LITERATURE OF REVIEW THE INFLUENCE OF CONFLICT MANAGEMENT AND WORK ENVIRONMENT ON THE PERFORMANCE OF PT BLIBLI EXPRESS SERVICE (BES) EMPLOYEES

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A B S T R A C T

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 Blibli Express Service (BES). This research uses a quantitative method approach with a population of PT Blibli Express Service (BES) employees.

INTRODUCTION

Conflict management and developing a healthy work environment are two important aspects in modern organizations. Organizations such as PT. Blibli, is under pressure to achieve high productivity and ensure their employees feel engaged, happy and useful. Conflict is a natural part of human interaction in the work environment, and can appear in many forms. Effective conflict management is a key element in achieving a balance between productivity and employee satisfaction. In an organization, business, agency, human resources are very necessary to advance the business or organization to achieve the desired goals. In an era of increasingly rapid competition, human resource issues are a major concern for business continuity. Companies are required to acquire, develop and maintain quality human resources. Human resources as the driving force of an organization are greatly influenced by its participants and their functional role makes a major contribution to the success of the organization.

According to (Burhanudin, 2022) conflict is a conflict process expressed between two or more parties who are interdependent regarding the object of the conflict, using thought patterns and interactions that produce conflict outcomes. So conflict management is a method that can be used by parties involved in a conflict or third parties to deal with disputes between two or more people or two or more groups in order to find a bright spot for the problem.

According to (Astuti, 2021) conflict management is a skill and knowledge in managing conflict problems between two or more disputing parties that occur 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 Blibli Express Service (BES) Employees"

THEORETICAL REVIEW

Employee Performance

According to (Wijaya, 2018) performance is the result of the quality and quality of work achieved by an employee in carrying out his/her duties which are the result of the responsibilities given to him/her. This description reveals that the work carried out by an employee in carrying out a task can be evaluated by the level of performance provided, for example employee performance can be determined from the achievement of specific targets over a period of time in the organization.

According to Kasmir (2016: 182), performance is the results of work and work behavior that have been achieved in carrying out the tasks and responsibilities given in the overall performance model. By increasing individual performance (individual performance), it is likely that the company will also increase corporate performance because it also has strong relationships.

Conflict Management

In reality, conflict management does not always result in bad results and conflicts do not always have good results. The emergence of the positive impact of conflict results in the influence of ultimate managers to effectively manage conflicts within their organizations, as stated in Maullana (2011:2)

According to Fajana (1995), conflict can be defined as a disagreement between two or more parties who believe that they have unresolved concerns. There are times when actions by one party are considered as preventing or interfering with the goals, actions or actions of the other party. Conflict can be considered as a reality of management and organizational behavior.

According Mack & Synder (in Liliweri, 2004: 250), conflict is a dispute between two or more parties who cause harm to each other or to cause social harm through actions of destruction, injury or other means of mutual control or control which results in the breakdown of the rail system location of the parties involved in full.

Work Environment

According to Robbins & Coulter (2010), the environment is institutions or financial institutions that have the potential to influence organizational performance. The general environment is all the cells within the organization that have the ultimate potential to influence the organization. This environment includes social and technological conditions. Meanwhile, the genuine environment is the part of the environment that is directly related to the achievement of an organization's goals.

According to Alex S. Nitisemito (1992: 183) states that the work environment is all the cells that exist around workers and which can influence them in carrying out the duties assigned to them.

According to Schultz & Schultz (2006), the work environment is defined as a set of conditions that are related to the characteristics of the workplace, to the behavior and attitudes of employees, where these things occur due to the occurrence of psychological changes due to things experienced in their work or due to natural accidents that must occur. It has often been noticed by organizations that include work boredom, monotonous work and fatigue.
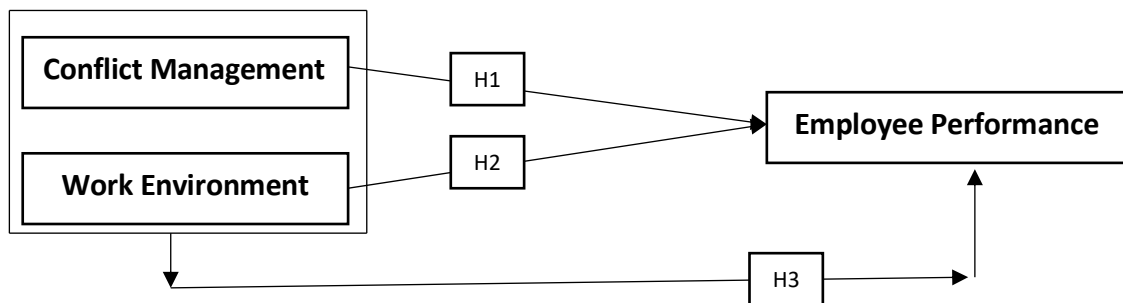
Conceptual Framework

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 series of processes that are needed in planning and implementing research, Nazar (2016:11) To be able to carry out a research study, a researcher must determine the method used. So that there will be many research steps, the method used in this research is a quantitative descriptive method. The quantitative method is a scientific approach that views the nature of reality as being clarifiable, concrete, observable and observable, and the results of its variables have the nature of

an outcome where the research data is in the form of numbers and the analysis uses statistics.

From the explanation above, it can be concluded that quantitative descriptive research has the ultimate function of finding the influence between variables. In this research, the researcher uses a quantitative descriptive research method, because it ultimately determines the influence between the variables being researched. This results in a conclusion that will provide a clear picture of the object being studied.

According to Sugiyono (2014: 148) states that population is a generalized area consisting of objects or groups that contain specific qualities and characteristics that are determined by research to be studied and conclusions are then drawn. The population of this research is employees at Blibli Express Service (BES) Logistics Cikarang, Bekasi.

CONCLUSIONS AND RECOMMENDATIONS

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 Blibli Express Service (BES). This research uses a quantitative method approach with a population of PT Blibli Express Service (BES) employees.

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