THE INFLUENCE OF WORK ENVIRONMENT AND WORK MOTIVATION
ON EMPLOYEE PERFORMANCE

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ABSTRACT

This research aims to determine how much positive and significant influence the work environment and work motivation have on the performance of Satpol PP employees and Subdistricts in the North Bambu City Region, West Jakarta, partially or simultaneously. The research method uses quantitative with a descriptive quantitative approach. The population used in this research were 80 employees of the Satpol PP and North Bambu City District, West Jakarta; the sample used was 60 employees. Data testing uses multiple linear regression tests. The research results show that the Work Environment variable partially and significantly affects the Employee Performance variable. The work motivation variable has a partial and significant effect on employee performance. Work Environment and Work Motivation variables simultaneously and significantly influence employee performance.
Keywords: Work Environment, Work Motivation, Employee Performance

1. INTRODUCTION

In this era of globalization, advances in science and technology significantly impact the survival and growth of organizations in society. Human resources are the key to an organization's success in achieving its goals. Effective human resource management is essential to ensure the survival and progress of an organization. However, amid the pandemic, many agencies need help managing human resources, resulting in decreased productivity and difficulty carrying out duties. Empowering human resources crucial for improving individual and organizational performance.

Performance includes the quantity and quality of the achievement of tasks, whether individual, group, or organizational. The level of performance can be measured by how much and how well the tasks are carried out. The quantity aspect refers to the amount of work completed, while the quality aspect relates to the work's level of order and accuracy. According to Mangkunegara (2017), performance is the work result an employee achieves in carrying out his duties by the responsibilities given.

Many factors influence performance, such as work environment, motivation, compensation, discipline, job satisfaction, and organizational culture. In this research, the main focus is on work environment factors and work motivation that influence performance. For Satpol PP and Kota Bambu Utara sub-district employees, there was a decline in performance caused by several factors, including the work environment and work motivation. A work environment that is not conducive can impact employees' emotions, causing difficulties in concentration, unstable emotions, delays, and so on. As a result, these agencies' work results must reach optimal levels.

Field data shows that employee performance at the Satpol PP office and Kota Bambu Utara Subdistrict, West Jakarta, in 2020 received an employee performance score of 77%. In 2021, it decreased to 79% due to several employees needing more work assignments and official ties they were carrying out. Because the conditions at that time coincided with the COVID-19 pandemic, several employees received many demands for work from superiors (urgent) orders; of course, this experienced only a slight increase in employee performance. In 2022, it has decreased to 78%, which means it has not been able to exceed the performance value in 2021%. It can be concluded that there are currently problems with employee performance. Using work environment and motivation variables in this research will help evaluate employee performance.

The work environment plays a vital role in influencing employee performance. According to Afandi (2018), the work environment includes all elements around employees that can influence the implementation of their duties, such as air conditioning, lighting, and other factors. The work environment significantly impacts employee performance, so agencies must ensure an adequate work environment that meets standards. Good working environment conditions include optimal activities, health, and comfort. An inadequate work environment can result in the use of more energy and time and does not support the efficiency of the work system. Agencies must ensure a good work environment that meets standards to support optimal performance. Poor working conditions can hinder employee efficiency and health.

Field data shows that working environmental conditions in the Satpol PP and Kota Bambu Utara Subdistrict, West Jakarta, still need to improve, such as security indicators; I am afraid I have to disagree. There needs to be more environmental conduciveness when working at night because there are still many lights in the outside area that are not on. Then, regarding the layout indicators, it is not suitable because, according to what I observed, the layout of the table placement is not regular, so it feels cramped in the room. Overall, in the work environment, including lighting that causes eye discomfort, the effect of color on comfort, air circulation problems, especially in meeting rooms, and layouts that need to be improved to ensure a broader and more efficient space.

Work motivation is also a critical factor in encouraging employee performance. Understanding the motivation of individuals working in organizations is essential to direct their behavior by organizational goals. Sedarmayanti (2017) states that motivation is internal and external encouragement that encourages someone to act. Work motivation is a factor that triggers a person's enthusiasm and work performance. Motivation is the driving force that directs individuals toward goals, and organizations need to understand employee motivation to direct their behavior to organizational goals. The role of humans in achieving organizational goals is vital, and understanding human motivation is critical in moving them to work according to organizational expectations. Thus, individual behavior at work is a reflection of existing motivation. Field data shows the causes of work motivation of employees in Satpol PP and Kota Bambu Utara Subdistrict, West Jakarta. I am afraid I have to disagree with work indicators because several employees experience work demands that are not as appropriate as they should be. Likewise, promotion indicators disagree because many employees with educational degrees only sometimes get positions.

Factors such as work environment and work motivation have a significant role in influencing employee performance. A conducive work environment is critical to support optimal employee performance. Safety, layout, lighting, and air circulation are essential in creating a healthy and productive work environment. However, field data shows that the work environment in the Satpol PP and Kota Bambu Utara Subdistrict, West Jakarta, still needs to be improved, with several deficiencies that need to be immediately corrected to improve employee performance. On the other hand, work motivation is also a critical factor in encouraging employee performance. Understanding individual motivation is essential in directing their behavior according to organizational goals. However, field data shows several obstacles related to work motivation in the Satpol PP and Kota Bambu Utara Subdistrict, West Jakarta, such as disproportionate work demands and a need for more clarity in the job promotion process. By considering the importance of the work environment and work motivation in influencing employee performance, this research aims to identify the influence of these two factors on employee performance in the region. The research results will provide valuable insight for relevant agencies in efforts to improve employee performance and achieve organizational goals more effectively.

2. RESEARCH METHODS

The research method used in this study is quantitative research. Quantitative research is a research approach based on the philosophy of positivism, which aims to test hypotheses that have been applied using quantitative data. This method collects data from a specific population or sample using research instruments, and data analysis is carried out quantitatively/statistically (Sugiyono, 2017). This quantitative research aims to develop and apply mathematical models, theories, and hypotheses according to existing facts in the field (Yusuf, 2017). This type of research is included in the category of causal associative research, which aims to determine the cause-and-effect relationship between the variables studied.

The research was located at the West Jakarta Civil Service Satpol PP Office, specifically in the Kota Bambu Utara sub-district area. Meanwhile, the research time includes various stages of research preparation, which are carried out by the plan that has been prepared. The population in this study consisted of all employees of the Satpol PP Office, Kota Bambu Utara, West Jakarta, and totaled 80 people. Meanwhile, the sample used was 60 respondents, who were selected using purposive sampling. This sampling technique was chosen because it allows researchers to select respondents who meet specific criteria relevant to the research objectives. Data is collected through a questionnaire containing certain written statements to obtain information about the work environment, work motivation, and employee performance. The questionnaire uses a Likert scale as an answer criterion, which allows respondents to express their level of agreement or disagreement with the statements given (Sugiyono, 2017). After the data was collected, data analysis was carried out using statistical techniques to test the hypotheses formulated in this research.

3. RESULTS AND DISCUSSION

3.1 Validity and Reliability Test

Table 1. Validity Test of Work Environment Variables

Statement	rcount	rtable	Decision
P1	0.722	0.306	Valid
P2	0.731	0.306	Valid
P3	0.728	0.306	Valid
P4	0.814	0.306	Valid
P5	0.821	0.306	Valid
P6	0.811	0.306	Valid
P7	0.865	0.306	Valid
P8	0.725	0.306	Valid
P9	0.714	0.306	Valid
P10	0.690	0.306	Valid

Source: Data processed with SPSS 26 (2023)

Table 2. Validity Test of Work Motivation Variables

Statement	rcount	rtable	Decision
P1	0.713	0.306	Valid
P2	0.725	0.306	Valid
P3	0.792	0.306	Valid
P4	0.836	0.306	Valid
P5	0.785	0.306	Valid
P6	0.796	0.306	Valid
P7	0.843	0.306	Valid
P8	0.863	0.306	Valid
P9	0.665	0.306	Valid
P10	0.857	0.306	Valid

Source: Data processed with SPSS 26 (2023)

Table 3. Validity Test of Employee Performance Variables

Statement	rcount	rtable	Decision
P1	0.854	0.306	Valid
P2	0.795	0.306	Valid
P3	0.635	0.306	Valid
P4	0.784	0.306	Valid
P5	0.719	0.306	Valid
P6	0.832	0.306	Valid
P7	0.771	0.306	Valid
P8	0.818	0.306	Valid
P9	0.825	0.306	Valid
P10	0.843	0.306	Valid

Source: Data processed with SPSS 26 (2023)

Based on the results of the validity test, it can be seen that the value of rcount > rtable 0.306, thus it can be concluded that all statement items in the indicator variables of this research are all valid, so that all statements in the questionnaire are suitable as instruments for measuring research data.

Table 4. Reliability Test

No	Variable	Cronbach Alpha	Criteria	Decision
1	Work environment	0.825	> 0.60	Reliable
2	Work motivation	0.865	> 0.60	Reliable
3	Performance	0.886	> 0.60	Reliable

Source: Data processed with SPSS 26 (2023)

Based on table 4, it can be seen that each work environment variable, work motivation and employee performance, has a Cronbach Alpha value > 0.60, thus the results of the reliability test for all variables are reliable, so that all question items can be trusted and can be used for further research.

3.2. Classic Assumption Test
3.2.1 Data Normality Test

Table 5. Data Normality Test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		60
Normal Parameters, b	Mean	.0000000
	Std. Deviation	4.63169692
Most Extreme Differences	Absolute	0.099
	Positive	0.083
	Negative	-0.099
Statistical Tests		0.099
Asymp. Sig. (2-tailed)		,200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.
   Source: Data processed with SPSS 26 (2023)

The results of the Kolmogorov-Smirnov normality test show an Asymptotic Significance (2-tailed) value of 0.200. This value shows the probability that the data distribution is taken from a normally distributed sample.

3.2.2 Multicollinearity Test

Table 6. Multicollinearity Test

	Collinearity Statistics	
Model	Tolerance	VIF
1 (Constant)		
Work environment(X1)	,525	1,817
Motivation (X2)	,525	1,817

a. Dependent Variable: Employee Performance
Source: SPSS 26 Data Processing Results (2023)

Based on this table, it can be concluded that the tolerance value between independent variables has a value greater than 0.10 and the Variance Inflation Factor (VIF) value is smaller than 10. This shows that there is no significant correlation between the independent variables in the regression model.
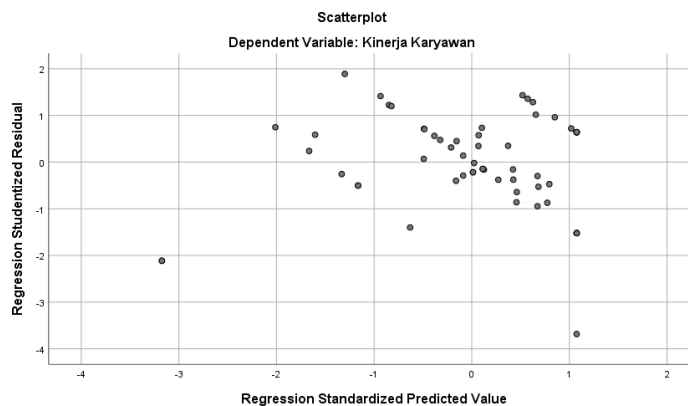
3.3 Heteroscedasticity Test

Figure 1. Heteroscedasticity Test Results

Based on Figure 1, it can be seen that the dots are spread out and do not form a clear pattern. So it can be concluded that there is no heteroscedasticity problem in this research.

3.4 Autocorrelation Test

Table 7. Autocorrelation Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,802a	0.643	0.632	4,611	1,723

Source: SPSS 26 Data Processing Results (2023)

Based on table 7, autocorrelation testing using the Durbin Watson test can be seen that the Durbin Watson value of 1.723 is in the interval 1.55 – 2.46 so it can be concluded that the data in this research variable does not contain autocorrelation.

3.5 Multiple Linear Regression

Table 8. Multiple Linear Regression

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,814	2,704		5,234	0,000
Work environment	0.270	0.067	0.514	4,519	0,000
Motivation	0.412	0.075	0.409	3,418	0,000

a. Dependent Variable: Performance

Based on the results obtained from the multiple linear regression analysis above, a regression equation Y = 9.814 + 0.270X1 + 0.412X2 can be created. The interpretation of the multiple linear regression equation is as follows:
a. A constant value of 9.814 indicates that if the value of the Work Environment and Work Motivation variables is zero or does not change, then the Employee Performance value will remain at 9.814.
b. The regression coefficient for the Work Environment variable (X1) is 0.270, indicating that if the value of the Work Environment variable increases by one point, assuming the value of the Work Motivation variable remains constant, then the Employee Performance value will increase by 0.270
c. The regression coefficient for the Work Motivation variable (X2) is 0.412, indicating that if the value of the Work Motivation variable increases by one point, assuming the value of the Work Environment variable remains constant, then the Employee Performance value will increase by 0.412.

Table 9. Simultaneous Tests
ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2578,029	2	1289,014	78,040	,000b
Residual	1265,704	57	22,205		
Total	3843,733	59			

a. Dependent Variable: Performance
b. Predictors: (Constant), Motivation, Work environment

Based on Table 9, the F value obtained is 78.040 > F Table 3.16 with a significance level of 0.000 < 0.05. Thus, Ho is rejected, and Ha is accepted, meaning that simultaneously, the Work Environment and Work Motivation positively and significantly influence employee performance. Furthermore, table 7 shows that the correlation value between the variables Work Environment (X1) and Work Motivation (X2) is 0.802, which is in the interval 0.80 - 1.00, indicating a solid relationship between the two. This means that the variables Work Environment and Work Motivation have a solid relationship with employee performance. Based on Table 7, the coefficient of determination (R-Square) is 0.643. This indicates that the Work Environment and Work Motivation variables contribute 64.3% to Employee Performance.

4. DISCUSSION

The research results show that the work environment significantly influences Satpol PP's performance and sub-district employees' performance in the North Bambu City area, West Jakarta. A conducive work environment can influence employee motivation, well-being, and effectiveness in carrying out duties and responsibilities. A supportive work environment creates a feeling of comfort and security for Satpol PP and sub-district employees. A safe and comfortable environment can increase employee concentration and focus on their work. This allows them to work more efficiently and effectively because they are not distracted by unwanted environmental problems. In addition, a good work environment also includes factors such as social support from colleagues and superiors, as well as open communication channels. Social support from fellow employees can be a source of motivation and emotional support for individuals, increasing job satisfaction and performance. Open communication channels also allow employees to convey ideas, input, or complaints more efficiently, facilitating collaboration and effective problem-solving.

Furthermore, a work environment that promotes self-development and opportunities for learning also contributes to improving the performance of Satpol PP and sub-district employees. When employees feel that they have the opportunity to develop their skills and competencies, they tend to be more motivated to achieve better results in their work. This will also create an innovative and progressive atmosphere in the workplace. On the other hand, physical and operational aspects also play an essential role. For example, adequate work facilities and clean and well-organized environmental conditions can increase efficiency in field or administrative tasks.

The research results show a significant influence of work motivation on employee performance. Work motivation is an internal drive encouraging individuals to achieve goals and carry out their duties well. Work motivation influences employee dedication and commitment to work; when employees feel motivated, they tend to be more enthusiastic and dedicated to carrying out their duties, completing the work well, and achieving the targets set. Apart from that, work motivation can also increase employee productivity; when employees feel motivated, they tend to be more focused and energetic in doing their work. They will use time and resources more efficiently, thereby increasing work output. Work motivation also positively impacts work quality; when employees feel motivated, they tend to be more oriented toward achieving high-quality standards in their work. They will be more careful and thorough in carrying out their tasks, thereby increasing the accuracy and reliability of the work produced.

Furthermore, work motivation also influences the level of innovation and creativity of employees. When employees feel motivated, they tend to be more open to new ideas and are more willing to take risks trying new approaches to their work. This can produce innovative and creative solutions in facing the challenges and problems faced by the organization.

5. CONCLUSION

Based on the results of the research conducted, it can be concluded that to improve the performance of Satpol PP and sub-district employees in the North Bambu City area, West Jakarta, it is necessary to pay attention to and strengthen both a conducive work environment and employee work motivation. Efforts to create a supportive work environment and increase employee work motivation can be an effective strategy in achieving organizational goals and improving the quality of service to the community. A supportive work environment creates a feeling of comfort and security. It facilitates social support and open communication, increasing employee motivation, well-being, and effectiveness in carrying out duties and responsibilities. Apart from that, work motivation also significantly influences employee performance. Work motivation, as an internal drive, influences the level of dedication, commitment, productivity, and quality of work, as well as the level of innovation and creativity of employees. When employees feel motivated, they tend to be more enthusiastic, focused, and oriented toward achieving goals, ultimately contributing to improving individual and organizational performance.

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