



Work motivation and work environment in improving employee performance at PT Telkom Witel Banten Persero

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ABSTRACT

Among effective management systems, the importance of human resources is increasing. Employee performance is an essential factor that influences success. In an organization, this is one of the most critical functions of an institution. This research aims to determine the variables influencing employee performance and develop a theoretical basis and research model. This research used an associative descriptive quantitative method with a population of 58 respondents who were drawn into the sample using non-probability sampling, using a saturated/total sampling method. The data analysis technique uses linear regression with the help of SPSS version 26 software. The results of this research show that the first hypothesis states that employee performance is influenced by work motivation, meaning that the higher the work motivation an employee has, the higher the employee's performance. Thus, the second hypothesis states that employee performance is influenced by the work environment, meaning that the better the work environment, the more employee performance will increase. The third hypothesis is that employee performance is influenced by work motivation and work environment, which can simultaneously improve employee performance. This research is expected to provide a theoretical contribution to the literature in this context, of course, in the context of human resource management.

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1. INTRODUCTION

Human resources have an essential role in organizations to achieve competitive advantage. Technological developments and environmental changes make human resources a critical factor in determining the ability of an organization or company in global competition. Human resources are people who design and produce goods and services, monitor quality, market products, allocate financial resources, and formulate all organizational strategies and goals (Gunawan et al., 2022; Puspita & Warsindah, 2021). Human resources or employees are assets, one of the reasons for significant strength in the industry, and are often said to be the spearhead for achieving industrial goals; therefore, the sector needs human resources or individuals who are high-performing so that they can achieve the industrial goals that have been set (Haryadi et al., 2022; Tania et al., 2021). The quality of employees is an essential part of the organization's competitive advantage. Agencies have qualified workers so that the organization can develop, fulfill its ability to activities on productivity, is for its customers, and significantly ensure customer satisfaction (Amin et al., 2023; Riyanto et al., 2022; Setyowati et al., 2023).

An aspect that can be a benchmark for a company in managing its human resources is employee performance. Employees can perform specific skills. The extent to which employees can carry out their assigned tasks will be known through their performance (Sinambela, 2019; Yusuf *et al.*, 2021). Performance is a reflection of the income level of the application of an activity program or policy in creating targets, vision goals, and objectives as outlined through necessary programming in a company (Isabel *et al.*, 2021; Purnamasari *et al.*, 2023; Yumhi *et al.*, 2023). That way, each employee needs to know precisely the responsibilities and capabilities to achieve and correctly measure their success markers (Haryadi, 2022; Haryadi & Wahyudi, 2020). Performance is the overall achievement or level of success of an employee during a specific period or by comparing the tasks carried out or with various parameters measuring success, namely assessment of standard work results, goals or targets notifications or that have been determined in advance and have been approved Together (Haryadi, Setiawati, & Juhandi, 2022; Widodo, 2020).

Every humanist is a person who, every day, those ordinary positions are also those who are lazy. This has fundamentals that encourage someone to be willing to do work. This is because of motivation (Agusra *et al.*, 2021). Motivation to do so inspires creative performance and shows workers how much the organization cares (Putri & Frianto, 2019). The most popular motivation results or performance. Therefore, if employee motivation can be increased, efficiency will occur, and there will be no decrease in alignment (Putri & Frianto, 2019). The argument above firmly states that employee motivation is essential for an organization's growth, development, and success, regardless of size. The most significant interest of any institution should be to exploit its profits, and this can be primarily achieved by depending on various resources such as human resources (Connelly & Torrence, 2018; Rahmatullah, Ramdanyah, Kambara, & Haryadi, 2022).

One factor that can improve employee performance is a healthy, safe, and harmonious work environment. The work environment is all things or elements that can directly influence an organization, positively affecting employee performance and satisfaction (Sihaloho & Siregar, 2019). The work environment is the atmosphere or working conditions around the work location. The work environment can include space, layout, facilities, structure, and working relationships with colleagues (Ghalib & Sary, 2020). The work environment is a place where employees carry out activities every day. The work environment can affect employee emotions. Employees who like their work environment will feel at home and carry out their activities to use their working time effectively (Hutabarat *et al.*, 2019).

PT Telkom Witel Banten is one of the companies of PT Telekomunikasi Indonesia Tbk, a State-Owned Enterprise (BUMN) whose business sector provides telecommunications services for the public. The problem closely related to low performance is that there are still obstacles faced in achieving organizational goals, such as a lack of interest in completing work on time and not returning quickly after the lunch break; this has quite an impact on employee work results because it will slow down the completion of work prepared on time. The research results show that motivation influences employee performance. The higher the employee's motivation, the more directly the employee's performance will increase. Therefore, companies should seek ways to regenerate employee motivation to improve performance. And the work environment has a considerable influence on employee performance. Working environmental conditions are considered excellent or suitable if people can carry out their activities optimally, healthily, safely, and comfortably. A good work environment can also support work activities so employees have work enthusiasm and improve employee performance. The work environment can create binding work relationships between the people in the background.

This research aims to develop a model that the author has designed so that he knows the factors that can improve employee performance. This research is expected to provide a theoretical contribution to the literature in this context, including in the context of human resource management.

2. RESEARCH METHOD

In this research, the method used by the author is descriptive quantitative research with a causal approach. The causal process is an analysis that will seek an overview of the relationship, influence, impact, and causal effects of various concepts or factors or, in some cases, designed in management science (Ferdinand. A., 2014). The population in this study were employees of PT Telkom Witel

Banten, totaling 58 respondents. The sample in this study was PT Telkom Witel Banten employees, totaling 58 respondents, with a saturated sampling technique that was carried out, meaning that the entire population was drawn as a sample. The data collection technique used in this research used a questionnaire with a 1-5 Likert scale using a scale method of strongly disagree, disagree, doubt, agree, and strongly agree. Based on the research sample, 58 questionnaires were obtained from respondents. The data analysis technique in this research is a descriptive analysis using the SPSS version 26 assistance program, then to determine the influence between variables using inferential analysis with the SPSS version 26 assistance program through multiple linear regression analysis with validity tests, reliability calculations, then classical assumption tests including data normality and multipolarity. The t-test and f-test are used to determine the influence of variables by looking at the statistical t-value and significance. In this study, the author formulates research hypotheses, including h1. There is a significant influence of work motivation on employee performance, h2. The work environment has a considerable effect on employee performance, h3: a substantial impact of work motivation and the work environment simultaneously on the performance of employees.

3. RESULTS AND DISCUSSIONS

Before carrying out an assumption test, it is necessary to carry out a validity test to show how positive an instrument method or way of measuring something is designed. Employee performance is measured using 10 states, work motivation using 8 statements, and the work environment using eight accounts. This research tries to test the validity by looking at the validity figures of the cocorrected total correlation value and their value in a coin comparison with the r_t . Further from that, even parity calculation value is also by looking at Cronbach's α . Furthermore, the validity test, and reliability calculation results for each variable can be seen in the table below

Table 1. Validity and Reliability Test

Item Statement	r-hitung	r _{tabel} (n=58)	Decision	Reliability Convergent
Employee Performance				
EP_1	0,641	0,254	Valid	0.776
EP_2	0,610	0,254	Valid	
EP_3	0,541	0,254	Valid	
EP_4	0,626	0,254	Valid	
EP_5	0,517	0,254	Valid	
EP_6	0,422	0,254	Valid	
EP_7	0,568	0,254	Valid	
EP_8	0,457	0,254	Valid	
EP_9	0,328	0,254	Valid	
EP_10	0,592	0,254	Valid	
EP_11	0,542	0,254	Valid	
EP_12	0,583	0,254	Valid	
Work Motivations				
WM_1	0,596	0,254	Valid	0.655
WM_2	0,663	0,254	Valid	
WM_3	0,453	0,254	Valid	
WM_4	0,260	0,254	Valid	
WM_5	0,493	0,254	Valid	
WM_6	0,369	0,254	Valid	
WM_7	0,584	0,254	Valid	
WM_8	0,435	0,254	Valid	
WM_9	0,568	0,254	Valid	
WM_10	0,570	0,254	Valid	
Work Environment				
WE_1	0,699	0,254	Valid	0.758
WE_2	0,581	0,254	Valid	
WE_3	0,617	0,254	Valid	
WE_4	0,378	0,254	Valid	
WE_5	0,623	0,254	Valid	

Item Statement	r-hitung	r _{table} (n=58)	Decision	Reliability Convergent
WE_6	0,609	0,254	Valid	
WE_7	0,757	0,254	Valid	
WE_8	0,612	0,254	Valid	

Table 1 shows that all statement indicator variables for each variable have an r-value > 0.254, which automatically meets data validity standards. Indicators are considered accurate if each pinneedle validity value of r is > 0.254. Not only looking at the external load but divergent validity can also be seen in the rereliability figures, which must be greater than 0.60. In this average a, the average acceleration lies above 0.60. Ar ee entered the results of the classical assumption test of data normality proven.

Table 2. One-Sample Kolmogorov-Smirnov Test
One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		58
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	4.14582058
Most Extreme Differences	Absolute	.085
	Positive	.057
	Negative	-.085
Kolmogorov-Smirnov Z		.648
Asymp. Sig. (2-tailed)		.794
a. Test distribution is Normal.		
b. Calculated from data.		

Table 2 shows the magnitude of the Kolmogorov-Smirnov normality; the, si significancelue (Asymp Sig. 2-taleThe 2-tale significancenormality test is 0.794) is residualual dataudadata-datayributed the sto isgnifsignifcantwacancewaserthawas greater thane following multicollinearity test results can be seen in table 1.3 below.

Table 3. Multiklonieritas Test

Tableicients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Work Motivation (X1)	.999	1.001
	Work Environment (X2)	.999	1.001

a. Dependent Variable: Employee Performance (Y)

The multicollinearity test obtained a Variance Inflation Factor (VIF) value of 1.001 and a Tolerance value of 0.999. The decision result for the multicollinearity test is that if the tolerance value (0.999) > 0.10 and VIF (1.001) < 10, then it can be interpreted that there is no multicollinearity, so it can be concluded that the model used does not contain symptoms of multicollinearity. The—following recipe linear regression analysis can result from suitable Tabin le 4 below.

Table 4. RegresRegressionr Test

Coefficients a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error			
1	(Constant)	7.836	7.184		1.091	.280
	Work Motivation (X1)	.410	.138	.305	2.965	.004
	Work Environment	.743	.135	.565	5.501	.000

a. Dependent Variable: Employee Performance (Y)

The constant coefficient value = 7.8 is the value importance of motivation and work environment is zero, then the level or magnitude of employee performance is 7.836. The coefficient value $b_1 = 0.410$ means that the work motivation value has increased by 1 unit. At t ; at the same time, independent variables are constant so that the dependent variables will increase by 0.410 units. The coefficient value $b_2 = 0.743$ means that the work environment value has increased by 1 unit. At the same, the other independent variables are constant, so the level of employee performance variables has increased by 0.743 units. The following analysis results in hypothesis testing are presented in Table 5 below.

Table 5. Hipotesis Test

Variable	T-value	P-values	Result
WM → EP	2.965	0.004	Accepted
WE → OC	5.501	0.000	Accepted
WM & WE → EP	19.926	0.000	Accepted

Source: Results of research data processing 2023

Table 5 shows statistically the first hypothesis, the results of the t-test on the assumption that work motivation affects employee performance, obtained by the t count t_{count} of 2.965 and t table on degrees of freedom ($dk = n - 2$ ($58 - 2 = 56$)) obtained by 2.003 so that $t_{count} > t_{table}$ ($2.965 > 2.003$) with a significance level of 0.00 ($0.00 < 0.05$) so that there is an influence of work motivation on employee performance. A critical aspect of increasing employee abilities is encouraging activity (work motivation). Reason has three crucial parts: effort, goals, and desire is a dimension of seriousness. Suppose a person is motivated to the point that he will try achievement a significant toll and great ability (Pasarihu, 2021). An institution's goals determine the quality of the effort. Desire is an internal situation that gives rise to urges, where desires that are not fulfilled will give rise to pressure that triggers motivation from within the person. This urge leads to a search for achievement (Setyowati et al., 2023; Siswatiningsih et al., 2019).

The second finding in this research was the results of the t-test on the hypothesis that moment influences employee performance. The count test results were 5.501, and the count on deg. Their, $t_{count} = n - 2$ ($58 - 2 = 56$) was obtained at 2.003 so that $t_{count} > t_{table}$ (2.003) with a significance level of 0.00 ($0.00 < 0.05$) so that there is a significant influence of the work environment on employee performance. One factor that can improve employee performance is a healthy, safe, and harmonious work environment. The work environment is all things or elements that can influence directly or indirectly the organization or company, which will have a good or bad impact on employee performance and job satisfaction (Sihaloho & Siregar, 2019). The work environment is the atmosphere or working conditions around the work location. The work environment can include room, layout, facilities, and standing relationships with stakeholders (Ghalib & Sary, 2020). The work environment is a place where employees carry out activities every day. The work environment can affect employee emotions. If employees like their work environment, they will feel comfortable with their actions to use their working time (Hutabarati, 2019).

The third finding in this research is the results of the F test on the hypothesis that motivation and the work environment influence employee performance obtained by the F count test of 19.926 and F table on Degrees of Freedom ($dk = n - k - 1$ or $58 - 2 - 1 = 55$) of 3.165 so that $F_{count} > F_{table}$ ($19.926 > 3.165$) with a significance level of 0.00 ($0.00 < 0.05$) so that there is an influence of motivation and work environment on employee performance. Studi (Suwarno, 2014) wrote in the results of his research that intrinsic motivation has a positive and important effect on employee performance capabilities. To get good performance results, there needs to be good performance from employees. A person's attitude arises more from causes from within the individual's heart, employees are enthusiastic in completing their performance. According (Dharmayati, 2019) wrote in the results of his research that internal motivation has a positive and important effect on employee performance abilities. The greater the internal motivation, the higher the employee performance will be, because this will result in an increase in the employee's performance ability, which in turn will increase the institution's ability. Internal motivation is an impulse that originates from within the employee, which means that an employee carries out an action that does not originate from impulses

or other factors that originate from outside the individual (Nasir et al., 2019). Meanwhile, the work environment is the condition surrounding the workplace, both physical and non-physical, which can give the impression of being pleasant, safe, reassuring and the impression of being at home at work, etc. (Sedarmayanti, 2019: 21). The work environment is the entire work infrastructure around employees who are carrying out work which can influence the implementation of the work itself (Hutabarat et al., 2019). The work environment is all things or elements that can influence directly or indirectly the organization or company which will have a good or bad impact on employee performance and job satisfaction, this is stated (Sihaloho & Siregar, 2019).

4. CONCLUSION

From the discussion results, the first hypothesis is that employee performance is influenced by work motivation, meaning that the more work motivation an employee has, the higher the employee's performance will be. Thus, the second hypothesis states that employee performance is influenced by the work environment, meaning that the better the work environment, the more employee performance will increase. The third hypothesis is that employee performance affects performance follow-up. It's included in the catinsightom the results of the descriptive analysis frequently show qualify as an analysis of the cooperative of attitude indicator ssoeToyeeseir agencies, and it is necessary to maintain harmonious relationships between employees so that the sense of togetherness among employees is increasing the liincreasingthi in the context of human resocontributionsent. It is hoped that future research needs to add research variables, such as organizational commitment, job satisfaction and training, and others in order to know what can improve employee performance in related companies.

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