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The Influence of Motivation and Work Environment on Employee Performance at the Environmental Service Office of Serang City, Banten

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ABSTRACT

This study aims to determine the effect of motivation and work environment on employee performance at the Environmental Service Office in Serang City, Banten. The method used is explanatory research with analytical techniques using statistical analysis with regression, correlation, determination and hypothesis testing. The results of this study motivation significantly influence employee performance by 47.8%, hypothesis testing obtained t count > t table or (7,774 > 1,997). The work environment has a significant effect on employee performance by 42.6%, hypothesis testing is obtained t count > t table or (7.003 > 1.997). Motivation and work environment simultaneously have a significant effect on employee performance with the regression equation Y = 7.927 + 0.439X1 + 0.371X2, and the contribution of the influence is 58.3%, hypothesis testing is obtained F count > F table or (45.379 > 2,750).

Keywords: Motivation, Work Environment, Employee Performance

INTRODUCTION

Human resources are an essential factor in an organization. The success of the organization cannot be separated from the performance of the organization. Therefore, the role of human resources has a strategic position in supporting the success of the organization. Hasibuan (2012) states that "management is the science and art of regulating the relationship and the role of the workforce to be effective and efficient, helping the realization of the company's goals, employees and society."

A similar opinion was also conveyed by Suhariadi (2013) "Management is a process of utilizing and utilizing resources, be it financial resources, machines, materials, methods, and human resources to achieve the set organizational goals. To achieve the goals that have been set, integrating, coordinating, and dividing tasks among the available resources in the organization is very important to support these goals. Along with this, what is meant by the term human resource management is the utilization for the development, assessment, provision of remuneration. Management of individual members of the organization or group of employees is directed to achieve organizational goals. One of the things that must be the company's main concern is how to maintain and manage the work environment of employees at work so that they always focus on company goals. Maintaining the employee's work environment is very important because the work environment underlies every individual to act and do something. With a high work environment, employees will be more active in carrying out their work. According to Wibowo (2014) argues "The work environment is a process that causes intensity, direction, and individual persistence to reach the peak."

In addition to work environment factors, the work environment where the employee works are also crucial in improving employee performance. A suitable work environment can support the implementation of work so that employees have

the enthusiasm to work and improve employee performance, while the incompatibility of the work environment can create discomfort for employees in carrying out their duties.

Work environment factors can be in-office physical conditions, including lighting, air temperature, and others, that can improve a conducive atmosphere and work spirit and affect employee performance (Sedarmayanti, 2001). According to Mangkunegara (2006), "The work environment includes clear job descriptions, adequate authority, challenging work targets, communication patterns, harmonious working relationships, dynamic work climate, career opportunities, and adequate work facilities." Meanwhile, an unsatisfactory work environment can reduce morale and ultimately reduce employee productivity. Ahyari, (1986).

A comfortable work environment can encourage employees to work for employees to provide work performance towards achieving goals. Thus the company will continue to exist in its business development. It can be said that a good work environment will support good employee productivity as well. In the research, Hawthorne (cited by Henry Simamora) concluded that the interaction and attention that researchers paid to employees caused their productivity to soar. Elton Mayo and Fritz Roethlisberger, who researched Hawthorne, also found that employees' feelings, emotions, and sentiments are strongly influenced by working conditions such as group relationships, leadership style, and management support.

Law No. 25 of 2004 concerning the National Development Planning System and Law No. 32 of 2OO4 concerning Regional Government mandates that the Regional Work Units compile a Strategic Plan (Renstra) as a five-year medium-term planning document. In order to implement these provisions, the Environmental Office of the Province of Serang City, Banten, has prepared a Strategic Plan for the year 2A17-2022, which is a planning document to direct the services of the Environmental Service in particular and regional development in general within the next 5 (five) years.

The Strategic Plan that has been prepared is not meaningful without being followed up with implementation. Commitment and a high work environment are needed to carry out the plans that have been prepared. It is hoped that this Strategic Plan can be used as a guideline and direction to achieve the goals of the Environment Agency to support the direction and policies of regional development in the next 5 (five) years. The Environment Agency was formed since the stipulation of Governor Regulation No. 284 of 2016 concerning Organization and Work Procedure of the Environmental Service at the end of December 2016. This service was formed from the merger of the Sanitation Service and the Regional Environmental Management Agency (BPLHD).

The Department of the Environment is the implementing elements of the administration of government affairs in the environmental field, which carries out environmental protection and management and hygiene management. The Environmental Service is led by a Head of Service under responsible to the Governor through the Regional Secretary. In carrying out his duties, the Head of Environmental Service was assisted by a Deputy Head of the Service, under responsible to the Head of the Service. Thus, all employees must be able to implement the policies made by carrying out the functions of strategic plans, implementing policies, supervising, conducting coaching, monitoring, evaluating, and handling the implementation of work that does not reach the target.

According to Mangkunegara (2011), "Performance results in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him." The performance of employees at the Environmental Service Office of Serang City, Banten, is considered to need improvement still to fulfill and serve the community well.

Based on the background of the problem above, the researchers are interested in researching the problem of the work environment, work environment, and the influence on employee performance, for that the title that the author takes is "The Influence of Motivation and Work Environment on Employee Performance at the Serang City Environmental Service Office, Banten."

Literature review

Motivation

According to Maslow in Sutrisno (2014: 55), motivation is the provision of a driving force that creates the enthusiasm of a person's work so that they are willing to work together, work effectively, and are integrated with all their efforts to achieve job satisfaction. Employee work motivation is influenced by many needs, which are then derived from these needs factors into indicators to determine employee work motivation, which is described as follows: Physiological needs (physiological need), Safety needs (safety need), Social needs (Social need), The need for esteem (esteem need), the need for self-actualization (self-actualization need)

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Work environment

The work environment is the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and groups. Sedarmayanti (2015:21). The indicators of the work environment are as follows: Lighting, Air circulation, Size and layout of the workspace, Privacy of the workspace, Cleanliness, Noise, Use of color, Office equipment, Work security, Music in the workplace.

Employee Performance

According to Mangkunegara (2016: 75), performance is the result of work in quality and quantity achieved by an employee in carrying out his duties by the responsibilities given to him. The indicators used are as follows: Quality of work, Quantity of work, Implementation of Duties, Responsibilities

METHOD

Population

The population in this study amounted to 68 respondents from the Environmental Service Office in Serang City, Banten

Sample

The sample in this study amounted to 68 respondents.

Types of research

The type of research used is associative, where the aim is to determine the effect of the independent variables on the dependent variable, either partially or simultaneously

Data analysis method

In analyzing the data, used instrument test, classical assumption test, regression, coefficient of determination, and hypothesis testing.

RESULT and DISCUSSION

Research results

1. **Descriptive Analysis**
   This test is used to determine the minimum and maximum scores, mean scores, and standard deviations of each variable. The results are as follows:

Table 1. Results of Descriptive Statistics Analisis Analysis

Descriptive Statistics

	N	Minimum	Maximum	mean	Std. Deviation
Motivation (X1)	68	30	47	37.56	3,763
Work environment (X2)	68	29	48	38.65	3.640
Employee Performance (Y)	68	31	47	38.74	3,471
Valid N (listwise)	68				

Motivation obtained a minimum variance of 30—a maximum variance of 47 with a mean score of 3.758 with a standard deviation of 3.763. Work environment obtained a minimum variance of 29 and a maximum variance of 48 with a mean score of 3.865 with a standard deviation of 3.640. Employee performance obtained a minimum variance of 31 and a maximum variance of 47 with a mean score of 3.874 with a standard deviation of 3.471.

2. Quantitative Analysis.

This analysis is intended to determine the effect of the independent variable on the dependent variable. The test results are as follows:

a. Multiple Linear Regression Analysis

This regression test is intended to determine changes in the dependent variable if the independent variable changes. The test results are as follows:

Table 2. Multiple Linear Regression Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	7.927	3.266		2.427	.018
	Motivation (X1)	.439	.089	.475	4,935	.000
	Work environment (X2)	.371	.092	.389	4.038	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the regression equation Y = 7.927 + 0.439X1 + 0.371X2 is obtained. From these equations, it is explained as follows:

1) A constant of 7.927 means that if there is no motivation and work environment, there is an employee performance value of 7.927 points.
2) The motivation regression coefficient is 0.439; this number is positive, meaning that every time there is an increase in motivation of 0.439, the employee's performance will also increase by 0.439 points.
3) The work environment regression coefficient is 0.371; this number is positive, meaning that every time there is an increase in the work environment of 0.371, the employee's performance will also increase by 0.371 points.

b. Correlation Coefficient Analysis

Correlation coefficient analysis is intended to determine the level of strength of the relationship of the independent variable to the dependent variable either partially or simultaneously. The test results are as follows:

Table 3. Results of Testing the Correlation Coefficient of Motivation on Employee Performance.

Correlationsb

		Motivation (X1)	Employee Performance (Y)
Motivation (X1)	Pearson Correlation	1	.691**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.691**	1
	Sig. (2-tailed)	.000	

**. Correlation is significant at the 0.01 level (2-tailed).
b. Listwise N=68

The test results obtained a correlation value of 0.691, meaning that motivation has a solid relationship to employee performance.

Table 4. Results of Testing the Correlation Coefficient of Work Environment on Employee Performance.

Correlationsb

		Work environment (X2)	Employee Performance (Y)
Work environment (X2)	Pearson Correlation	1	.653**
	Sig. (2-tailed)		.000
Employee Performance (Y)	Pearson Correlation	.653**	1
	Sig. (2-tailed)	.000	

**. Correlation is significant at the 0.01 level (2-tailed).
b. Listwise N=68

The test results obtained a correlation value of 0.653, meaning that the work environment has a solid relationship to employee performance.

Table 5. Results of Testing the Correlation Coefficient of Motivation and Work Environment Simultaneously on Employee Performance.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.763a	.583	.570	2.277

a. Predictors: (Constant), Work environment (X2), Motivation (X1)

The test results obtained a correlation value of 0.763 means that motivation and work environment simultaneously have a solid relationship to employee performance.

c. Coefficient of Determination Analysis

The analysis of the coefficient of determination is intended to determine the influence percentage of the independent variable on the dependent variable either partially or simultaneously. The test results are as follows:

Table 6. Results of Testing the Coefficient of Determination of Motivation on Employee Performance.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.691a	.478	.470	2,527

a. Predictors: (Constant), Motivation (X1)

Based on the test results, the determination value is 0.478, meaning that motivation has an influence contribution of 47.8% on employee performance.

Table 7. The Test Results of the Coefficient of Determination of the Work Environment on Employee Performance.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.653a	.426	.418	2,649

a. Predictors: (Constant), Work environment (X2)

Based on the test results, the determination value is 0.426, meaning that the work environment has an influence contribution of 42.6% on employee performance.

Table 8. Results of the Coefficient of Determination of Motivation and Work Environment on Employee Performance.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.763a	.583	.570	2.277

a. Predictors: (Constant), Work environment (X2), Motivation (X1)

Based on the test results, the determination value is 0.583, meaning that motivation and the work environment simultaneously have a 58.3% influence on employee performance, while other factors influence the remaining 41.7%.

Hypothesis testing with a t test is used to determine which partial hypothesis is accepted. The first hypothesis: There is a significant effect of motivation on employee performance. The second hypothesis: There is a significant effect of the work environment on employee performance.

d. Hypothesis testing

Partial hypothesis test (t-test)

Table 9. Results of Motivation Hypothesis Testing on Employee Performance.

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	14,783	3.096		4.774	.000
	Motivation (X1)	.638	.082	.691	7,774	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t arithmetic > t table or (7.774 > 1.997), thus the first hypothesis proposed that there is a significant influence of motivation on employee performance is accepted.

Table 10. Hypothesis Test Results Work Environment on Employee Performance

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	14,671	3.451		4.251	.000
	Work environment (X2)	.623	.089	.653	7.003	.000

a. Dependent Variable: Employee Performance (Y)

Based on the test results in the table above, the value of t arithmetic > t table or (7.003 > 1.997), thus the second hypothesis proposed that there is a significant effect of the work environment on employee performance is accepted.

Simultaneous Hypothesis Testing (F Test)

Hypothesis testing with the F test is used to determine which simultaneous hypothesis is accepted. The third hypothesis There is a significant influence between motivation and work environment on employee performance.

Table 11. Hypothesis Test Results of Motivation and Work Environment on Employee Performance.

ANOVAa

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	470,364	2	235,182	45,379	.000b
	Residual	336,871	65	5.183		
	Total	807,235	67			

a. Dependent Variable: Employee Performance (Y)
b. Predictors: (Constant), Work environment (X2), Motivation (X1)

Based on the test results in the table above, the calculated F value > F table or (45.379 > 2.750), thus the third hypothesis proposed that there is a significant influence of motivation and work environment on employee performance is accepted.

Discussion of Research Results

The Effect of Motivation on Employee Performance

Motivation has a significant effect on employee performance with a correlation of 0.691 or has a strong relationship with a contribution of 47.8%. Testing the hypothesis obtained the value of t arithmetic > t table or (7.774 > 1.997). Thus the first hypothesis proposed that there is a significant effect between motivation on employee performance is accepted.

The Influence of the Work Environment on Employee Performance Kinerja

The work environment has a significant effect on employee performance with a correlation of 0.653 or has a strong relationship with 42.6% influence. Testing the hypothesis obtained the value of t arithmetic > t table or (7.003 > 1.997). Thus the second hypothesis proposed a significant effect between the work environment on employee performance is accepted.

The Influence of Motivation and Work Environment on Employee Performance

Motivation and work environment have a significant effect on employee performance with the regression equation Y = 7.927 + 0.439X1 + 0.371X2, the correlation value is 0.763 or has a strong relationship with the contribution of 58.3% influence while other factors influence the remaining 41.7%. The calculated F value obtains hypothesis testing> F table or (45.379 > 2.750). Thus the third hypothesis proposed that there is a significant effect between motivation and work environment on employee performance is accepted.

Conclusions and suggestions

Conclusion

1. Motivation has a significant effect on employee performance, with a contribution of 47.8%. Hypothesis test obtained value of t count > t table or (7,774 > 1,997).
2. The work environment has a significant effect on employee performance with an influence contribution of 42.6%. Hypothesis test obtained value of t count > t table or (7.003 > 1.997).
3. Motivation and work environment has a significant effect on employee performance with a contribution of 58.3% influence while other factors influence the remaining 41.7%. The calculated F value obtains hypothesis testing> F table or (45.379 > 2.750).

Suggestion

Based on the conclusions that have been conveyed, the authors give suggestions as follows:

1. The Serang City, Banten Government should continue to provide programmatic

guidance to employees to have an optimal work spirit in serving the community.
2. Convenience in working related to the environment and supporting infrastructure for work must be considered considering that technology development greatly helps smooth work.
3. The Serang City, Banten Government must always carry out continuous work assessments to see which work programs have been successful and have not been successful as a reference in further performance.

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