

ABSTRACT

The company's competition in the field IT is very strong so that companies competing to get the best products and services to its customers. One of the factors that affect the performance of IE working environment.

This research was conducted at unit business service PT Telkom Japati Bandung office using the physical work environment (X1) and the non physical environment (X2) as the independent variable. Then the dependent variables to this research was the performance of employess. The purpose of this research was to know how to influence the work environment physical and non physical work environment on performance of employees.

This research using quantitative methods and questionnaires as a means of data retrieval. Sample techniques used in this research is the boring sampling. This research is descriptive and casual research.

The research results showed that the physical work environment (X1) take effect simultaneously, non physical work environment (X2) has no effect on performance of employees (Y). partially physical work environment (X1) and the non physical environment (X2) has a significant effect on performance of employees (Y). Test results the coefficient of determination (R²) obtained the value of 0,451, it indicates the magnitude of the physical work environment influences and non physical work environment on performance of employees amounted to 45,1%, 54,9% while the rest is influenced by other factors not examined in this study.

Therefore, the work environment physical and non physical work environment it is important to improve the performance of the employee's at unit business service PT. Telkom Japati Bandung office.

Key words: Physical work environment, non physical work environment, the performance of employees