

## THE EFFECT OF MOTIVATION AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE (CASE STUDY IN A TELECOMMUNICATIONS COMPANY IN THE CITY OF BANDUNG)

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### **Abstract**

*Researchers conducted research intending to determine the effect of Motivation and Work Environment on Employee Performance in one of the telecommunications companies in the city of Bandung. Furthermore, this research analyzes the factor that has the most dominant influence between motivation and works environment on employee performance in one of the telecommunications companies in the city of Bandung, which is the object of research of as many as 95 employees using a questionnaire. Based on research using path analysis, the variables of motivation and work environment on employee performance in one of the telecommunications companies in the city of Bandung are valid. The conclusions and considering the relationship with the study results are paying attention to motivation and work environment to improve employee performance.*

**Keywords :** *Motivation, Work Environment, Employee Performance*

### **Abstrak**

Peneliti melakukan penelitian dengan tujuan untuk mengetahui pengaruh Motivasi dan Lingkungan Kerja Terhadap Kinerja Karyawan di salah satu perusahaan Telekomunikasi di Kota Bandung. Dan penelitian ini untuk menganalisis faktor yang paling dominan pengaruhnya antara motivasi dan lingkungan kerja terhadap kinerja karyawan di salah satu perusahaan telekomunikasi di Kota Bandung, yang menjadi objek penelitian adalah sebanyak 95 orang karyawan menggunakan kuesioner. Berdasarkan penelitian dengan menggunakan analisis jalur, terlihat bahwa variabel motivasi dan lingkungan kerja terhadap kinerja karyawan di salah satu perusahaan telekomunikasi di Kota Bandung dinyatakan valid. Adapun kesimpulan dan mempertimbangkan hubungan dengan hasil penelitian adalah memperhatikan motivasi dan lingkungan kerja guna meningkatkan kinerja Karyawan.

**Kata kunci :** *motivasi, lingkungan kerja, kinerja karyawan.*

### **INTRODUCTION**

In this era of globalization, employees must work more effectively and efficiently. The company is an organization that gathers people to carry out the company's production activities and serve consumers well. In addition, increasingly fierce competition causes companies to be required to improve competitiveness and good quality, maintain the sustainability of the company and improve the welfare of company owners and employees.

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The development of the telecommunications industry in Indonesia continues to increase even though this industry can compete in the international market. This business competition also has an important impact on business development. Companies create innovations to win the competition in the telecommunications

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industry so that they can compete and have advantages over their competitors. Excellence in the telecommunications industry sector can be achieved but requires serious employee performance management.

Motivation is a condition or energy that drives employees to achieve organizational goals. (Manik & Sidhartha, 2017) Motivation is a set of attitudes and values that influence individuals to achieve specific things according to individual goals.

Motivation is a willingness to carry out high-level efforts to achieve organizational goals through the ability of efforts to meet specific individual needs. (Hersona & Sidharta, 2017)

Thus, motivation is an encouragement that forms the basis of a person's enthusiasm to do something to achieve his goals.

According to Suryadana & Sidharta (2019), A work environment is a place for some groups with several supporting facilities to achieve company goals by the company's vision and mission. The work environment is everything around the workers and can influence them in carrying out their work. (Machmud & Sidharta, 2021).

According to Alali, Braeckman, Van Hecke & Abdel Wahab (2018), The work environment is something that exists in the environment of workers who can influence themselves in carrying out tasks such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace, and the adequacy of tools. Work equipment.

Research conducted by Syaifuddin & Sidharta (2017) and Syahidah, Nurhadian, Adinata & Suherman (2021) shows that motivation

influences employee performance. Meanwhile, Nurhadian's (2019) and Sukdeo's (2017) research shows that work facilities and environments affect employee productivity and performance.

Based on the research problem, the researcher formulates the problem of how much influence motivation and work environment have on employee performance. Moreover, the research objective is to find out and analyze the magnitude of the influence of motivation and work environment on employee performance at one of the telecommunications companies in the city of Bandung.

#### **METHOD**

The research method is a scientific way to obtain data with specific purposes and uses. The type of research conducted by the authors in conducting this research is the verification method, which aims to determine the relationship between each independent and dependent variable and is then tested using hypothesis analysis. The sample in this study was 95 employees at one of the telecommunications companies in the city of Bandung.

This study aims to test the hypothesis to determine the influence of variables on the formulation of the problem and research objectives. Based on this description, this study places Motivation (X1), Work Environment (X2) as the independent variable and Employee Performance (Y) as the dependent or dependent variable.

The measurement of the variable dimension of motivation uses the motivational dimension of McClelland (Hersona & Sidharta, 2017),

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explaining three very important human needs in the organization: The need for achievement to achieve success, namely the ability to achieve standard organizational relationships that have been determined as well as employee struggles to achieve success; The need for power or work authority, namely the need to make people behave in reasonable and wise circumstances in their respective duties and the need for affiliation, namely the desire to make friends and get to know co-workers or employees in the organization. The indicators of the work environment variable in this study are adapted from Nurhadian's theory of opinion (2019). The physical dimension uses the following indicators: *Pencapaian*

#### 1. Lighting

Light is an important thing and the main thing in carrying out work activities. A working environment without proper and appropriate lighting will be the leading cause of poor work quality and efficiency.

#### 2. Air Temperature

Temperature is a variable where there are significant individual differences. Nevertheless, temperature plays an essential role in the workplace environment, especially in how the human body tries to maintain an ideal temperature.

#### 3. Humidity

Humidity relates to air temperature, temperature, humidity, and moving air speed. Heat radiation from the air will affect the state of the human body when receiving or releasing heat from the body.

#### 4. Air Circulation

Organizations need to pay attention to air circulation because, most of the time, employees are in their work area.

#### 5. Noise Level

Noise level is an atmosphere, such as sound, that is disturbing or harmful to health.

Non-physical dimensions use the following indicators:

1. Relations between employees and superiors. The superiors' attitude towards subordinates influences employees in carrying out their activities. Therefore, friendly attitudes, mutual respect, and respect are necessary for achieving company goals.
2. Working relationship with fellow employees working relationship between employees is essential to do the job, especially for employees who work in groups.

Meanwhile, employee performance uses the instrument from Aguinis (2019). The data analysis technique uses path analysis, with the assumption that there is a relationship between the independent variables.

## **RESULT AND DISCUSSION**

### **Validity and Reliability Test**

Validity is a measure that shows the degree of accuracy between the data that occurs on the object with existing data. To find the validity of an item, we correlate the item's score with the total of the items. If the coefficient between the items and the total items is positive and the magnitude is 0.3 or above 0.3 ( $> 0.3$ ), then the item is declared valid. However, if the

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correlation value is below 0.3 ( $< 0.3$ ), the item is invalid and must be corrected. A reliability test is the extent to which measurement results using the same object will produce the same data. The reliability test was carried out jointly for all statements. For the reliability test using the split-half method, the Correlation Between Forms value. Reliable research results occur when there are similarities in data at different times. A reliable instrument is an instrument.

Table 1. Validity and Reliability Test

X1		X2		X3	
Ite m	Correlati on	Ite m	Correlati on	Ite m	Correlati on
1	0.495	1	0.474	1	0.493
2	0.437	2	0.580	2	0.446
3	0.401	3	0.510	3	0.607
4	0.425	4	0.499	4	0.463
5	0.399	5	0.320	5	0.379
6	0.466	6	0.450	6	0.525
7	0.512	7	0.329	7	0.570
8	0.318	8	0.372	8	0.458
9	0.450	9	0.334	9	0.381
10	0.404	10	0.301	10	0.424
11	0.455	11	0.342	11	0.439
12	0.478	12	0.556	12	0.416
13	0.317	13	0.439	13	0.435
14	0.348	14	0.420	14	0.482
15	0.446	15	0.461	15	0.383
Reliability					
<b>Cronbach Alpha</b>					
X1	0,811				
X2	0,812				
X3	0,836				

Based on table 1, all items in the research variables are valid with the reliability test.

Based on the results of the path analysis calculation shows:

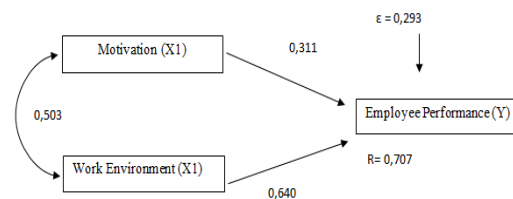


Figure 1. The results of path analysis calculations

Based on Figure 1, the variable Motivation (X1) has a direct effect of 9.6%, an indirect effect through its relationship with the Work Environment (X2) of 10.1%, and the total effect is 19.7%.

Meanwhile, the Work Environment variable (X2) has a direct effect of 49% and an indirect effect through its relationship with Motivation (X1) of 10.1%, so the total effect is 51%.

The description above shows that factors influencing an employee's performance include motivation and the work environment. Both of which affect the level of performance of an employee. The physical and non-physical work environment influences the performance of employees in a company because it originates from the habitual environment and organizational culture that is formed. So if the environment in a company is good, the resulting performance will be good. Conversely, the performance will be high if the work environment is good. Hadian, Machmud & Sukmalana (2021) state several behaviors that impact employee work commitment. Sidharta, Sidik & Affandi (2019) show that employees are an intangible asset contributing to business performance. This is in line with Syaifuddin & Sidharta (2017) that motivation and work environment influence arousing, stimulating,

and maintaining behavior related to employee performance.

The results support previous research, such as Manik & Sidharta (2017) and Syahidah, Nurhadian, Adinata & Suherman (2021), showing that motivation contributes to employee performance. Moreover, research by Nurhadian (2019) and Sukdeo (2017) shows that work facilities and environment affect employee productivity and performance.

### CONCLUSIONS

To increase employee motivation at one of the telecommunications companies in the city of Bandung, employees should be able to take part in social services so that employees can participate directly in these activities. as well as training, employees must be able to complete each task/job and so that there are no more mistakes in completing tasks. To achieve company goals

To improve the work environment at one of the telecommunications companies in the city of Bandung, company leaders should be able to maximize the existing facilities for their employees. Such as minimizing existing noise levels, conducive room temperature, and constantly checking other facilities such as toilets so that employees can work comfortably.

To improve employee performance at one of the telecommunications companies in the city of Bandung, the company should continually evaluate the work of its employees. In addition, companies can provide input to employees so that employees have creative ideas in carrying out work.

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