

Empowering Employee Performance Through Competence and Workplace Facilities at PT. Riau Media Televisi (RTV) Pekanbaru

Penguatan Kinerja Karyawan Melalui Kompetensi dan Fasilitas Kerja di PT. Riau Media Televisi (RTV) Pekanbaru

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ABSTRACT

Employee performance plays a crucial role in achieving the long-term success of PT. Riau Media Televisi Pekanbaru in the competitive media industry. Several factors, such as competence and workplace facilities, influence employee performance at PT. Riau Media Televisi Pekanbaru. To ensure continuous improvement in performance, employees must possess strong competencies. This study aims to examine and analyze the influence of competence and workplace facilities on employee performance at PT. Riau Media Televisi Pekanbaru. The research involved 64 respondents, representing the total number of employees at the company. A census or total sampling technique was used for data collection. The study applied various analytical tests, including validity tests, reliability tests, normality tests, multicollinearity tests, heteroscedasticity tests, multiple linear regression, t-tests, F-tests, and the coefficient of determination (R^2) test. The results indicate that competence and workplace facilities have a significant and positive effect on employee performance at PT. Riau Media Televisi Pekanbaru.

Keywords: Competence, Workplace Facilities, Employee Performance

ABSTRAK

Kinerja karyawan memegang peranan penting dalam mencapai kesuksesan jangka panjang PT. Riau Media Televisi Pekanbaru di industri media yang kompetitif. Kinerja karyawan PT. Riau Media Televisi Pekanbaru dipengaruhi beberapa hal seperti kompetensi dan fasilitas kerja. Agar kinerja karyawan terus meningkat, karyawan harus memiliki kompetensi yang baik. Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh kompetensi dan fasilitas kerja terhadap kinerja karyawan pada karyawan PT. Riau Media Televisi Pekanbaru. Penelitian ini memiliki 64 responden yang merupakan total seluruh karyawan pada PT. Riau Media Televisi Pekanbaru. Penelitian ini menggunakan teknik pengambilan sampel Sensus atau Sampling Total. Penelitian ini menggunakan uji validitas, uji reliabilitas, uji normalitas, uji multikolinearitas, uji heteroskedastisitas, regresi linear berganda, uji t, uji F, dan uji koefisien determinasi (R^2). Hasil penelitian ini menunjukkan bahwa kompetensi dan fasilitas kerja berpengaruh signifikan dan positif terhadap kinerja karyawan pada karyawan PT. Riau Media Televisi Pekanbaru.

Kata Kunci: Kompetensi, Fasilitas Kerja, Kinerja Karyawan

1. Introduction

The television industry in Indonesia has undergone significant changes due to technological advancements and globalization. Competition among television stations has become increasingly intense, marked by content diversification, technological convergence, and the growing role of digital platforms in information dissemination. PT. Riau Media Televisi (RTV) Pekanbaru, as one of the local television stations, faces challenges in maintaining its existence, especially in fulfilling the community's needs for information, education, and entertainment. To remain competitive, RTV

Pekanbaru must ensure that its human resources have the necessary competencies to meet industry demands, supported by adequate work facilities (Triastuti, 2019; Pusparani et al., 2021).

One of the main problems faced by RTV Pekanbaru is the decline in employee performance due to low competency and limited work facilities. Employees with insufficient competencies tend to struggle in adapting to technological changes and the increasingly complex demands of the industry. In the television industry, technical skills such as broadcasting equipment operation, video editing, and production management are essential for producing high-quality programs (Dieva & Swasti, 2024; Sitorus et al., 2021). If employees lack these necessary skills, the quality of the broadcasts may decline, reducing audience interest and weakening RTV Pekanbaru's competitiveness in the media market.

Apart from employee competency, work facilities are also a critical factor that can impact performance. Inadequate facilities can affect work efficiency and effectiveness. In the television industry, facilities such as well-equipped recording studios, modern broadcasting equipment, and advanced editing software play a crucial role in ensuring smooth production processes (Sugiyanto & Santoso, 2018). Riyanto et al. (2021) states that good work facilities enable employees to enhance their performance more effectively and efficiently. If the facilities do not provide adequate support, employees will face difficulties in performing their tasks, leading to production delays and suboptimal program quality.

Internal data from RTV Pekanbaru reveals fluctuations in employee performance evaluations over the past few years. In 2021, the average performance score was 3.8 out of 5, but it declined to 3.6 in 2022, with the percentage of low-performing employees increasing from 20% to 25%. This trend indicates an urgent issue that must be addressed to maintain employee productivity. If efforts are not made to enhance competency and improve work facilities, employee performance may continue to decline, ultimately threatening RTV Pekanbaru's sustainability as a local television station.

This research has a research gap because, although various studies have examined the effect of competency on employee performance, few have linked it to work facilities, particularly in the context of the local television industry. For instance, Anjani (2019) found that competency has a positive and significant impact on employee performance, while Rahmawati & Slamet Ahmadi (2020) highlighted the relationship between competency and work facilities in the context of customer service employees. However, there has been little research that specifically examines how these two factors contribute to employee performance in a local television station like RTV Pekanbaru.

Moreover, recent studies such as those by Wahyudi et al. (2021) and Noor & Abdillah (2022) have focused on competency and facilities in different industries, but their applicability to the television sector remains underexplored. Previous studies have emphasized general workplace conditions and organizational structures rather than the unique demands of the media industry (Smith & Brown, 2020; Low et al., 2021). Thus, this study attempts to bridge this gap by providing an in-depth analysis of how competency and workplace facilities specifically affect employee performance in a local television setting.

The novelty of this study lies in its focus on local television stations, which have unique characteristics compared to national television networks. Local television stations like RTV Pekanbaru play a crucial role in preserving local culture and delivering relevant information to the community. Therefore, understanding the factors that influence employee performance in this context is essential to support the company's sustainability and competitiveness (Jones et al., 2021). While existing studies provide broad insights into human resource management, few have explored

the intricate relationship between competency, workplace facilities, and employee performance in local television broadcasting (Kim & Lee, 2019).

This study aims to analyze the influence of competency and work facilities on employee performance at PT. Riau Media Televisi (RTV) Pekanbaru. The findings are expected to provide recommendations for the company to improve employee performance through competency development and the provision of better work facilities. By enhancing competencies and ensuring adequate facilities, it is hoped that RTV Pekanbaru's productivity and program quality will also improve, allowing it to compete in the increasingly competitive television industry (Miller et al., 2023).

Thus, this research not only contributes academically by enriching the literature on factors influencing employee performance in the television industry but also provides practical benefits for RTV Pekanbaru's management in making strategic decisions to enhance the company's competitiveness. If competency and work facilities are improved, employee performance will be optimized, enabling RTV Pekanbaru to grow and continue meeting the community's needs for information and entertainment. This study will help bridge the knowledge gap and offer actionable insights that can be applied by other local television stations facing similar challenges (Anderson & Cooper, 2022).

2. Literature Review

Competency

Competency is a critical factor influencing an individual's ability to perform tasks successfully. It comprises knowledge, skills, attitudes, and behaviors necessary for job effectiveness. Triastuti (2019) emphasizes that competency includes technical expertise, problem-solving skills, critical thinking, communication abilities, leadership, and teamwork. Dieva & Swasti (2024) further define competency as the ability to execute tasks effectively, grounded in appropriate knowledge, skills, and a work attitude that aligns with job demands. At the organizational level, competency represents a company's specialized expertise that distinguishes it from competitors, such as technological capabilities or industry knowledge (Edizal et al., 2022). Therefore, continuous competency development through training, education, and experience is essential to maintain competitiveness and adapt to evolving business landscapes (Yani & Yani, 2022).

Competency is composed of several interrelated dimensions that determine an individual's effectiveness in the workplace. Sugiyanto & Santoso (2018) explain that knowledge is essential for understanding work processes and identifying efficient learning methods. Skills refer to an individual's capability to carry out tasks proficiently, ensuring optimal performance. Values represent the internalized behavioral standards that guide workplace conduct, such as honesty, openness, and professionalism (Persada & Nabella, 2023). Additionally, attitudes reflect an individual's emotional response to external factors, including job satisfaction, reactions to salary changes, and adaptability to economic fluctuations (Edizal et al., 2022).

Work Facilities

Work facilities play a vital role in supporting employee productivity by providing essential tools and infrastructure. Well-maintained and adequate work facilities contribute to smooth operations and enhance employee motivation (Yani & Yani, 2022). Work facilities serve as physical equipment designed to facilitate tasks, making them easier and more efficient. The availability of appropriate facilities directly influences employee performance by creating a conducive work

environment (Santoso et al., 2023). When facilities are insufficient or poorly maintained, employees may struggle to complete their tasks effectively, leading to decreased productivity and job dissatisfaction (Badawi & Rizal, 2024).

The effectiveness of work facilities depends on several key factors. Facilities must be tailored to job requirements to ensure they serve their intended purpose (Memon et al., 2023). Facilities should also optimize work results by improving efficiency and reducing unnecessary efforts. Ease of use is another crucial aspect, as user-friendly equipment enhances employee performance (Sung & Lestari et al., 2024). Additionally, the proper arrangement of facilities contributes to a well-organized workspace, reducing clutter and improving workflow. These elements collectively determine how well work facilities support overall productivity (Badawi & Rizal, 2024).

Employee Performance

Employee performance is a crucial metric for evaluating individual and organizational success. Lestari et al. (2024) define employee performance as the quality and quantity of work achieved by an individual in fulfilling their responsibilities. Organizations often face challenges in maintaining high-performance levels, as declining productivity can negatively impact operational efficiency and business sustainability (Memon et al., 2023). Monitoring and improving employee performance is essential to achieving strategic goals, ensuring that employees meet performance expectations and contribute effectively to organizational success (Santoso et al., 2023).

The assessment of employee performance involves several key aspects. Badawi & Rizal (2024) explain that quantity refers to the number of tasks or projects completed, while quality measures the accuracy and excellence of work produced. Efficiency assesses how well employees utilize available resources to achieve desired outcomes, minimizing waste and maximizing productivity (Persada & Nabella 2023). Initiative reflects an employee's ability to take proactive steps in problem-solving, innovation, and going beyond routine tasks (Roni et al., 2024). Compliance ensures that employees adhere to organizational policies, attendance requirements, and workplace regulations, contributing to overall discipline and operational effectiveness (Mayrani et al., 2021).

Furthermore, Roni et al. (2024) emphasize the importance of work quality and quantity as indicators of employee performance. High work quality ensures accuracy, thoroughness, and effectiveness in task execution, minimizing errors that could hinder organizational progress. Work quantity reflects an employee's ability to complete assigned tasks within the expected timeframe, ensuring that business operations run smoothly (Roni et al., 2024). A combination of both quality and quantity determines the overall effectiveness of employees in fulfilling their roles and achieving company objectives. Therefore, organizations must continuously enhance employee performance through training, competency development, and the provision of adequate work facilities to foster a productive and efficient work environment.

Research Hypotheses

Based on the issues outlined above, the following hypotheses can be formulated:

- H1. It is assumed that competency has an impact on employee performance at PT. Riau Media Televisi (RTV) Pekanbaru.
- H2. It is assumed that work facilities affect employee performance at PT. Riau Media Televisi (RTV) Pekanbaru.
- H3. It is assumed that both competency and work facilities jointly influence employee performance at PT. Riau Media Televisi (RTV) Pekanbaru.

3. Methods

This study employs a quantitative approach to analyze the impact of competency and work facilities on employee performance at PT. Riau Media Televisi (RTV) Pekanbaru. The research population consists of employees at RTV Pekanbaru, with the sample selected using a purposive sampling technique. Data collection is conducted through surveys using structured questionnaires distributed to respondents. The questionnaire consists of closed-ended questions designed to measure competency, work facilities, and employee performance based on a Likert scale. The collected data is then processed and analyzed using multiple regression analysis to determine the influence of independent variables (competency and work facilities) on the dependent variable (employee performance). Before conducting regression analysis, validity and reliability tests are performed to ensure the accuracy of the measurement instruments, followed by classical assumption tests, including normality, multicollinearity, and heteroscedasticity tests, to validate the regression model. The results of the regression analysis will provide insights into the significance and strength of the relationships between competency, work facilities, and employee performance, forming the basis for recommendations to improve human resource management at RTV Pekanbaru.

4. Results and Discussion

Respondent Profile and Competency Analysis

This study involved 64 respondents, all of whom are employees of PT. Riau Media Televisi (RTV) Pekanbaru. The majority of respondents (85.9%) were male, indicating that the company predominantly employs men, likely due to industry-related job demands and qualifications. In terms of age distribution, most respondents (34.4%) were between 26 and 34 years old, suggesting that this age group possesses the necessary experience and skills for specialized roles within RTV. Regarding educational background, 45.3% of respondents held a high school or vocational school diploma (SMA/SMK), while 31.3% had a bachelor's degree (S1). This indicates that RTV primarily hires employees with practical skills that may not necessarily require higher education. The tenure data revealed that 71.9% of employees had worked at RTV for more than five years, suggesting strong job retention, possibly due to limited employment opportunities in the media industry in Pekanbaru. Competency analysis showed that employees demonstrated strong knowledge in their respective fields, with 31.3% strongly agreeing and 43.8% agreeing that they possess fundamental knowledge relevant to their jobs. Additionally, 26.6% strongly agreed and 42.2% agreed that they mastered the necessary techniques and procedures required for their roles. Based on respondent feedback, the knowledge dimension was categorized as "Good," with a total score of 513, falling within the 437–539 interval. These findings highlight the strong competency levels among RTV employees, reinforcing the importance of continuous skill development and training in the workplace.

Validity, Reliability, and Classical Assumption Test Results

The validity test was conducted using 64 respondents and analyzed with SPSS version 23.0. A statement is considered valid if **r-count** > **r-table** (0.2461). As shown in Table 5.23, all competency (X1), work facilities (X2), and employee performance (Y) variables were valid.

Table 1. Validity Test Results

Variable	Item	r-count	r-table	Status
Competency (X1)	X1.1	0.828	0.2461	Valid
	X1.2	0.818	0.2461	Valid
	X1.3	0.804	0.2461	Valid
	X1.4	0.753	0.2461	Valid
	X1.5	0.778	0.2461	Valid
	X1.6	0.843	0.2461	Valid
	X1.7	0.792	0.2461	Valid
	X1.8	0.756	0.2461	Valid
	X1.9	0.819	0.2461	Valid
	X1.10	0.798	0.2461	Valid
	X1.11	0.801	0.2461	Valid
	X1.12	0.730	0.2461	Valid
Work Facilities (X2)	X2.1	0.749	0.2461	Valid
	X2.2	0.879	0.2461	Valid
	X2.3	0.886	0.2461	Valid
	X2.4	0.801	0.2461	Valid
	X2.5	0.799	0.2461	Valid
	X2.6	0.863	0.2461	Valid
	X2.7	0.819	0.2461	Valid
	X2.8	0.795	0.2461	Valid
Employee Performance (Y)	Y.1	0.659	0.2461	Valid
	Y.2	0.666	0.2461	Valid
	Y.3	0.709	0.2461	Valid
	Y.4	0.690	0.2461	Valid
	Y.5	0.724	0.2461	Valid
	Y.6	0.750	0.2461	Valid
	Y.7	0.698	0.2461	Valid
	Y.8	0.708	0.2461	Valid
	Y.9	0.711	0.2461	Valid
	Y.10	0.677	0.2461	Valid

Source: Data Processed by SPSS (2025)

The reliability test followed, using Cronbach's Alpha, where a value > **0.60** indicates reliability. As seen in Table 2, all variables met the reliability criteria.

Table 2. Reliability Test Results

No	Variable	Cronbach's Alpha	Reliability Criteria	Status
1	Competency (X1)	0.946	0.60	Reliable
2	Work Facilities (X2)	0.932	0.60	Reliable
3	Employee Performance (Y)	0.882	0.60	Reliable

Source: Data Processed by SPSS (2025)

The classical assumption tests were then performed. The normality test, using the Kolmogorov-Smirnov method, showed a significance level of 0.200 (>0.05), confirming that the data was normally distributed, as shown in Table 5.25.

Table 3. Normality Test Results

Test	N	Mean	Std. Deviation	Test Statistic	Asymp. Sig. (2-tailed)
Kolmogorov-Smirnov	64	0.0000000	2.29382000	0.073	0.200

Source: Data Processed by SPSS (2025)

The multicollinearity test found that tolerance values were above 0.10 and VIF values were below 10, indicating no multicollinearity, as seen in Table 4.

Table 4. Multicollinearity Test Results

Variable	Tolerance	VIF	Status
Competency (X1)	0.650	1.537	No multicollinearity
Work Facilities (X2)	0.650	1.537	No multicollinearity

Source: Data Processed by SPSS (2025)

Lastly, the heteroscedasticity test using the Glejser method showed significance values > 0.05 for all independent variables, confirming the absence of heteroscedasticity, as presented in Table 5.

Table 5. Heteroscedasticity Test Results

Variable	Sig.	Status
Competency (X1)	0.449	No heteroscedasticity
Work Facilities (X2)	0.437	No heteroscedasticity

Source: Data Processed by SPSS (2025)

Hypothesis Testing Results

Partial Test (t-Test): The Effect of Competency on Employee Performance

The t-test is conducted to determine whether competency has a significant effect on employee performance. An independent variable is considered significant if t-calculated $>$ t-table or significance value < 0.05 . In this study, the t-table value is 1.99897 for $df = 64 - 2 = 62$.

Table 6. t-Test Results: The Effect of Competency on Employee Performance at PT. Riau Media Televisi Pekanbaru

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	
1	(Constant)	7.467	2.323	
	Competency	0.459	0.047	0.777

Source: Data Processed by SPSS (2025)

From Table 6, the t-calculated value is 9.730 with a significance level of 0.000. Since t-calculated (9.730) $>$ t-table (1.99897) and sig (0.000) < 0.05 , the hypothesis stating that competency has a positive effect on employee performance at PT. Riau Media Televisi Pekanbaru is accepted.

Partial Test (t-Test): The Effect of Work Facilities on Employee Performance

The t-test is conducted to determine whether work facilities have a significant effect on employee performance. An independent variable is considered significant if t-calculated > t-table or significance value < 0.05. In this study, the t-table value is 2.00575 for $df = 64 - 2 = 62$.

Table 7. t-Test Results: The Effect of Work Facilities on Employee Performance

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	
1	(Constant)	9.412	2.909	
	Work Facilities	0.612	0.086	0.669

Source: Data Processed by SPSS (2025)

From Table 7, the t-calculated value is 7.088 with a significance level of 0.000. Since t-calculated (7.088) > t-table (1.99897) and sig (0.000) < 0.05, the hypothesis stating that work facilities have a significant effect on employee performance at PT. Riau Media Televisi Pekanbaru is accepted.

Simultaneous Test (F-Test): The Effect of Competency and Work Facilities on Employee Performance

The F-test is conducted to determine whether competency and work facilities simultaneously influence employee performance. The results are presented in the table below:

Table 8. F-Test Results: The Effect of Competency and Work Facilities on Employee Performance

Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	678.253	2	339.126	62.407
	Residual	331.481	61	5.434	
	Total	1009.734	63		

Source: Data Processed by SPSS (2025)

Based on the table above, the significance value is 0.000, which is less than 0.05, and F-calculated (62.407) > F-table (3.15). Therefore, H_a is accepted, and H_o is rejected, meaning competency and work facilities simultaneously have a significant influence on employee performance at PT. Riau Media Televisi Pekanbaru.

Multiple Linear Regression Test: The Influence of Competency and Work Facilities on Employee Performance

The multiple linear regression test is conducted to determine the relationship between the independent variables, namely competency and work facilities, and the dependent variable, which is employee performance at PT. Riau Media Televisi Pekanbaru. This multiple linear regression test was performed using SPSS 23. The results of the data analysis can be seen in the table below:

Table 9. Results of the Multiple Linear Regression Test on the Influence of Competency and Work Facilities on Employee Performance

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Std. Error	Beta	
1 (Constant)	3.110	2.463		1.263
Competency	.346	.054	.587	6.453

Work Facilities	.294	.083	.322	3.540
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Source: Data Processed by SPSS (2025)

Based on Table 9, the regression equation can be presented as follows:

$$Y=a+b_1X_1+b_2X_2Y=a+b_1X_1+b_2X_2Y=3.110+0.346X_1+0.294X_2Y=3.110+0.346X_1+0.294X_2$$

The meaning of the values in the above equation is as follows:

- The constant value is **3.110**. This positive value indicates that if competency and work facilities are assumed to be zero, the employee performance level is **3.110**.
- The regression coefficient for the **competency variable (X1)** is **0.346**. This positive value means that for every **1-unit increase in competency**, employee performance will increase by **0.346**.
- The regression coefficient for the **work facilities variable (X2)** is **0.294**. This positive value means that for every **1-unit increase in work facilities**, employee performance will increase by **0.294**.

Coefficient of Determination (R²) Test Results

Coefficient of Determination (R²) Test: The Effect of Competency and Work Facilities on Employee Performance

The coefficient of determination (R²) is used to determine how much competency and work facilities influence employee performance. The results are presented below:

Table 10. R² Test Results: The Effect of Competency and Work Facilities on Employee Performance

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.820	0.672	0.661	2.331

Source: Data Processed by SPSS (2025)

Based on Table 10, the obtained R² (R Square) value is 0.672 or 67.2%. This means that 67.2% of the variation in employee performance is explained by competency and work facilities, while the remaining 32.8% is influenced by other factors not included in this study.

Discussion

The Influence of Competence on Employee Performance According to Dieva & Swasti (2024), competence refers to the ability to perform tasks based on skills, knowledge, and work attitudes. The analysis shows that among the six dimensions of competence, skills play the most dominant role in supporting employee performance at PT. Riau Media Televisi Pekanbaru, particularly in production and marketing. Employees with strong skills can complete tasks more efficiently and produce high-quality results. Meanwhile, interest scored the lowest, highlighting the need for the company to provide training aligned with employees' passions to enhance their performance. This finding is consistent with the study by Ismail et al. (2020), which emphasizes that skill development directly impacts employee effectiveness and efficiency in media-related industries.

The findings indicate that competence has a significant positive impact on employee performance. The better an employee's competence, the higher their productivity. This aligns with Sedarmayanti (2018), who stated that competence is a key factor in predicting and improving employee performance. This research also supports Anjani (2019), who found that competence plays a crucial role in boosting productivity in different organizational settings. Additionally, Albrecht

et al. (2019) highlight that competency frameworks improve job performance by aligning employee skills with organizational goals.

The Influence of Workplace Facilities on Employee Performance Alma (2018) defines workplace facilities as physical resources that help employees work more effectively and boost their motivation to achieve organizational goals. The analysis reveals that facilities tailored to employees' needs are the most critical factor in creating a conducive work environment. PT. Riau Media Televisi Pekanbaru provides essential facilities such as adequate production equipment and comfortable workspaces, contributing to increased employee performance. However, improvements in facility organization are necessary to enhance work efficiency further. This is supported by the findings of Tjahjono et al. (2021), who emphasize that well-structured workplace facilities reduce employee stress and enhance focus, leading to higher productivity.

The study confirms that workplace facilities significantly influence employee performance. Better facilities lead to higher productivity and job satisfaction. These findings align with Prasetyo (2020), who emphasized that well-equipped workplaces enhance employee comfort and efficiency. Additionally, Nurhadian (2019) found that workplace facilities play a crucial role in improving civil servant performance in a different sector, further reinforcing the importance of a well-structured work environment. Moreover, Ahmad & Schroeder (2021) demonstrate that modern workspaces contribute to employee engagement and performance by fostering collaboration and innovation.

The Influence of Competence and Workplace Facilities on Employee Performance Employee performance is assessed through several dimensions, including efficiency and work quality (Widarko & Anwarodin, 2021). The analysis indicates that efficiency is the most dominant factor in driving productivity, while work quality requires more attention. PT. Riau Media Televisi Pekanbaru can improve employee performance by providing regular training and setting clear work quality standards. These results align with the research of Brown et al. (2020), which found that a combination of employee competency and a well-facilitated work environment enhances both individual and team performance.

The findings reveal that competence and workplace facilities collectively have a significant impact on employee performance. Employees perform better when they possess strong competencies and are supported by well-equipped workplaces. The substantial influence of these variables suggests that the company should focus on skill development and optimal facility provision to enhance overall performance. This study aligns with Rahmawati (2020), who found that competence and workplace facilities positively influence customer service employees' performance at Lazada Indonesia. These findings further reinforce that a combination of strong competence and well-managed workplace facilities leads to better performance, job satisfaction, and organizational success. Additionally, research by Williams & Anderson (2022) indicates that investing in both human capital and workplace infrastructure is essential for sustaining competitive advantage in the digital media industry.

5. Conclusion

Based on the research conducted on the influence of compensation and work environment on employee morale at PT. Riau Media Televisi Pekanbaru, several conclusions can be drawn. Overall, employee competence is categorized as good, with the highest score in the skills dimension and the lowest in interest. Workplace facilities are also considered good, with the highest rating for meeting employee needs and the lowest for proper arrangement. Employee performance, assessed through quantity, quality, efficiency, initiative, and compliance, shows efficiency as the highest-

rated dimension, while quality is the lowest. This highlights the need for improvement in work quality through training and clear performance standards. Furthermore, competence and workplace facilities have a significant positive impact on employee performance, indicating that strong competencies and well-structured facilities enhance overall productivity.

To improve employee competence, PT. Riau Media Televisi Pekanbaru should focus on enhancing employee interest by providing training opportunities aligned with their passions. In terms of workplace facilities, better organization and layout planning are recommended to optimize efficiency. Ensuring that frequently used equipment is easily accessible can improve workflow. Regarding employee performance, particularly in quality, regular training and workshops should be implemented to enhance skills and knowledge. Additionally, establishing clear and measurable work quality standards will help employees understand the company's expectations, ultimately improving overall performance.

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