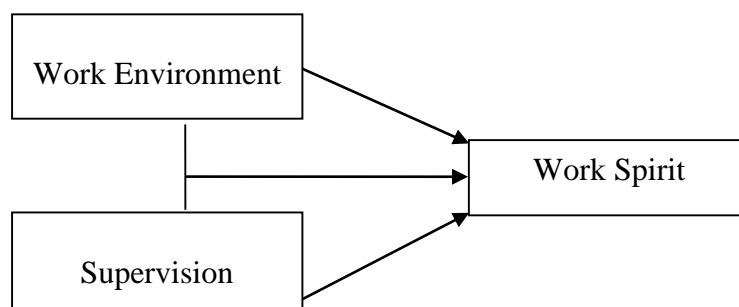


Figure 1 Research Mindset

RESEARCH METHODOLOGY

Based on the formulation of the problem and the purpose of the research, the type of research used is a quantitative research method with a descriptive approach. The population was 41 people and the sample extraction technique used saturated sampling. Data was obtained by observation techniques, interviews, questionnaires and documentation. Data analysis technique using multiple linear regression assisted by SPSS statistical data processing application

RESEARCH RESULTS

Classic Assumption Test

1. Data Normality Test

a. Chart analysis.

The results of the normality test can be seen as shown in Figure 4.2

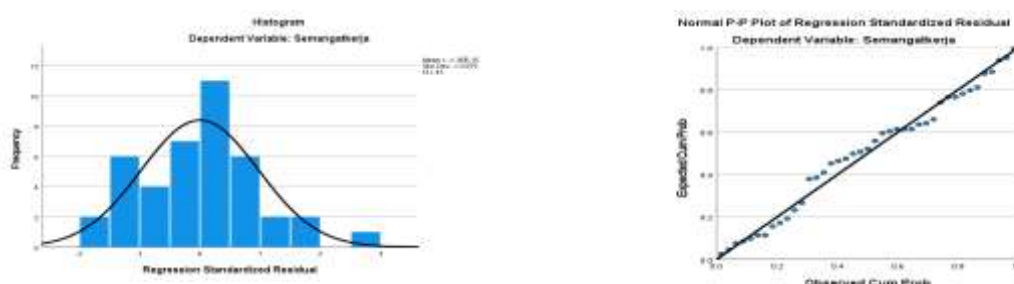


Figure 2. Histogram Graph

In the histogram image, it can be seen that the variable is normally distributed. This is shown by the distribution of data that does not deviate to the left or to the right. The results of the analysis of the *P-Plot chart* The normality test can be seen in the image In the *P-P plot* image shows that the dots are spread around the diagonal line and follow the diagonal line, then it can be concluded that the data obtained is distributed normally.

b. Statistical Analysis.

Table 1. Kolmogrov-Smirnov Normality Test Results

		Unstandardized Residual	
N		41	
Normal Parameters ^{a,b}	Red	.0000000	
	Std. Deviation	4.09689067	
Most Extreme Differences	Absolute	.085	
	Positive	.067	
	Negative	-.085	
Test Statistic		.085	
Asymp. Sig. (2-tailed) ^c		.200d	
Monte Carlo Sig. (2-tailed) ^e	Sig.	.639	
	99% Confidence Interval	Lower Bound	.627
		Upper Bound	.651

From the table above, it can be seen that Asymp. The sig is 0.200 > the probability is 0.05 and the Kolmogorov Smirnov Z-value is 0.085 < the Z-value for the sig 5 % which is 1.97 which means that the two variable data are normally distributed.

2. Heteroscedasity Test

The heteroscedicity test is used to determine whether or not there is a deviation from the classical assumption of heteroscedasity, namely the existence of variance from residual variance for all observations in the regression model. The prerequisite that must be met in the regression model is the absence of heteroscedasity symptoms.

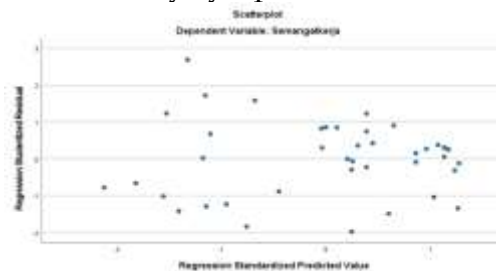


Figure 3. Heteroscedasity Test Results

Based on the image above, it can be seen that the dots are scattered randomly and scattered both above and below the zero on the Y axis, so it can be concluded that there is no heteroscedasticity problem.

3. Multicollinearity Test

Table 2. Multicollinearity Test Results

Models		Collinearity Statistics	
		Tolerance	VIVID
1	(Constant)		
	Work Environment	.532	1.879
	Supervision	.532	1.879

The tolerance value for each variable (Work environment is 0.532 and Supervision is 0.532). The VIF values for each of these variables are 1.879 and 1.879. Based on the above results, the calculation of the tolerance value is more than 0.10 and the VIF value does not exceed 10. The results can be concluded that there is no multicollinearity in all variables in the regression model.

Coefficient Determination Analysis

Table 3. Output Coefficient of Determination Model Summary^b

Models	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.782a	.611	.591	4.20332

a. Predictors: (Constant), Supervision, Work Environment

b. Dependent Variable: Work Ethic

Source : Research Results, 2025 (Data Processed)

In the *R Square* column, it can be concluded that the efficiency of determination is 0.611 or 61.1%, this figure explains that the 61.1% variation of Work Spirit at the Communication and Information Office of Central Tapanuli Regency can be explained by the variables of Work Environment and Supervision Together, the remaining 38.9% were influenced by other variables that were not studied in this study. Or in other words, the Work Morale at the Communication and Information Office of Central Tapanuli Regency of 61.1% was influenced by the factors of the work environment and supervision, while the remaining 38.9% was influenced by other factors that were not researched by the author in this study such as Motivation, Leadership, Communication, Competence, Incentives and so on.

Multiple Linear Regression

Table 4. Regression Coefficient and T Test Output (Hypothesis Test)

Models		Unstandardized Coefficients		Coefficient		Collinearity Statistics		
		B	Std. Error	Beta	t	Sig.	Tolerance	VIVID
1	(Constant)	6.330	4.530		1.397	.170		
	Work Environment	.516	.147	.487	3.511	.001	.532	1.879
	Supervision	.363	.139	.364	2.622	.012	.532	1.879

a. Dependent Variable: Work Spirit

From table 4.19 above, the regression equation $Y = 6.330 + 0.516X_1 + 0.363X_2$ is obtained, this can be interpreted as follows:

1. The value of the regression constant is 6.330, showing that in the work environment, supervision, with constant conditions or $X = 0$, the work spirit of employees at the Communication and Information Service of Central Tapanuli Regency is 6.330.
2. The work environment (Variable X_1) with a regression coefficient of 0.516 has a positive effect on employee morale (Variable Y). This means that if the work environment (Variable X_1) is increasing assuming that other variables are constant, then it can increase the work morale of employees at the Communication and Information Service of Central Tapanuli Regency.
3. Supervision (Variable X_2) with a regression coefficient of 0.363 has a positive effect on employee morale (Variable Y). This means that if the Supervision (Variable X_2) increases assuming that other variables are constant, then it can increase the Work Morale of employees at the Communication and Information Service of Central Tapanuli Regency.

T Test (Partial Test)

1. Work Environment Variables

- a) From conventional testing, it was found that at the error level $\alpha = 0.025$ (double-sided test) with $df = 38$ (41-2-1) it is known that t table = 2.02439 and t count = 3.511. Because of the calculation of the $>$ table, it can be said that the work environment has a positive effect on the work spirit of employees at the Communication and Information Office of Central Tapanuli Regency.
- b) From the SPSS test, namely by looking at the probability of its significance (P-value) = 0.001 less than 0.05, H_0 was rejected, H_a was accepted so that it can be said that the work environment has a significant effect on the work morale of employees at the Communication and Information Service of Central Tapanuli Regency.

2. Supervision Variables

- a) From conventional testing, it was found that at the error level $\alpha = 0.025$ (double-sided test) with $df = 38$ (41-2-1) it is known that t table = 2.02439 and t count = 2.622. Because of the calculation of the $>$ table, it can be said that Supervision has a positive effect on the Work Morale of employees at the Communication and Information Service of Central Tapanuli Regency.
- b) From the results of the SPSS test, namely by looking at the probability of its significance (P-value) = 0.012 less than 0.05, it can be said that Supervision has a significant effect on the Work Morale of employees at the Communication and Information Service of Central Tapanuli Regency.

F Test (Anova Test)

Table 5. Results of the F Test (Anova Test)

NEW ERA						
Models		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1055.595	2	527.798	29.873	.000b
	Residual	671.381	38	17.668		
	Total	1726.976	40			

a. Dependent Variable: Work Spirit

b. Predictors: (Constant), Supervision, Work Environment

Based on the table above, it can be explained as follows:

1. From the results of the conventional test at the real level = 0.05 with df numetor = 2 and df denominator = 38 (obtained from the results df , $(n-k-1) = (41-2-1) = 38$ known F table = 3.24 and F calculation = 29.873. Because F calculates $>$ F Table, it can thus be said that the work environment and supervision have a positive effect on the work spirit of employees at the Communication and Information Service of Central Tapanuli Regency.
2. From the results of the SPSS test , namely by looking at the probability of its significance (P-value) = 0.000 less than 0.05, it can thus be said that the work environment and supervision have a significant effect together or simultaneously on the work spirit of employees at the Communication and Information Service of Central Tapanuli Regency.

The Influence of the Work Environment on Employee Morale

The results of the study are in accordance with or in line with previous research conducted by Dewi Nafalina Sitta, et al. 2021. In his research entitled *The Influence of the Work Environment, Work Stress, Supervision on Employee Morale (Study on CV. Bintang Tex Indonesia Tulangan Sidoarjo)*. The results of his research show that the work environment has a positive effect on work morale, this is evidenced by the value of t calculated $> t$ table ($2.622 > 2.02439$) and a significance value of $0.000 < 0.05$. Then it is in accordance with or in line with previous research conducted by Sunyata Hadi, Vallina Shinka Indira. 2023. In his research entitled *The Influence of the Work Environment on Employee Morale (Case Study on PT. Emjie Busana Cemerlang Bandung)*. The results of his research show that the work environment has a positive and significant effect on the work morale of employees at PT. Emjie Bright Fashion Bandung.

The Effect of Supervision on Employee Morale

Based on the results of the study, it shows that the Effect of Supervision on Employee Morale at the Communication and Information Service of Central Tapanuli Regency that has been carried out turns out to have a significant influence on Supervision on Employee Morale. With the T test carried out, it gave the result that the t -value calculated $> t$ table ($2.622 > 2.02439$) with a level with a significant $0.012 < 0.05$, then H_0 was rejected and H_a was accepted, which means that the hypothesis proposed by Supervision has a positive and significant effect on the Employee Morale at the Communication and Information Service of Central Tapanuli Regency, thus the hypothesis proposed is proven and can be accepted as true.

The results of the study are in accordance with or in line with previous research conducted by Dewi Nafalina Sitta, et al. 2021. In his research entitled *The Influence of the Work Environment, Work Stress, Supervision on Employee Morale (Study on CV. Bintang Tex Indonesia Tulangan Sidoarjo)*. The results of the study showed that supervision had a positive effect on work morale, this was evidenced by the t -value of $t > t$ table ($3,276 > 2,003$) and significance value of $0.002 < 0.05$. Kemudian is in accordance with or in line with previous research conducted by Rahmat Yogie, Mei Efrianti. 2021. In his research entitled *The Effect of Supervision on the Work Morale of Permanent Employees at PT. Clear Water in Aliantan Village, Rokan Hulu Regency*. The results of his research show that supervision has a positive and significant effect on the morale of permanent employees at PT. Clear Water in Aliantan Village, Rokan Hulu Regency.

The Influence of the Work Environment and Supervision on Employee Morale

Based on the results of the study, it shows that the Influence of the Work Environment and Supervision on the Work Morale of Employees at the Communication and Information Service of Central Tapanuli Regency which has been carried out turns out that the Work Environment and Supervision have a Positive and Significant Effect on the Morale of Employees at the Communication and Information Service of Central Tapanuli Regency. This result can be seen

from the value of the F table = 3.24 and the F calculation = 29.873. Because $F_{\text{calculates}} > F_{\text{table}}$ with a significant $0.000 < 0.05$, H_0 is rejected and H_a is accepted, which means that the hypothesis proposed by the work environment and supervision has a positive and significant effect on the work morale of employees at the Communication and Information Service of Central Tapanuli Regency, proven and acceptably true.

The results of the study are in accordance with or in line with previous research conducted by Dewi Nafalina Sitta, et al. 2021. In his research entitled *The Influence of the Work Environment, Work Stress, Supervision on Employee Morale (Study on CV. Bintang Tex Indonesia Tulangan Sidoarjo)*. The results of his research show that the work environment and supervision have a positive effect on employee morale on CV. Tex Indonesia star Tulangan Sidoarjo.

CONCLUSION

From the research that has been carried out and based on the results of the description in the previous chapter, the researcher can provide the following conclusions and suggestions:

1. The regression equation obtained $Y = 6.330 + 0.516X_1 + 0.363X_2$, work ethic leads to positive.
2. Based on the analysis of the Coefficient of Determination obtained of 0.611, this means that what happens in the variation of the variable bound to Work Morale (Variable Y) of 0.611 or 61.1% is determined by the work environment and supervision together and the remaining 38.9% is determined by other factors that are not discussed in this study
3. From the results of testing the hypothesis of this study which proves that the variable of the work environment affects the work spirit of employees, this result can be seen from the value of $t_{\text{table}} = 2.024$ and $t_{\text{calculation}} = 3.511$. Since $t_{\text{calculates}} > t_{\text{table}}$ with a significant $0.001 < 0.05$,
4. From the results of the hypothesis testing of this study, it proves that the Supervision variable has an effect on the Work Morale of employees. So it can be said that with supervision that is done properly, the work spirit of employees will increase. This result can be seen from the value of the $t_{\text{table}} = 2.622$ and $t_{\text{count}} = 2.024$. Since $t_{\text{calculates}} > t_{\text{table}}$ with a significant $0.012 < 0.05$,
5. From the results of the hypothesis testing of this study, it proves that the variables of Work Environment and Supervision have an effect on the Work Morale of employees. This result can be seen from the value of the $F_{\text{table}} = 3.24$ and the $F_{\text{calculation}} = 29.873$. Because $F_{\text{calculates}} > F_{\text{table}}$ with a significant $0.000 < 0.05$, the results of this hypothesis can state that the work environment and supervision have a significant effect together or simultaneously on the work morale of employees at the Communication and Information Service of Central Tapanuli Regency.

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