

THE INFLUENCE OF CONFLICT MANAGEMENT AND WORK ENVIRONMENT ON THE EMPLOYEES PERFORMANCE OF PT Bank Tabungan Negara Tbk

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ABSTRACT

This research is a literature study that examines the relationship between conflict management and work environment on performance. This research focuses on examining employee performance at PT Bank Tabungan Negara Tbk. This research uses a quantitative method approach with a population of PT Bank Tabungan Negara Tbk employees.

INTRODUCTION

In contemporary corporations, creating a healthy work environment and managing conflicts are two crucial components. Businesses like PT Bank Tabungan Negara Tbk are under pressure to maintain high levels of efficiency while making sure that their staff members are happy, involved, and productive. In the workplace, conflict is a normal component of interpersonal relationships and can take many different forms. Finding a balance between staff satisfaction and productivity requires effective conflict management. Human resources are crucial to the advancement of a business or organization and the achievement of its intended goals. Human resource concerns are a big deal for business continuity in a time of ever-increasing competition. Quality human resources must be acquired, developed, and maintained by businesses. As the heart of an organization, human resources are heavily impacted by its members, and their functional role plays a critical role in the success of the organization. (Burhanudin, 2022) defines conflict as the process by which two or more parties who are dependent on one another about the conflict's object engage in mental patterns and interactions that lead to conflict outcomes. Therefore, conflict management is a technique that can be applied by parties to a conflict or by

outsiders to resolve disagreements between two or more individuals or groups in an effort to identify a solution.

(Astuti, 2021) defines conflict management as the ability and expertise to resolve disputes between two or more opposing parties that arise within a group of individuals or within an organization as a whole. Apart from that, conflict management can also be said to be a process of developing strategies to resolve conflicts that occur in order to produce a desired resolution or settlement.

(Sofyan, 2018) The definition of the work environment is everything that surrounds workers and influences them in carrying out their assigned tasks. This means that workers will be able to complete their tasks well, supported by a good work environment. (Adha, Qomariah, & Hafidzi, 2019) said that the work environment is also everything around workers which can influence them in carrying out the assigned tasks and is one of the factors that influence an employee's performance.

(Syamsir, Hasmin Tamsah, & Hatma, 2018) performance is the result of the quality and quantity of work achieved by an employee in carrying out their duties in accordance with the responsibilities given to them. This description reveals that the work carried out by an employee in carrying out tasks can be evaluated by the level of performance provided, for example employee performance can be determined from the achievement of specific targets during a period in the organization.

Based on what has been explained above, this research has the title: "The Influence of Conflict Management and Work Environment on the Performance of PT Bank Tabungan Negara Tbk "

THEORETICAL REVIEW

Employee Performance

As per Wijaya (2018), an employee's performance is determined by the caliber of work they do when performing their obligations, which are a consequence of the responsibilities assigned to them. This definition makes clear that an employee's work can be assessed based on the quality of performance they deliver. For instance, an employee's performance can be assessed based on how well they accomplish particular goals throughout time inside the company.

Performance is defined by Kasmir (2016: 182) as the outcomes of work and work behavior attained in completing the duties and obligations outlined in the overall performance model. Because it has strong relationships, it is possible that by improving individual performance, the company will also improve corporate performance.

Conflict Management

In actuality, disputes do not always have positive outcomes, nor does conflict management necessarily lead to negative outcomes. According to Maullana (2011:2), the recognition of the beneficial effects of conflict leads to the ability of top managers to successfully handle disagreements inside their companies. Conflict is described by Fajana (1995) as a disagreement between two or more

parties who feel that their issues have not been addressed. Sometimes a party's actions are seen as impeding or hindering the objectives, plans, or activities of the other party. One could view conflict as an inherent part of organizational behavior and management.

Conflict, according to Mack & Syndelr (in Liliwelri, 2004: 250), is a disagreement between two or more parties who inflict harm on one another or on society as a whole by their acts of destruction, injury or other means of mutual control or control which results in the breakdown of the rail system. lation of the parties involved in full.

Work Environment

The environment, according to Robbins & Coulter (2010), consists of organizations or financial institutions that have the capacity to affect how well an organization performs. All of the organizational cells with the capacity to ultimately impact the organization are collectively referred to as the general environment. There are social and technological aspects to this ecosystem. The area of the environment that has a direct bearing on an organization's ability to accomplish its objectives is known as the actual environment. The work environment, according to Alex S. Nitiselmito (1992: 183), is made up of all the cells that surround employees and have the potential to affect how well they perform the tasks that have been delegated to them.

The definition of the work environment, according to Schultz & Schultz (2006), is a collection of circumstances pertaining to the features of the workplace, employee behavior, and attitudes, where these things arise as a result of psychological shifts brought on by events they encounter at work or by unavoidable natural accidents. Organizations have frequently observed it to include tiredness, boring job, and boredom at work.

Conceptual Framework

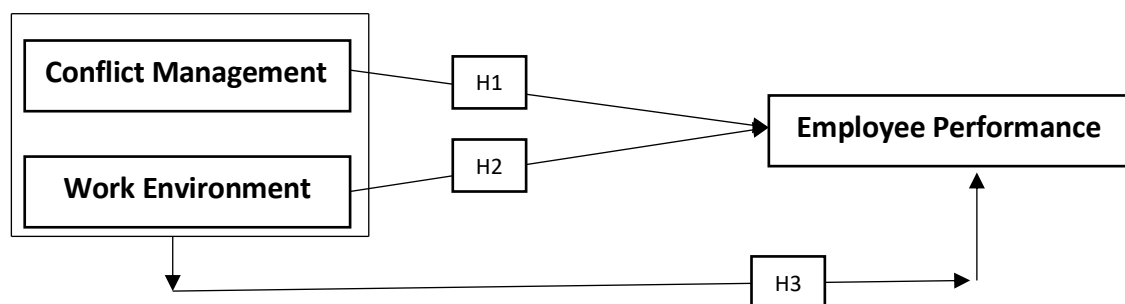


Figure 1. Conceptual Framework

H1. Conflict Management influences employee performance

H2. Work Environment influences employee performance

H3. Conflict Management and Work Environment simultaneously influence employee performance

METHODOLOGY

A research design is a set of procedures required for organizing and carrying out research, Nazar 2016:11 A researcher must choose the method to be employed in order to conduct a study. This research employs a quantitative descriptive method, meaning that numerous research steps will be involved. The quantitative method is a scientific technique that sees reality as concrete, observable, and clarifiable, with conclusions derived from its variables having the characteristics of an outcome. Research data is represented by numbers, and statistics are used for analysis.

Finding the relationship between variables is the ultimate goal of quantitative descriptive research, as may be seen from the justification provided. Since it finally establishes the influence between the variables under investigation, the researcher's method of choice in this study is quantitative descriptive research. This leads to a conclusion that paints a precise picture of the subject under study. (Faeni, 2023) defines a population as a generic region made up of things or groups that have particular attributes and features that are chosen by research to be examined before conclusions are made. Employees of PT Bank Tabungan Negara TbkBLI, Bekasi, make up the research population.

CONCLUSIONS AND RECOMMENDATIONS

This study reviews the literature to investigate the impact of work environment and conflict management on performance. Examining worker performance PT Bank Tabungan Negara Tbk is the main goal of this study. PT Bank Tabungan Negara Tbk make up the population of this study, which employs a quantitative technique approach.

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