THE INFLUENCE OF COMMUNICATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE AT STATE SENIOR HIGH SCHOOL 1 TUMPANG, MALANG REGENCY

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ABSTRACT

This study aims to analyze the influence of communication and work environment on employee performance at SMA Negeri 1 Tumpang, Malang Regency. Employee performance is an important factor in supporting the quality of education, and one aspect that can influence this performance is effective communication and a conducive work environment. This study uses a quantitative approach with a survey method, where data is collected by distributing questionnaires to 80 employees at the school. The results of the study indicate that good communication can significantly improve employee performance, while a comfortable and supportive work environment also has a positive effect on employee performance. Overall, these two factors are proven to interact with each other and contribute to improving employee performance at SMA Negeri 1 Tumpang. This study provides recommendations for school management to improve the quality of internal communication and create a more supportive work environment in order to improve employee performance.

Keywords : Communication, Work Environment, Employee Performance

INTRODUCTION

The success of an organization cannot be separated from the improvement of human resources. Superior and quality human resources must always be managed and emphasized in a bank's operations, in order to achieve the expected performance. The school organization must improve the quality of human resources because it is very necessary for employees to have attitudes and behaviors that are able to provide good service to students and the community. Every school will always try to improve employee performance, with the hope that what the school's goals will be achieved. Employee capabilities are reflected in optimal performance. The performance of these employees is one of the assets for the school to achieve its goals.

Employee performance is closely related to the organization. Employee performance can be seen from what has been done or can produce something for the organization. The working environment and communication conditions must run well in order to achieve school goals so as to create enthusiasm and passion in working. Performance is the work results in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Lack of employee performance is also caused by the tasks and work assigned to employees being quite numerous, so that there is almost no time to provide support or encouragement to co-workers, there are many factors that can increase performance and can also decrease it.

Communication plays an important role in organizing. Communication is the most important factor in working. Employees will always communicate with each other, both with superiors and co-workers so that there is no confusion of information. Effective communication when the sender and recipient of the message together reach the same understanding and conclusion as intended, about what is actually being informed. Leaders or managers convey all management functions and management tasks and carry out planning, organizing, directing and supervising, all of which are done through communication to their subordinates.

By communicating, school activities will not be hampered, because humans will relate to each other for the same purpose, both between superiors and subordinates, subordinates and superiors, and subordinates and subordinates. Human resources are very important resources in an organizational life. The occurrence of harmonious communication between employees and other employees and between employees and superiors will increase the performance of individual employees and organizational performance. This means that if communication runs smoothly in an organization, problems in business operations can be minimized so that employee performance can be improved. Good and effective communication is expected to provide increasing work motivation for all employees. Individual relationships in the form of exchanging information between one part and another rarely occur, due to limited relationships and different domiciles, rarely carrying out recreation together, rarely meeting in employee meeting forums with management, so that there are a large number of employees who do not know each other face to face or with management.

In addition, a pleasant working environment makes employees feel more at home working, thus increasing their work enthusiasm. The working environment is said to be good or appropriate if employees can carry out activities optimally, healthily, safely and comfortably. The working environment includes the workplace, facilities and work aids, cleanliness, lighting, tranquility, including working relationships between people in the place. A working environment that has lighting, wall color, air circulation, cleanliness and security. Therefore, a conducive working environment is needed to support employee performance in carrying out their work. So that the work results

obtained can be achieved optimally.

Poor working environment conditions have the potential to cause employees to easily fall ill, easily become stressed, have difficulty concentrating and decrease work productivity. This can be a detrimental factor for a school if its performance decreases, as a result the school's goals will be difficult to achieve. Just imagine, if the work space is uncomfortable, hot, inadequate air circulation, the work space is too crowded, the work environment is not clean, of course it has a big impact on employee work comfort and can reduce employee performance. An unconducive work environment and an uncomfortable work environment can result in low employee performance in the company. To increase productivity, the work environment greatly affects performance because a good work environment will create ease of task implementation. This work environment itself consists of a physical and non-physical work environment that is attached to employees so that it cannot be separated from efforts to improve employee performance. The work environment can have a significant influence in creating a positive and conducive work atmosphere supported by the availability of facilities and infrastructure.

This research was conducted at State Senior High School 1 Tumpang, Malang Regency. Employee performance is less than optimal, this is caused by a less conducive work environment and less harmonious communication. Problems that occur in the work environment are work spaces between employees that are not soundproof, adequate facilities, good cleanliness, poor lighting in the waiting room, a fairly crowded office that sometimes makes it less calm, and working relationships between employees that sometimes clash due to different opinions. So far, communication has been quite good but there are some problems where superiors rarely or never give their subordinates the opportunity to act on their own, to take the initiative and make decisions. This is because the communication carried out by superiors to subordinates is formal in nature, where there is a distant organizational structure between superiors and subordinates. So the consequence of this behavior is that subordinates are not used as a source of information, ideas and suggestions.

From both phenomena, namely the less conducive work environment and communication that is still formal, it results in less than optimal employee performance. Low employee performance is caused by several factors including work objectives, work standards, tools and facilities, competence and opportunities. In this study, the author focuses more on the work environment and communication that affect employee performance because he sees several phenomena about the work environment and communication that occur.

Based on the description above, the researcher is interested in conducting research with the title: " The Influence of Communication and Work Environment on Employee Performance at SMA Negeri 1 Tumpang, Malang Regency" .

THEORITICAL REVIEW
Communication

Communication is a very basic and vital social process in human life. It is said to be basic because every human society, both primitive and modern, wants to maintain an agreement on various social rules through communication. Communication is the process of conveying messages or intentions carried out by one party or person to another person either directly or through the media. According to (Goza et al., 2022) stated that etymologically communication comes from Latin, namely cum, a preposition meaning with or together with, and the word units, a number meaning one. The two words form the noun communio, which in English is called communion which means togetherness, unity, fellowship, combination, association, or relationship. Because to do communion, effort and work are needed. The word communio is made from the verb communicate, which means sharing

something with someone, exchanging things, discussing something with someone, telling someone something, conversing, exchanging ideas, connecting, making friends.

According to (Felício et al., 2021) Communication: transmission of information, ideas, emotions, skills, and so on using symbols, words, images, graphics and so on. This action is commonly called communication. According to (Ramos et al., 2021) communication occurs when a source conveys a message to a recipient with a conscious intention to influence the recipient's behavior. Meanwhile, according to (Vassallo et al., 2023) communication refers to the action of one or more people sending and receiving messages that are distorted by interference (noise), occur in a certain context, have a certain influence and there is an opportunity for feedback.

According to (Keefer and Vlaicu, 2024) communication is an interpersonal interaction that uses a linguistic symbol system, such as a verbal (words) and nonverbal symbol system. This system can be socialized directly/face to face or through other media (written, oral, and visual). According to (Ju et al., 2020) it states that the exchange of messages between humans with the aim of the same understanding.

So it can be concluded that what is meant by communication in this study is the process of interaction between leaders and employees in terms of conveying orders, information, suggestions and organizational goals that are verbal or written with the aim of preventing errors in work and creating a good work environment between leaders and employees to improve employee performance in achieving organizational goals.

Work environment

The work environment is a place where workers carry out their daily activities. A conducive work environment provides a sense of security and enables workers to work optimally. The work environment can affect employee emotions. If employees enjoy the work environment where they work, then the employee will feel comfortable in their workplace, doing activities so that work time is used effectively. The condition of the work environment is said to be good if the people involved in it can carry out activities optimally, healthily, safely and comfortably. The suitability of the work environment can be seen in the long term. The work environment includes working relationships formed between fellow employees and working relationships between employees and superiors as well as the physical environment in which employees work.

According to (Tabatabaei, 2024) states that the work environment is all the tools and materials faced, the surrounding environment where a person works, his work methods, and work arrangements both as individuals and as a group. Meanwhile, according to (Chaudhuri et al., 2024) said that the work environment is everything that is around the workers and that can influence them in carrying out the tasks assigned, for example cleanliness, music, lighting, and so on. According to Nitisemo in Nuraini (Fregidou-Malama and Hyder, 2024) said that the work environment is everything that is around employees and can influence them in carrying out the tasks assigned to them, for example with the presence of air conditioning (AC), adequate lighting and so on.

According to (Nguyen et al., 2024) the work environment is everything around employees that influences them in carrying out and completing the tasks given to them in an area. (Sun et al., 2024) stated that the work environment is the environment where employees do their daily work. According to (Zahari et al., 2024) the work environment is a very important component when workers carry out work activities. By paying attention to a good work environment or creating working conditions that can provide motivation to work, it will have an impact on worker performance at work.

Based on the definitions of several experts

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above, it can be concluded that the work environment is everything or tools that are around employees when working, whether in physical or non-physical form, either directly or indirectly, which can affect them and their work when working.

Employee Performance

Performance in English is also called job performance or actual performance, which is the level of employee success in completing their work. Performance is not an individual characteristic, such as talent, or ability, but is a manifestation of the talent or ability itself. Performance is the results of work and work behavior that have been achieved in completing tasks and responsibilities given in a certain period. Performance is a function of motivation and ability. To complete a task or job, a person must have a certain degree of willingness and ability. According to (Zhao et al., 2024) stated that: Performance is the extent to which a person has implemented the company's strategy, both in achieving specific targets related to individual roles and/or by demonstrating competencies that are stated to be relevant to the company. Performance is a multidimensional concept that includes three aspects, namely attitude, ability, and accomplishment.

According to (Hoai et al., 2022) stated that the definition of performance is the work results in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Edison (2016:190) performance is the result of a process that refers to and is measured over a certain period of time based on previously established provisions or agreements. According to (Zhonghua and Ye, 2012) performance is the level of achievement of results from the implementation of certain tasks. Simanjuntak also defines individual performance as the level of achievement or results of a person's work from targets that must be achieved or tasks that must be carried out within a

certain period of time.

Based on the opinions of the experts above, the author can draw the conclusion that employee performance is a level of achievement of a person's work results in a company within a certain time to achieve the company's goals.

RESEARCH METHODS

This study uses a quantitative method with a descriptive research approach and associative analysis, because there are variables that will be studied and their relationship and the goal is to present a picture of the relationship between the variables studied. The research method used in this study is a quantitative research method with a descriptive approach. Researchers use quantitative methods by conducting surveys. Surveys are studies that take samples from the population and use questionnaires as a data collection tool. According to Sugiyono (2017:29) the survey method is a method used to find the effect of certain treatments. The survey method is used to obtain data from certain natural (not artificial) places, but researchers carry out treatment in data collection, for example by distributing questionnaires, tests, interviews, structured and so on (treatment is not like in experiments). The population in this study were all employees at SMA Negeri 1 Tumpang, Malang Regency, a total of 80 people. Data analysis techniques using descriptive statistics and SPSS.

RESULTS AND DISCUSSION

Descriptive statistical analysis aims to describe the condition of the research object reflected in the data collected through the variables of this study, so that everything presented in descriptive statistics is the condition of the research object. Related to this purpose, the researcher describes the research data as follows :

The researcher explains and displays the variables and scores in this study. There are 3 variables in this study, namely: Communication Variable (X1), Work Environment (X2), and

Performance (Y). The following is a review of respondents' answers to the Communication variable (X1). The average score for the Communication variable shows a value of 4.18.

This means that employees state that communication is a process of interaction between leaders and employees in terms of conveying orders, information, suggestions and organizational goals verbally or in writing with the aim of preventing errors in work and creating a good working environment between leaders and employees to improve employee performance in achieving organizational goals.

However, if observed from the Communication component, it can be stated that the one with the highest average value is X1.1 (Employees easily obtain the information they need) with an average value of 4.19. And, the lowest average value is X1.3 (Information received by employees is sufficient according to proportion) with an average value of 4.16.

This phenomenon shows that employees tend to agree that employees can easily obtain the information they need. The following researchers will display the table that has been explained above:

Table 4.8 Respondents' Answers to Communication Variables

Item	1 STS		2 TS		3 N		4 S		5 SS		Total		Rata-rata
	F	%	F	%	F	%	F	%	F	%	F	%	
X1.1	0	0,0	2	2,5	9	11,3	41	51,3	28	35,0	80	100	4,19
X1.2	0	0,0	2	2,5	6	7,5	48	60,0	24	30,0	80	100	4,18
X1.3	0	0,0	3	3,8	8	10,0	42	52,5	27	33,8	80	100	4,16
Rata-rata Komunikasi (X1)													4,18

Source: Processed primary data, 2024

The second is the Work Environment variable (X2). The average score of the Work Environment variable shows a value of 4.24. This means that employees state that the work environment is everything or tools that are around employees when working, both physical and non-physical, both directly and indirectly that can affect themselves and their work while working.

However, if observed from the Work Environment component, it can be stated that the one with the highest average value is X2.3 (The location of the workspace is far from the noise of vehicles) with an average value of 4.29. Also, the lowest average value is X2.1 (Lighting in the workspace is good) with an average value of 4.18.

This phenomenon shows that employees tend to agree on the location of the workspace away from the noise of vehicles. Here is the table:

Table 4.9 Respondents' Answers to Work Environment Variables

Item	1 STS		2 TS		3 N		4 S		5 SS		Total		Rata-rata
	F	%	F	%	F	%	F	%	F	%	F	%	
X2.1	0	0,0	2	2,5	8	10,0	44	55,0	26	32,5	80	100	4,18
X2.2	0	0,0	3	3,8	8	10,0	35	43,8	34	42,5	80	100	4,25
X2.3	0	0,0	2	2,5	2	2,5	47	58,8	29	36,3	80	100	4,29
X2.4	0	0,0	0	0,0	10	12,5	44	55,0	26	32,5	80	100	4,20
X2.5	0	0,0	3	3,8	9	11,3	34	42,5	34	42,5	80	100	4,24
X2.6	0	0,0	2	2,5	5	6,3	44	55,0	29	36,3	80	100	4,25
X2.7	0	0,0	3	3,8	9	11,3	34	42,5	34	42,5	80	100	4,24
Rata-rata Lingkungan Kerja (X2)													4,24

Source: Processed primary data, 2024

The third is the Performance variable. The following is a review of respondents' answers to the Performance variable (Y). The average score of the performance variable shows a value of 4.19 . This means that employees state that performance is a level of achievement of a person's work results in an organization within a certain time to achieve organizational goals.

However, if observed from the Performance component, it can be stated that the one with the highest average value is Y.4 (Routine work tasks assigned are always carried out without waiting for superiors' orders) with an average value of 4.29. Also, the lowest average value is Y.1 (Employee work tasks given are in accordance with the targets assigned) and Y.5 (In working, employees have the initiative to provide the best service) with an average value of 4.15.

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This phenomenon shows that employees tend to agree that routine work tasks assigned are always carried out without waiting for superior orders. Here is the table:

Table 4.10 Respondents' Answers to Performance Variables

Item	1 STS		2 TS		3 N		4 S		5 SS		Total		Rata-rata
	F	%	F	%	F	%	F	%	F	%	F	%	
Y.1	0	0,0	0	0,0	13	16,3	42	52,5	25	31,3	80	100	4,15
Y.2	0	0,0	3	3,8	8	10,0	42	52,5	27	33,8	80	100	4,16
Y.3	0	0,0	3	3,8	7	8,8	42	52,5	28	35,0	80	100	4,19
Y.4	0	0,0	3	3,8	6	7,5	36	45,0	35	43,8	80	100	4,29
Y.5	0	0,0	3	3,8	8	10,0	43	53,8	26	32,5	80	100	4,15
Y.6	0	0,0	3	3,8	7	8,8	42	52,5	28	35,0	80	100	4,19
Rata-rata Kinerja (Y)													4,19

Source: Processed primary data, 2024

Validity test is a test of the accuracy or precision of a measuring instrument in measuring what is being measured (Sugiyono, 2012:255). The following researcher displays the results of the validity test using the SPSS version 25 computer program:

Table 4.11 Questionnaire Validity Test Results

No	Question Items	Correlation coefficient	R table	Information
1	X1.1	0,742	0.220	Valid
2	X1.2	0,815	0.220	Valid
3	X1.3	0,634	0.220	Valid
4	X2.1	0,676	0.220	Valid
5	X2.2	0,872	0.220	Valid
6	X2.3	0,601	0.220	Valid
7	X2.4	0,715	0.220	Valid
8	X2.5	0,886	0.220	Valid
9	X2.6	0,685	0.220	Valid
10	X2.7	0,886	0.220	Valid
11	Y.1	0,728	0.220	Valid
12	Y.2	0,846	0.220	Valid
13	Y.3	0,909	0.220	Valid
14	Y.4	0,609	0.220	Valid
15	Y.5	0,806	0.220	Valid
16	Y.6	0,909	0.220	Valid

Source: Processed primary data, 2024

From the table above, it can be compared between the Correlation Coefficient value and the Pearson table (r-table). With a significance level of α (selected 0.05) and the number of respondent data (n). Then determine whether it is valid or not with the following criteria: If r-count > r-table then it is declared valid. While if r-count <r-table then it is declared invalid. Furthermore, from data processing it is known that n is 80 with an alpha of 0.05, the r table value is obtained = 0.220. The items in the table above show each r count value (correlation coefficient) which is greater than r table. This shows that all items in the indicator are valid.

Reliability Test

Reliability is an index that shows the extent to which a measuring instrument can be trusted or relied upon. Compiling a form of instrument must not only contain statements that have good discriminatory power but must also have a high level of reliability. Reliable means the level of trust in the results of a measurement that has high reliability, namely being able to provide reliable measurement results. Reliability is one of the main characteristics or characters of a good measurement instrument. In this study, reliability was used with the Cronbach alpha model.
Here is the table:

Table 4.12 Cronbach's Alpha Value of Each Variable

Variables	Cronbach's Alpha	Information
X1	0,552	reliable
X2	0,883	reliable
Y	0,888	reliable

Source: Processed primary data, 2024

Instrument reliability testing is carried out on valid indicator items. Significant testing is carried out at the level of α = 0.05 . The instrument can be said to be reliable if the alpha value is greater than the r table. (0.220). After processing, a result appears as the table above. The SPSS output result in the form of the table above shows r count > r table (the value in the Croncbach's Alpha column is greater than 0.220). So it can be stated that the reliability test results are reliable.

Inferential Method

Simple regression analysis is used to determine the magnitude of the influence of the Communication variable (X1) on Performance (Y) and the Influence of the Work Environment (X2) on Performance (Y).

Table 4.13 Recapitulation of Regression Analysis Results

Variables	Information	Regression Coefficient	t count	Sig.
X1	Communication	0, 707	3,942	0,000
X2	Work environment	0, 542	7,517	0, 000
Constants		0.193		
R		0, 776		
R Square		0, 603		
Adjusted R Square		0, 592		
F count		58,402		
Sig. F		0,000		
N		80		
Dependent variable = Performance (Y)				

Source: Processed primary data, 2024

The results of the multiple regression calculations can be formulated as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$
$$Y = 0.193 + 0.707 X_1 + 0.542 X_2 + e$$

Based on this equation it can be explained as follows:

- a = 0.193 states that the value if there is no change in the Communication variable (X1) and Work Environment (X2) then Performance (Y) is 0.193. This shows that if Communication and Work Environment do not exist (both) then the Performance value is 0.193.
- b_1 = The regression coefficient of the Communication variable (X1) of 0.707 indicates the magnitude of the influence of Communication on Performance (Y). The coefficient is also positive indicating that Communication (X1) has a unidirectional effect on Performance (Y) which means that every 1 unit increase in the Communication variable will cause an increase in Performance (Y) of 0.707. This shows that Performance will increase further due to Communication by 0.707.

- The regression coefficient of the Work Environment variable (X2) of 0.542 indicates the magnitude of the influence of the Work Environment on Performance (Y). The coefficient is also positive indicating that the Work Environment (X2) has a unidirectional effect on Performance (Y) which means that every 1 unit increase in the Work Environment will cause an increase in Performance (Y) of 0.542. This shows that Performance will increase further due to the Work Environment of 0.542.

DISCUSSION

The research results are: The discussion of the concept of Communication variables has been observed by researchers and is aimed at employees through the Communication aspect. The communication process is the process of conveying thoughts or feelings by someone (communicator) to another person (communicant), thoughts can be ideas, information, opinions and others that arise from his mind. The communication process is the delivery of messages to the communicant to the desired target. Many communication models are used in today's communication practices. There are so many communication models but only a few are in accordance with the communication process through events.

In the process of delivering messages, there are also obstacles in the form of feelings of discomfort caused by inconsistent attitudes, thoughts, and behaviors and motivating someone to take steps to reduce the discomfort. This is a feeling that someone has when they "find themselves doing something that is not in accordance with what they know, or having an opinion that is not in accordance with other opinions they hold".

Partially, the t-count value shows that the Communication variable (X1) has a t-count value of 3.942 with a significance of 0.000. Because t-count > t table (3.942 > 1.994) or sig t < 5% (0.000 < 0.05), then partially the Communication variable (X1) has a significant positive effect on the

Performance variable (Y) if the other independent variables remain constant.

The discussion of the first hypothesis is in accordance with the opinion of Bernard Berelson and Gery A. Steiner in Mulyana (2013:68) who say that communication is the transmission of information, ideas, emotions, skills, and so on using symbols, words, pictures, graphs and so on. This action is what is usually called communication. Meanwhile, according to Gerald R. Miller in Mulyana (2013:68), communication occurs when a source conveys a message to a recipient with the conscious intention of influencing the recipient's behavior. Furthermore, Joseph A. De Vito (2011:24) states that communication refers to actions by one or more people who send and receive messages that are distorted by interference (noise), occur in a certain context, have a certain influence and there is an opportunity for feedback.

The test results above state that the Communication variable (X1) has a partial significant effect on Performance (Y). This research supports the research conducted by Junaidi which took the title The Influence of Communication and Work Environment on Employee Performance at PT PLN (Persero) Banjarmasin Branch (2018). This study shows that there is a positive and significant influence between partial communication and the performance of PT PLN (Persero) Banjarmasin Branch Employees. These work environment variables and performance are interrelated. The benefits of the work environment are creating work enthusiasm, so that productivity and work performance increase, besides that the work environment can also influence employee job satisfaction. Job satisfaction arises as a result of the work situation that exists within the organization. Job satisfaction reflects the employee's feelings about whether they are happy or unhappy, comfortable or uncomfortable with the work environment in which they work. Creating good work environment conditions according to the needs of employees can increase employee

satisfaction and good performance. In general, the work environment is influenced by the following factors, namely Work facilities, a work environment that does not support the implementation of work also causes poor performance such as lack of work tools, stuffy workspaces, poor ventilation and unclear procedures. Salaries and benefits, salaries that do not match workers' expectations will make workers always look at a work environment that better guarantees the achievement of work expectations. Work relationships, work groups with high solidarity and loyalty will increase work productivity, because between one worker and another worker will support each other in achieving goals and/or results. Partially, the t -count value shows that the Work Environment variable (X2) has a t- count value of 7.517 with a significance of 0.000. Because t -count > t table (7.517 > 1.994) or sig t < 5% (0.000 < 0.05), then partially the Work Environment variable (X2) has a significant positive effect on the Performance variable (Y) if the other variables remain constant. From the points above, this means that the first hypothesis is declared accepted. According to Sedermayanti (2014:21), the work environment is all the tools and materials encountered, the surrounding environment where a person works, the work method, and the work arrangements both as an individual and as a group. Meanwhile, Sunyoto (2014:43) said that the work environment is everything that is around workers and that can influence them in carrying out the tasks assigned, for example cleanliness, music, lighting, and so on. Furthermore, Sofyan (2013:20) states that the work environment is everything around employees that influences them in carrying out and completing the tasks given to them in a certain area. The results of the proven hypothesis test show that the Work Environment variable (X2) has a partial significant effect on Performance (Y). This study also supports previous research conducted by Ria Widhia Sari entitled The Influence of Work Environment and Communication on Performance at BUMN PT.

INHUTANI IV Kab. Pasaman (2019). This study shows that the work environment variables have a significant effect on the performance of employees of BUMN PT. INHUTANI IV Kab. Pasaman.

CONCLUSION AND SUGGESTIONS

From the results of the study it can be seen that a) Communication and Work Environment variables have a partial effect on the performance of employees of SMA Negeri 1 Tumpang, Malang Regency. b) Communication and Work Environment variables have a simultaneous effect on the performance of employees of SMA Negeri 1 Tumpang, Malang Regency. c) Communication variable is the most dominant variable that influences the performance of employees of SMA Negeri 1 Tumpang, Malang Regency.

Suggestions

To answer the challenges of the progress of SMA Negeri 1 Tumpang, Malang Regency in all its activities, especially for the performance of SMA Negeri 1 Tumpang Malang Regency employees, it is suggested to the agency to emphasize the implementation of consistent communication and work environment. So the researcher put forward several suggestions that are expected to be useful: a) Communication Variable (X1) is a variable that has a significant influence on employee performance, it should be considered and improved in order to maintain and improve employee performance. b) Further research should be conducted to determine other variables that affect Performance because the Communication and Work Environment variables only have a contribution of 60.3 % while the other 39.7% are other variables that are not studied in this study. So that by knowing these other variables it will be useful for SMA Negeri 1 Tumpang, Malang Regency. These are the conclusions and suggestions that researchers can convey to be used in developing the work process of employees of SMA Negeri 1 Tumpang, Malang Regency and used as one of the policies in making a decision.

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