

Analysis of the Work Environment in Efforts to Improve the Quality and Effectiveness of Human Resources at PT ATI Talenta Sembilan South Jakarta

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This study aims to analyze the role of the work environment in improving the quality and effectiveness of human resources at . The study employed a qualitative descriptive approach to understand workplace conditions, employee perceptions, and organizational efforts in creating a conducive work environment. Data were collected through observations, interviews, and documentation involving company management and employees. The findings indicate that both physical and non-physical work environments significantly influence employee comfort, productivity, communication, and organizational effectiveness. Supportive workplace facilities, positive interpersonal relationships, and continuous employee development programs contribute positively to improving human resource quality within the organization. However, several challenges were identified, particularly related to technological infrastructure limitations, workload management, and communication effectiveness. The SWOT analysis further revealed that the company is positioned in a favorable strategic condition, indicating strong organizational potential for growth and development through the optimization of workplace quality and employee competency enhancement. The study concludes that organizations operating in technology-based industries must continuously improve workplace conditions, strengthen organizational communication, and invest in employee development programs in order to maintain long-term organizational effectiveness and competitiveness.

Keywords: Work Environment, Human Resource Quality, Human Resource Effectiveness, Organizational Effectiveness, SWOT Analysis

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1. Introduction

In the current era of globalization and digital transformation, organizations are required to continuously adapt to rapid environmental changes, technological disruption, and increasingly intense competition in order to maintain sustainability and competitiveness. Human resource management plays a strategic role in this process because employees are not only operational actors but also sources of knowledge, innovation, creativity, and organizational adaptability[1]. Therefore, improving the quality of human resources has become an important agenda for organizations seeking to strengthen long-term performance and competitiveness.

High-quality human resources are essential for supporting organizational effectiveness and sustainable performance. Employees with adequate competence, motivation, adaptability, and professional capability tend to contribute positively to productivity, service quality, and organizational achievement[1][2]. However, employee competence alone is not sufficient to ensure organizational success. Organizations must also provide supportive systems, effective leadership, adequate facilities, and a conducive work environment so that employee potential can be optimized toward organizational goals[3].

The work environment is one of the key factors influencing employee performance and organizational effectiveness. It includes physical aspects such as workspace layout, lighting, ventilation, equipment, cleanliness, safety, and technological infrastructure, as well as non-physical aspects such as communication, interpersonal relationships, organizational climate, leadership support, and teamwork[2][3]. A supportive work environment can improve employee comfort, engagement, well-being, and performance, while an unfavorable work environment may reduce motivation, increase work stress, and weaken productivity[4][5].

Recent studies have shown that the relationship between work environment and employee performance remains highly relevant in contemporary organizations. Dullah et al[3] found that workplace conditions significantly influence employee performance and that organizations need to pay attention to comfort, safety, facilities, and work atmosphere to improve performance outcomes. Similarly, Rabuana and Yanuar [2] showed that the work environment contributes to employee well-being, which subsequently influences employee performance. These findings indicate that the work environment does not only affect technical work outcomes but also shapes psychological and behavioral aspects of employees.

In the context of human resource effectiveness, organizations need to develop work systems that support employee engagement, internal communication, and competency development. Humairah et al. [1] emphasized that effective HRM strategies contribute to organizational performance by aligning HR practices with business objectives, strengthening organizational culture, improving leadership roles, and enhancing internal communication. Thus, the quality and effectiveness of human resources are strongly influenced by both managerial practices and the organizational environment in which employees perform their duties.

The relevance of work environment issues has become increasingly significant in digital-based companies. Digital organizations rely heavily on information technology, rapid communication, data processing, collaboration platforms, and employee adaptability. However, digital work systems may also create challenges such as digital fatigue, communication overload, work-life boundary issues, and increased expectations of employee availability [5],[6]. Therefore, technology-based organizations must ensure that digital infrastructure, communication systems, and workplace facilities are adequate to support employee effectiveness and well-being.

PT ATI Talenta Sembilan is a Business-to-Business (B2B) company operating in digital solutions and technology platform development, including Network Digital Ecosystem (NDE), digital taxation systems (Digitax), and Artificial Intelligence (AI)-based workspaces. The company's operational activities depend on employee creativity, innovation, critical thinking, and effective cross-functional collaboration. Consequently, maintaining a supportive physical and psychological work environment is essential to ensure employee effectiveness and organizational productivity.

Preliminary observations conducted at PT ATI Talenta Sembilan South Jakarta revealed that most workplace facilities were available and functioning properly. Essential facilities such as air conditioners, office stationery, CCTV, office furniture, computers, laptops, printers, sanitation facilities, worship facilities, and employee support facilities were generally considered adequate. However, several supporting facilities that are important for organizational effectiveness were not yet available, including photocopy machines, document archive rooms, meeting rooms, and dedicated training rooms. In addition, the existing Wi-Fi network was perceived as less adequate to fully support operational activities and communication requirements.

The preliminary assessment of workplace conditions also indicated that workplace security, cleanliness, lighting, and workspace layout were generally satisfactory. Nevertheless, work facilities remained the

primary aspect requiring improvement. The limited availability of several supporting facilities may reduce employee efficiency, hinder communication processes, and affect overall work effectiveness. This condition indicates that workplace infrastructure improvement is an important issue that deserves organizational attention, especially because technology-based companies require reliable digital and physical facilities to support daily operations [6],[7], [8].

Based on these considerations, this study seeks to analyze the work environment and its role in improving the quality and effectiveness of human resources at PT ATI Talenta Sembilan South Jakarta. This study is expected to contribute to the literature on work environment and human resource effectiveness, particularly in the context of digital-based organizations, where employee productivity is strongly shaped by technological readiness, workplace facilities, communication quality, and organizational support.

2. Literature Review And Problem Statement

Human Resource Management

Human resource management (HRM) is a strategic organizational function concerned with managing employees effectively to achieve organizational objectives. HRM encompasses recruitment, training, performance management, compensation, employee development, and organizational effectiveness improvement[9]. In contemporary organizations, human resources are no longer viewed merely as operational resources but as strategic assets capable of generating innovation, competitive advantage, and organizational sustainability[10].

The significance of HRM has increased considerably in the digital era due to rapid technological advancement and changing business environments. Organizations require employees who are adaptive, innovative, collaborative, and capable of responding effectively to technological transformation[1]. Effective HRM practices have been shown to enhance employee engagement, productivity, and organizational performance while supporting long-term organizational sustainability[11].

Work Environment

The work environment refers to all physical and non-physical conditions surrounding employees during the execution of their duties. It includes workplace facilities, workspace design, lighting, safety, communication patterns, organizational climate, leadership support, and interpersonal relationships[12]. A conducive work environment enables employees to perform their tasks comfortably and efficiently, thereby improving productivity and organizational effectiveness.

Recent studies indicate that the work environment significantly affects employee performance, job satisfaction, and organizational commitment. Rabuana and Yanuar[2] found that a supportive work environment positively influences employee well-being and subsequently improves employee performance. Similarly, Chafi et al[4] reported that workplace quality contributes significantly to employee satisfaction, productivity, and organizational sustainability. These findings suggest that workplace conditions play a critical role in determining organizational success.

The work environment can generally be categorized into physical and psychological dimensions. Physical factors include workplace infrastructure, equipment availability, ergonomics, ventilation, and technological support systems. Psychological factors include organizational culture, communication quality, teamwork, leadership style, and social interaction among employees[13]. Both dimensions interact to influence employee motivation, performance, and overall effectiveness.

Human Resource Quality and Effectiveness

Human resource quality reflects employees' competencies, skills, knowledge, creativity, adaptability, and professional attitudes that enable them to perform organizational tasks effectively. Human resource effectiveness refers to employees' ability to achieve organizational objectives efficiently while maintaining productivity and work quality[14].

Research has consistently demonstrated that employee effectiveness is strongly influenced by workplace conditions and organizational support systems. Humairah et al[1] found that organizations implementing effective HRM strategies experience higher levels of employee engagement and organizational performance. Likewise, Galanakis and Tsitouri[7] emphasized that supportive work environments contribute significantly to employee engagement and reduce burnout, ultimately enhancing organizational productivity.

Work Environment in Digital-Based Companies

Digital transformation has changed the nature of work across industries. Organizations operating in digital sectors increasingly depend on technological infrastructure, digital communication systems, collaborative platforms, and employee adaptability. Consequently, workplace quality extends beyond physical facilities to include digital infrastructure and virtual communication systems[4].

PT ATI Talenta Sembilan is a Business-to-Business (B2B) company specializing in digital solutions and technology platform development, including Network Digital Ecosystem (NDE), digital taxation systems (Digitax), and Artificial Intelligence (AI)-based workspaces. The company's operational activities require intensive collaboration, rapid decision-making, and effective communication among employees. Therefore, a supportive work environment is essential to facilitate employee effectiveness and organizational performance.

However, preliminary observations identified several workplace facility limitations, including the absence of photocopier machines, archive rooms, meeting rooms, and training rooms. Additionally, the existing Wi-Fi network was perceived as insufficient to support operational activities optimally. According to Dullah et al[3], inadequate workplace facilities may reduce employee productivity, hinder communication processes, and negatively affect organizational performance.

Problem Statement

The work environment plays a critical role in improving human resource quality and effectiveness. Previous studies have consistently reported positive relationships between workplace quality, employee well-being, productivity, and organizational performance[2][4][7]. Nevertheless, most existing studies have primarily focused on manufacturing industries, public organizations, healthcare institutions, or service sectors using quantitative approaches.

Limited research has specifically examined how workplace environments influence human resource quality and effectiveness within digital technology companies using qualitative methods. Furthermore, empirical studies focusing on digital-based organizations in Indonesia remain relatively scarce, particularly regarding the interaction between workplace facilities, technological infrastructure, communication systems, and employee effectiveness.

Considering these gaps, this study aims to analyze the work environment at PT ATI Talenta Sembilan South Jakarta and examine its contribution to improving human resource quality and effectiveness within a digital-based organizational context. The study is expected to provide both theoretical contributions to the work

environment literature and practical recommendations for technology-oriented organizations seeking to improve employee effectiveness and organizational performance.

3. Method

This study employed a qualitative descriptive research design to analyze the work environment in efforts to improve the quality and effectiveness of human resources at . According to Sugiyono[15], qualitative descriptive research is intended to understand and describe social phenomena systematically, factually, and accurately based on actual conditions occurring in the field. This approach was considered appropriate because the study focused on understanding workplace conditions, employee experiences, and organizational realities related to human resource effectiveness.

The research was conducted from October 2025 until July 2026 at , located in South Jakarta. The unit of analysis in this study consisted of employees and management personnel who were directly involved in organizational operational activities. According to Moleong[16], qualitative research emphasizes the importance of understanding participants' perspectives and social interactions within their natural setting. Therefore, employees were selected as the primary research subjects because they directly experience workplace conditions and organizational interactions.

Data collection techniques in this study included observation, interviews, and documentation. Observation was conducted to identify workplace conditions, employee interactions, organizational facilities, and the overall working atmosphere. According to Creswell[17], observation enables researchers to obtain direct information regarding participants' behavior and environmental conditions within the research setting. Interviews were conducted with employees and management representatives to obtain in-depth information regarding workplace conditions, communication patterns, organizational support, and employee perceptions concerning work effectiveness.

The interview process utilized semi-structured interview guidelines to allow participants to explain their experiences and opinions more comprehensively. According to Moleong[16], semi-structured interviews provide flexibility for researchers to explore participants' responses while maintaining the focus of the research objectives. In addition, documentation techniques were applied through the examination of organizational records, workplace facility reports, organizational structures, and other supporting documents relevant to the study.

The research instruments consisted of interview guidelines, observation sheets, and documentation checklists designed systematically to ensure data consistency and comprehensiveness. Observation instruments focused on physical workplace conditions such as workspace layout, lighting, cleanliness, infrastructure availability, and workplace safety. Meanwhile, interview instruments explored employee perceptions regarding organizational climate, communication quality, workplace comfort, and the effectiveness of organizational support systems.

Data analysis was conducted using qualitative data analysis techniques consisting of data reduction, data presentation, and conclusion drawing. According to Miles, Huberman, and Saldaña (2019), qualitative data analysis involves organizing, simplifying, and interpreting data to identify meaningful patterns and relationships. Data reduction was performed by selecting and categorizing relevant information obtained from interviews, observations, and documentation. Subsequently, the data were presented descriptively to facilitate interpretation and analytical discussion before conclusions were drawn systematically.

To ensure data validity and trustworthiness, this study applied triangulation techniques by comparing information obtained from different data sources and collection methods. According to Sugiyono[18],

triangulation is used to improve data credibility through cross-verification between observations, interviews, and documentation results. Furthermore, prolonged observation and continuous engagement within the research setting were conducted to strengthen the accuracy and reliability of the research findings.

4. Results and Discussion

Research Findings

Based on the interview results, the study found that the work environment plays a significant role in improving the quality and effectiveness of human resources at . Both physical and non-physical workplace conditions were perceived as important factors influencing employee comfort, productivity, communication, and work performance. These findings support Robbins and Judge[19], who argue that workplace conditions strongly influence employee attitudes, organizational commitment, and productivity.

Physical Work Environment

The interview results revealed that workplace facilities remain one of the primary aspects influencing employee effectiveness. Dedy Suparman Sostro, Ph.D., explained that workplace facilities should support employees' operational needs and professional activities.

“Work facilities must support employees' professional needs, including computers, printers, internet access, and supporting infrastructure.” — Dedy Suparman Sostro, Ph.D.

He further emphasized the importance of providing relaxation spaces, discussion areas, and supporting facilities that enable employees to interact comfortably during working hours.

“Employees also need places to rest, discuss, and interact with colleagues in order to create a comfortable work atmosphere.” — Dedy Suparman Sostro, Ph.D.

These findings are consistent with Sedarmayanti[12], who states that workplace facilities, lighting, cleanliness, and infrastructure significantly affect employee comfort and productivity. Similarly, Afandi[20] explains that inadequate physical workplace conditions may reduce employee concentration and operational efficiency. At , limitations in internet quality, meeting rooms, archive rooms, and relaxation areas were identified as challenges that potentially hinder employee productivity and communication effectiveness.

Furthermore, digital infrastructure quality was also considered an important issue because operational activities heavily depend on communication systems and internet connectivity.

“Poor internet connection may slow communication between field employees and office staff, which eventually creates operational obstacles.” — Dedy Suparman Sostro, Ph.D.

Non-Physical Work Environment

In addition to physical facilities, the study also identified the importance of non-physical workplace conditions, particularly communication, teamwork, and organizational relationships. R. Deni Mulyo Sadhono, M.M., stated that a comfortable and family-oriented work atmosphere contributes positively to employee performance and organizational effectiveness.

“The current work environment is already comfortable, both physically and non-physically, and it supports operational activities effectively.” — R. Deni Mulyo Sadhono, M.M.

This finding aligns with Robbins and Coulter[21], who explain that organizational climate and social interaction significantly influence employee satisfaction and work effectiveness. Likewise, Siagian[22] Analysis of the Work Environment in Efforts to Improve the Quality and Effectiveness of Human Resources at PT ATI Talenta Sembilan South Jakarta. Indra Januar Rukmana et.al

emphasizes that organizations capable of creating open communication and collaborative relationships tend to achieve better employee productivity.

Tania Immanita Azzahra, S.S., also highlighted the importance of interpersonal interaction in maintaining workplace harmony. According to her, informal discussions and sharing sessions help strengthen relationships among employees.

“Good communication makes employees feel closer and more comfortable at work.” — Tania Immanita Azzahra, S.S.

These findings support Afandi[20], who states that a positive psychological work environment encourages employee motivation, teamwork, and organizational loyalty. Employees who feel emotionally connected to their organization are more likely to demonstrate stronger commitment and lower turnover intention.

Human Resource Quality and Effectiveness

The findings also indicate that employee training and competency development are important strategies for improving human resource quality. Dedy Suparman Sostro, Ph.D., emphasized that organizations should continuously provide both internal and external training programs to improve employee competencies.

“Training programs, both internal and external, are necessary to improve employee competencies and professional development.” — Dedy Suparman Sostro, Ph.D.

He also explained the importance of educational improvement and technological skills development among employees.

“Employees should continue their education and improve their computer-related skills to support organizational effectiveness.” — Dedy Suparman Sostro, Ph.D.

These findings are in line with Dessler[9], who explains that employee training and development are essential components of human resource management because they improve employee competence, adaptability, and productivity. Similarly, Mangkunegara[23] argues that employee effectiveness depends not only on technical competence but also on organizational support systems that facilitate continuous learning and skill development.

Tania Immanita Azzahra, S.S., also stated that the company regularly organizes employee training activities that positively contribute to employee performance improvement.

“Training programs have shown visible improvements in employee performance and work quality during recent years.” — Tania Immanita Azzahra, S.S.

Organizational Challenges

Although the overall work environment was perceived positively, several challenges were still identified during the research process. One of the major issues involved communication barriers caused by workload concentration on specific employees.

“One employee may handle multiple tasks simultaneously and sometimes forget to distribute information to other team members.” — Tania Immanita Azzahra, S.S.

In addition, managerial challenges were identified regarding employee supervision and workload control within high-pressure operational activities.

“Tight deadlines and supervising many employees simultaneously become significant challenges in operational activities.” — R. Deni Mulyo Sadhono, M.M.

These findings support Nitisemito[24], who states that excessive workloads and high work pressure may create stress and reduce employee effectiveness if not managed appropriately.

The study demonstrates that both physical and non-physical workplace environments significantly influence the quality and effectiveness of human resources at . A supportive work environment, adequate facilities, effective communication, and continuous employee development programs contribute positively to employee comfort, productivity, and organizational effectiveness. However, improvements in infrastructure, communication systems, and workload management remain necessary to optimize organizational performance sustainably.

SWOT Analysis

This study applied SWOT analysis to identify internal and external factors influencing the work environment and human resource effectiveness at . According to David[25], SWOT analysis is a strategic approach used to evaluate organizational strengths, weaknesses, opportunities, and threats in order to formulate appropriate development strategies. The analysis compares internal organizational conditions with external environmental factors that may influence organizational performance.

Internal and External SWOT Factors

The SWOT analysis identified several organizational strengths, including leadership capability, strong organizational commitment, strategic office location, professional human resources, extensive networking, and organizational experience. Meanwhile, the primary weaknesses included workload imbalance, limited operational efficiency due to complex reporting processes, and operational costs that occasionally exceeded planned budgets.

On the external side, the organization possesses several opportunities, such as collaboration with banking institutions, favorable industry conditions, high organizational capacity, and future economic growth potential. However, the company also faces several threats, including government regulatory changes, increasing business competition, and economic instability caused by external conditions such as global recessions or public health crises

Table 3. Internal and External SWOT Factors

Internal Factors	Description
Strengths	Leadership capability, strong organizational commitment, strategic office location, professional human resources, database capability, extensive networking, organizational experience
Weaknesses	Workload imbalance, lengthy reporting process, operational overbudget
External Factors	Description
Opportunities	Cooperation with banking institutions, positive industry growth, high organizational capacity, economic growth opportunities
Threats	Regulatory changes, increasing competitors, economic instability

Source: Processed by the researcher, 2025

SWOT Strategy Formulation

Based on the SWOT matrix analysis, the study formulated several strategic alternatives. The Strength–Opportunity (SO) strategy emphasized expanding service networks, developing service innovations, and improving a conducive work environment. The Weakness–Opportunity (WO) strategy focused on

enhancing employee training and improving organizational facilities to support operational effectiveness. Meanwhile, the Strength–Threat (ST) strategy emphasized improving information technology competencies and strengthening organizational networking. The Weakness–Threat (WT) strategy focused on improving coordination systems and prioritizing the utilization of existing technological facilities.

These findings support Robbins and Judge[19], who explain that organizational effectiveness is influenced by an organization’s ability to adapt internal capabilities to external environmental changes. Similarly, Afandi (2018) states that workplace quality and employee competency development are important strategic elements in maintaining organizational competitiveness.

Weighted SWOT Analysis

The weighted SWOT analysis showed that organizational strengths obtained a higher weighted score compared to organizational weaknesses. The total weighted score for strengths was higher due to strong leadership capability, organizational commitment, and experienced human resources. Meanwhile, weaknesses mainly originated from workload imbalance and operational inefficiency.

The external analysis also demonstrated that organizational opportunities slightly exceeded organizational threats. The company possesses strong opportunities for growth through industrial expansion and institutional collaboration, although external competition and regulatory uncertainty remain important challenges.

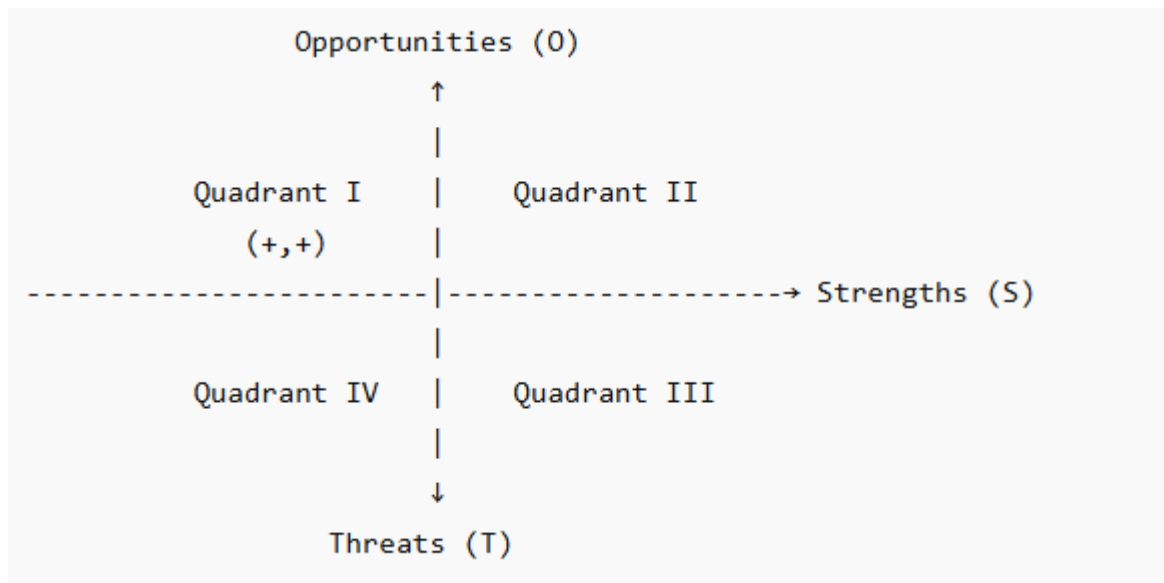
Table 2. Weighted SWOT Results

SWOT Component	Weighted Score
Strengths	4.2
Weaknesses	2.4
Opportunities	3.5
Threats	3.3

Source: Processed by the researcher, 2025

SWOT Matrix Position

The SWOT matrix results indicate that is positioned in Quadrant I, which reflects a highly favorable organizational condition. According to David[25], organizations positioned in Quadrant I possess strong internal capabilities and significant external opportunities, allowing them to implement aggressive growth-oriented strategies. This position indicates that the company has strong potential to expand organizational performance by maximizing existing strengths and opportunities.



Source: Processed by the researcher based on SWOT matrix analysis, 2025

Figure 1. SWOT Matrix Position

The findings indicate that the organization should prioritize aggressive growth strategies through improving workplace quality, strengthening employee competencies, expanding networking, and optimizing digital infrastructure. These strategies are expected to improve employee effectiveness, organizational productivity, and long-term organizational sustainability.

Discussion

The findings of this study demonstrate that the work environment plays a significant role in improving the quality and effectiveness of human resources at PT ATI Talenta Sembilan South Jakarta. Both physical and non-physical workplace conditions were found to influence employee comfort, motivation, communication, and overall work effectiveness. The interview results revealed that employees perceived a supportive work environment as an important factor that enables them to perform their duties efficiently while maintaining positive interpersonal relationships within the organization.

The findings indicate that workplace facilities and technological infrastructure are critical elements in supporting employee productivity. As a technology-based company, PT ATI Talenta Sembilan relies heavily on digital communication systems, internet connectivity, and operational technology to facilitate daily business activities. The identified limitations related to internet quality and the availability of supporting facilities suggest that infrastructure readiness remains an important determinant of employee effectiveness. These findings are consistent with the work of Dullah et al[3], who reported that workplace facilities significantly influence employee performance and operational efficiency. Likewise, Chafi et al[4] emphasized that workplace quality and infrastructure readiness are essential components of a productive and sustainable work environment.

The study further revealed that non-physical workplace factors, including communication quality, teamwork, mutual support, and organizational relationships, positively contribute to employee effectiveness. Employees reported that a collaborative and family-oriented work atmosphere encourages knowledge sharing, strengthens organizational commitment, and improves work performance. These findings support Robbins and Judge[19], who argued that positive organizational climates and supportive interpersonal relationships contribute significantly to employee satisfaction and organizational commitment. Similar findings were reported by Rabuana and Yanuar [6], who found that employee well-being mediates the relationship between work environment and employee performance.

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Another important finding concerns the role of employee development initiatives in enhancing human resource quality. The company has implemented continuous training and competency development programs, particularly within the Information Technology and Marketing divisions. These initiatives were perceived positively by employees and management because they contribute to improved professional competence and organizational adaptability. This finding supports Humairah et al. [3], who concluded that effective human resource development strategies strengthen employee engagement and organizational performance. Likewise, Mangkunegara[23] emphasized that continuous competency development positively affects employee effectiveness and work quality.

The study also identified several organizational challenges related to technological adaptation, changing regulations, workload management, and communication effectiveness. These challenges are commonly encountered by digital-based organizations operating in dynamic business environments. The findings indicate that continuous adaptation is necessary to ensure that employees remain capable of responding to technological developments and evolving organizational demands. Similar conclusions were reported by Galanakis and Tsitouri[7], who highlighted that organizations must continuously support employees through learning opportunities and organizational resources to prevent burnout and maintain work engagement.

To address these challenges, PT ATI Talenta Sembilan has adopted several strategic initiatives, including Information Technology enhancement, Human Capital Investment, and Visionary Leadership development. These strategies aim to strengthen technological capabilities, improve employee competencies, and enhance organizational adaptability. Such initiatives reflect the organization's commitment to creating a sustainable work environment capable of supporting long-term organizational effectiveness and competitiveness. Consistent with Dessler[9], organizations that continuously invest in employee development and workplace improvement are more likely to achieve sustainable competitive advantages and superior organizational performance.

Overall, the findings confirm that a supportive work environment, adequate technological infrastructure, effective communication, and continuous employee development programs are important determinants of human resource quality and effectiveness within digital-based organizations. Therefore, organizations operating in technology-intensive industries should prioritize workplace quality improvement, competency development, and organizational support systems to maintain employee productivity, engagement, and long-term organizational sustainability.

5. Conclusion

This study concludes that the work environment plays a significant role in improving the quality and effectiveness of human resources at . Both physical and non-physical workplace environments were found to influence employee comfort, motivation, communication, and productivity. A supportive work environment enables employees to perform their duties more effectively while strengthening organizational commitment and teamwork. The findings indicate that workplace facilities, communication quality, organizational relationships, and employee development programs collectively contribute to organizational effectiveness and human resource improvement.

The study also revealed that workplace infrastructure remains an important factor affecting employee performance within the organization. Several operational limitations, particularly related to internet quality, workspace availability, and supporting facilities, were identified as challenges that may reduce work efficiency. Nevertheless, the company has demonstrated strong organizational commitment to improving workplace quality through continuous facility development, employee training programs, and competency

enhancement initiatives. These efforts indicate that the organization recognizes the importance of creating a conducive work environment in supporting long-term organizational sustainability.

Furthermore, the SWOT analysis demonstrated that the company is positioned in a favorable strategic condition, where organizational strengths and opportunities exceed existing weaknesses and threats. This condition provides strong potential for organizational growth through the optimization of workplace quality, technological development, and human resource competency improvement. The implementation of growth-oriented strategies, supported by effective leadership and employee development programs, is expected to strengthen organizational competitiveness in the digital industry. The study emphasizes that organizations operating in technology-based industries must continuously improve workplace conditions, technological infrastructure, and employee competencies in order to maintain organizational productivity, adaptability, and long-term effectiveness.

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