

ABSTRACT

THE EFFECT OF NON-PHYSICAL WORK ENVIRONMENT AND ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE IN PT. TIKI JALUR NUGRAHA EKAKURIR (JNE) UTAMA BRANCH OFFICE BANDAR LAMPUNG

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The purposes of this study were to determine the effect of the non-physical work environment on the employee performance, to find out the effect of the organizational culture on the employee, and to determine the effect of the non-physical work environment and the organizational culture on the employee performance in PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung. This type of study used quantitative research using the associative method. The data source was the primary data. The method of this study used field research. The population in this study was 100 back-office employees in PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung. The sampling method was the non-probability and used the purposive sampling technique. The respondents in this study were 43 back-office employees at PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung. The instrument test used the validity test and the reliability test. The data analysis tests used were the linearity test and the multicollinearity test. The data analysis method used the multiple linear regression analysis and the hypotheses test used the t-test and the f-test. The results of this study indicated that the non-physical work environment affected the performance of back-office employees at PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung. Moreover, the organizational culture affected the performance of the back-office employees at PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung. Meanwhile, the non-physical work environment and the organizational culture affected the performance of the back-office employees at PT. Tiki Jalur Nugraha Ekakurir (JNE) Main Branch Office in Bandar Lampung.

Keywords: *Non-Physical Work Environment, Organizational Culture, Employee Performance*

