

Research Article

Widya Pratiwi^{1*}, Sulaimiah²

The Influence of the Work Environment, Work Motivation, and Work Discipline on Employee Performance at the NTB PUPR Office

*Corresponding Author: **Widya Pratiwi**: University of Mataram, Indonesia; pratiwiwidya826@gmail.com

Sulaimiah: University of Mataram, Indonesia; sulaimiahmia65@gmail.com

Received: August 20, 2023; Accepted: August 28, 2023; Online: Sept 1, 2023. | DOI: <https://doi.org/10.47353/ijema.v1i4.50>

Abstract: *This study aims to analyze the influence of the Work Environment (X1), Work Motivation (X2) and Work Discipline (X3) on the Performance of Employees at the NTB PUPR Office. The respondents in this study were 50 people. The type of research used is causal associative research with a quantitative approach. The data collection method used is the Census Method. The data analysis technique used is Multiple Linear Regression Analysis processed using SPSS version 16.0. The results showed that: (1) Work Environment has a positive and significant effect on Employee Performance at the PUPR Office in NTB, (2) Work Motivation has a positive and significant effect on Employee Performance at the PUPR Office in NTB (3) Work Discipline has a positive and significant effect on Employee Performance at the PUPR Office NTB. Based on the results of this study, it can be concluded that there is a relationship between the work environment, work motivation and work discipline on the performance of employees at the NTB PUPR Service. If the NTB PUPR Service wants to improve the performance of its employees, the work environment, work motivation and work discipline must be improved.*

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

Introduction

Human resources (HR) is a driving force for an organization. Likewise in government agencies or companies, the success of a company is determined by the size of its human resources. Human resources are a very important factor in an organization or company which has a very important role in implementing strategy as the subject of implementation of the company's strategy or. Human resources have potential such as ideas, skills, educational background, age, gender and others whose potential can be utilized and optimized to achieve company goals. If human resources produce the expected performance in accordance with expectations, it will make it easier for the company to achieve its goals. Therefore it is necessary to do good management of employees or employees in forming a good cooperative relationship between employees and leaders. In order to encourage the creation of quality human resources, employee performance is a factor that needs attention.

According to Sutrisno (2016:172) Performance is the result of employee work seen from the aspects of quality, quantity, working time and cooperation to achieve the goals set by the organization. So it can be concluded that performance is the result of a process that is referred to and measured over a certain period of time based on previously established provisions or agreements. The factors that influence performance according to Kasmir (2016: 189) are: ability and expertise, knowledge, work design, personality, work motivation, leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, commitment and discipline Work. According to Kasmir (2018), several indicators of employee performance are: (1) Quality of work (2) Quantity (3) Responsibility (4) Cooperation (5) Initiative.

One of the factors that affect performance is the work environment. According to Robbin (2003: 86), the work environment is everything around the organization that has the potential to influence the work of employees, consisting of: (1) the physical environment which includes air temperature, spatial layout, noise

and lighting, and (2) The non-physical environment is everything around the organization that is outside the physical, such as work atmosphere, tolerance, solidarity, and awards for performance, namely leadership awards, fair treatment without discrimination. Unhealthy work environment conditions can cause employees to become easily stressed, not enthusiastic about working, to arrive late, and vice versa, if the work environment is healthy, employees will of course be enthusiastic about working, will not get sick easily, It's easy to concentrate so that work can be completed quickly according to the target. The work environment itself has two dimensions, namely the physical dimension (room coloring, lighting, cleanliness, spatial planning, etc.) and the non-physical dimension (employee welfare, work atmosphere, relations between employees, etc.). A good work environment includes several aspects that must be considered, namely lighting, air temperature, noise, use of color, space for movement, work safety and employee relations (Sedarmayanti, 2015). If this can be fulfilled by the company or organization then the performance of employees can increase which affects the job satisfaction of these employees. spatial layout, etc.) and non-physical dimensions (employee welfare, work atmosphere, relationships between employees, etc.). A good work environment includes several aspects that must be considered, namely lighting, air temperature, noise, use of color, space for movement, work safety and employee relations (Sedarmayanti, 2015). If this can be fulfilled by the company or organization then the performance of employees can increase which affects the job satisfaction of these employees. spatial layout, etc.) and non-physical dimensions (employee welfare, work atmosphere, relationships between employees, etc.). A good work environment includes several aspects that must be considered, namely lighting, air temperature, noise, use of color, space for movement, work safety and employee relations (Sedarmayanti, 2015). If this can be fulfilled by the company or organization then the performance of employees can increase which affects the job satisfaction of these employees.

Motivation is a condition or energy that drives employees who are directed or directed to achieve organizational goals. It is the employee's pro and positive attitude towards the work situation that strengthens their work motivation to achieve maximum performance. According to Robbins (2016; 201) motivation is the willingness to carry out high efforts to achieve organizational goals which are conditioned by the ability of efforts to meet certain individual needs. So basically, if an organization wants to achieve optimal performance in accordance with the targets that have been determined, the organization must provide motivation to employees so that employees are willing and willing to devote their energy and thoughts to the work. According to Sedarmayanti (2017:104) performance indicators can be seen from: salary, supervision,

In addition to work motivation factors, work discipline is also an important factor in improving employee performance. Work discipline is a condition or attitude of respect that exists in employees towards company rules and regulations. According to Garry Dessler (2005:53, Work discipline is a procedure carried out by a company to correct or punish a subordinate for violating procedural rules". Thus, if the rules or regulations in the company are ignored, or are often violated, then employees have discipline poor work. Discipline is an orderly condition, with organizational members behaving and viewing organizational regulations as acceptable behavior (Jufrizen & Hadi, 2021, p. 43)

Based on the results of initial research at the NTB PUPR Service, employee performance is considered to be still less than optimal, this is indicated by the decline in work results achieved by some employees, especially in realizing work targets that have been determined by the agency. The target data and performance achievement of public works and spatial planning employees that have not been achieved are:

Table 1. Achievement of Performance Indicators (Performance Agreement) of the NTB PUPR Office in 2022

No	Strategic target	Performance Indicator			
		Description	Unit	2022	
				Target	Realization
1.	Improved irrigation services	Area Coverage of network services	%	76.12%	72.52%
2.	Improved road quality	Steady road percentage	%	83.95%	68.01%
3.	Increased availability of water suitable for consumption	Drinking water coverage	%	76.48%	70.55%

Source: Dinas PUPR NTB

It can be seen in the table above that the percentage of work performance of NTB NTB PUPR Service employees has not met the realization target. It can be seen in the description of irrigation service coverage which has a target of 76.12% but the realization is only 72.52%. While improving the quality of the target road of 83.95%, the achievement of 68.01% is evidenced by the fact that there are still many areas in the province of NTB, both districts and villages, whose quality roads are potholes and even heavily damaged. And the final description is that the target drinking water coverage is 76.48%, the realization is 70.57%.

Of the several factors above, one way to improve employee performance is to pay attention to work environmental factors. The work environment is a very important component when employees carry out work activities. By paying attention to a good work environment or creating working conditions that are able to provide motivation to work, it will have an influence on the enthusiasm or enthusiasm of employees at work. As for the phenomenon of work environment factors at the PUPR service, namely the working environment at the NTB PUPR Service has not supported employees to work comfortably, because in the physical work environment, namely the room has not been neatly arranged and there are still files scattered about in the wrong place, Uncertain room temperature in almost all employee workspaces due to the availability of room temperature controllers that are not fully functioning, inadequate workspace area which limits employee space. Then, in the non-physical work environment, there is still jealousy among employees about the division of tasks, as well as employees' worries about threats from outsiders.

In addition to the work environment, the phenomenon of work motivation at the PUPR service in NTB. Some of the employees stated that their performance was not optimal due to a lack of motivation in doing their work. This is due to the absence of special awards or recognition for employees who work better. Salaries are not in accordance with the workload given and are not sufficient for daily needs, employees carry out tasks not in accordance with predetermined conditions, and there is no career development. The phenomenon of work discipline encountered in the NTB PUPR service. Absolute work discipline is treated so that all activities that are being and will be carried out run according to a predetermined mechanism. With work discipline, employees will not take actions that can harm the institution. This can be seen that there are still employees who do not enter without news and come to work and leave work not on time. Based on the background above, the researcher is interested in conducting a study entitled "Effect Of Work Environment, Work Motivation, And Work Discipline on The Performance of Employees In The Pupr Service of NTB".

Method

The type of research used in this research is causal associative with a quantitative approach. In this study will examine the relationship between work environment, work motivation and work discipline on the performance of PUPR service employees. This research was conducted at the PUPR Office of West Nusa Tenggara Province. The population in this study is the Mataram city community who use Sociolla e-commerce. The population in this study is the entire number of employees in the general sub-section who are actively working in companies or agencies. The number of operational employees referred to is 50 employees.

The data collection method used in this study was the census method. It was concluded that the sample was taken using a census because the population size was the same as the 29 samples, namely all employees of the NTB PUPR Service. But researchers carry out data research by distributing questionnaires.

Results And Discussion

Multiple Linear Regression Analysis

The aim of this analysis is to identify the extent of influence of variables such as Work Environment, Work Motivation, and Work Discipline on Employee Performance at the NTB PUPR Office.

Table 2. Multiple Linear Regression Coefficient and Significance Value Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	Q	Sig.
	B	std. Error	Betas		
1 (Constant)	3,091	.236		2,261	.029
Work environment	,086	.035	.157	2,459	.018
Work motivation	.418	.091	.495	4,605	.000
Work Discipline	.355	.091	.423	3,892	.000

a. Dependent Variable: Employee Performance

Source: Primary data processed by SPSS 16 Appendix 5

The multiple linear regression equation is as follows:

$$Y = a + b_1x_1 + b_2x_2 + b_3x_3$$

$$Y = 3.091 + 0.086.X_1 + 0.418.X_2 + 0.355.X_3$$

From the results of the equation above, it can be explained that:

1. If the value of the independent variables, namely Work Environment, Work Motivation, and Work Discipline, is zero, then the constant value of the influence of Performance will be 3,091.
2. The Work Environment variable has a regression coefficient of 0.086. This indicates that if the Work Environment variable increases by one unit assuming other variables are constant, then the purchasing decision variable will increase by 0.086.
3. The Work Motivation variable has a regression coefficient of 0.418. This indicates that if the Work Motivation variable increases by one unit assuming the other variables remain constant, then the purchasing decision variable will decrease by 0.418.

4. The Work Discipline variable has a regression coefficient of 0. . Assuming other variables remain constant, if the Work Discipline variable increases by one unit, then the purchasing decision variable will increase by 0.091.

Based on the results of previous interpretations, it can be concluded that the independent variables (Work Environment, Work Motivation, and Work Discipline) have a positive or unidirectional influence on the dependent variable, namely performance. That is, the better the work environment, work motivation, and work discipline, the performance tends to increase.

1. Classic Assumption Testing

Normality Testing

Table 3. Asym.sig Test Results (2-tailed)

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		50
Normal Parameters ^a	Mean	.0000000
	Std. Deviation	.19033631
Most Extreme Differences	Absolute	.099
	Positive	.099
	Negative	-.080
Kolmogorov-Smirnov Z		.699
Asymp. Sig. (2-tailed)		.714

a. Test distribution is Normal.

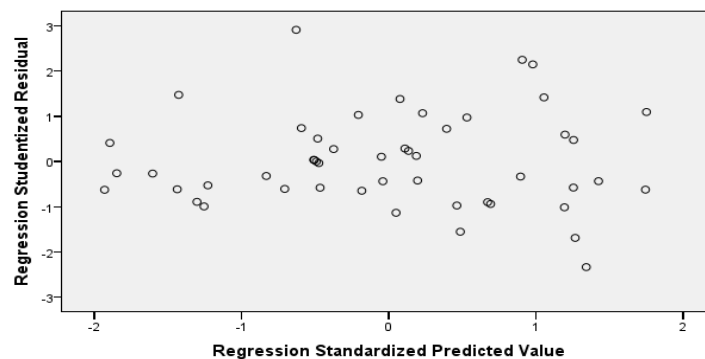
Source: Primary data processed from SPSS 16

In this thesis, normality testing was carried out using the Kolmogorov-Smirnov method with a confidence level of 5%. Based on the test results contained in the table, the Asymp.Sig (2-tailed) value of the independent variables (work environment, work motivation, work discipline) is 0.714. This shows that the Asymp.Sig (2-tailed) value is greater than 0.05 ($0.714 > 0.05$). Thus, it can be concluded that the data in this study have a normal distribution.

Heterosedasticity Test

Scatterplot

Dependent Variable: Employee Performance



Based on the image above, it can be seen that the data displayed does not form certain patterns and the points are spread randomly, so it can be concluded that heteroscedasticity does not occur, so it can be said that the data is normally distributed.

Multicolinearity Test

Table 4. Multicollinearity Test Results Coefficients^a

Model	Collinearity Statistics	
	tolerance	VIF
1 (Constant)		
Work environment	,956	1045
Work motivation	.338	2,958
Work discipline	.330	3,032

a. Dependent
Variable: Employee Performance

From the data in the table above, it can be concluded that each variable has met the requirements to avoid multicollinearity. The Work Environment variable has a tolerance value of 0.956 (greater than 0.10) and a VIF (Variance Inflation Factor) value of 1.045 (smaller than 10). The Work Motivation variable also meets the requirements with a tolerance value of 0.338 (greater than 0.10) and a VIF value of 2.958 (smaller than 10). The Work Discipline variable also meets the requirements with a tolerance value of 0.330 (greater than 0.10) and a VIF value of 3.031 (smaller than 10).

2. Hypothesis Testing

Test F

The F test was used to determine the validity of the regression equation model in this study, with a significance level of 5% or $\alpha = 0.05$.

F count	Sig	Information
70,007	.000	Valid

Based on the results in the table above, it can be concluded that the Fcount value is 70.007, while the Ftable value is 2.81 ($70.007 > 2.81$). In addition, the significance value listed in the table is 0.00 ($0.000 < 0.050$). This finding confirms that the regression equation model is valid and reliable in predicting the dependent variable. This means that there is a significant relationship between the independent variable and the dependent variable in this research, and this regression model can be relied on to make predictions.

Test t

In this test the significance level used is 0.05, and the results of the test show that the calculated t value is greater than the t table value.

Table 5. Test Results t

Variables	t-count	t-table	Information
Work Environment (X1)	2,459	1,677	Significant

Work Motivation (X2)	4,605	1,677	Significant
Work Discipline (X3)	3,892	1,677	Significant

Source: Primary data processed by SPSS 16.

Based on the data in the table above, it can be concluded as follows:

1. The Work Environment variable has a calculated t value of 2.459 ($2.459 > 1.677$). These results indicate that the work environment has a significant positive effect individually on purchasing decisions.
2. The work motivation variable has a calculated t value of 4.605 ($4.605 < 1.677$). This shows that work motivation does not have a significant positive impact on purchasing decisions.
3. The work discipline variable has a t value of 3.892 ($3.892 > 1.677$). This means that Work Discipline has a significant positive effect on purchasing decisions.

Coefficient of Determination

Useful for interpreting the extent to which the independent variable influences the dependent variable.

Table of Determination Coefficient Test Results (Model Summary)
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.906 ^a	.820	.809	.19644

a. Predictors: (Constant), Work Discipline, Work Environment, Work Motivation

Then identified several things as follows:

1. The Adjust R-squared value is 0.303, which indicates that there is a fairly strong relationship between the independent variables (Work Environment, Work Motivation, Work Discipline) and the dependent variable (purchasing decision).
2. From the analysis results, it can be seen that the Adjusted R-squared value (adjusted R²) is 0.303 or 30.3%. This shows that variables such as Work Environment, Work Motivation, and Work Discipline can jointly influence the dependent variable, namely purchasing decisions, by 30.3%. This shows that there are other factors that also play a role in influencing purchasing decisions by 69.7%, apart from the variables that have been tested in this research.

The Influence of the Work Environment on Employee Performance

The regression coefficient value is 0.086, the tcount value is 2.459, and the significance value is 0.018. With a value of $t_{count} > t_{table}$ ($2.459 > 1.677$), and a significance value of $0.018 < 0.05$ or 5%, it can be stated that there is a positive and significant work environment variable (X1) on the performance of NTB PUPR Service employees. This shows that this research has succeeded in proving the first hypothesis (H1), namely that the work environment has a significant positive effect on the performance of NTB PUPR Service employees. This means that if the work environment is getting better, the employee's performance will be higher. Conversely, if the work environment is not good, the level of employee performance will be lower.

The Influence of Work Motivation on Employee Performance

The regression coefficient value is 0.418, the tcount is 4.605 and the significance value is 0.000. With a tcount > ttable (4.605 > 1.677), and a significance value of 0.000 < 0.05 or 5%, it can be stated that 85 is positive and significant from the work motivation variable (X2) on the performance of the NTB PUPR Office employees. This shows that this study succeeded in proving the first hypothesis (H2), namely work motivation has a significant positive effect on the performance of employees of the NTB PUPR Service. This means that if work motivation is getting better, the employee's performance will be higher. Conversely, if work motivation is not good, the level of employee performance will be lower.

The Effect of Work Discipline on Employee Performance

The regression coefficient value is 0.355, the tcount is 3.892 and the significance value is 0.000. With a value of tcount > ttable (3.892 > 1.677), and a significance value of 0.000 < 0.05 or 5%, it can be stated that there is a positive and significant work discipline variable (X3) on the performance of NTB PUPR Service employees. This shows that this research has succeeded in proving the first hypothesis (H3), namely that work discipline has a significant positive effect on the performance of NTB PUPR Service employees. This means that if work discipline is better, employee performance will be higher. On the other hand, if work discipline is poor, the employee's performance level will be lower.

Conclusion

Based on the results of the discussion regarding the influence of the work environment, work motivation and work discipline on the performance of NTB PUPR Service employees, it can be concluded that the work environment has a positive and significant effect on employee performance. that is, if the work environment is better, the performance level of the NTB PUPR Office employees will be even better. Conversely, if the work environment is not good for employee performance, the level of employee performance will also be lower. In this research, how the level of the work environment is adequate is seen from the average of the previously researched categories, the result is "fairly adequate". This can be seen from the results of the analysis of research respondents' answers with an average number of all statement items of 2.62, with the highest average item that is found in the indicator of relations between employees. This can be interpreted as saying that the work environment for NTB PUPR Service employees has a sufficient environment so that it makes it easier for them to do their work.

Work motivation has a positive and significant effect on employee performance. meaning, the better the work motivation, the better the level of performance of the NTB PUPR Service employees. On the other hand, if work motivation is not good for employee performance, the level of employee performance will be even lower. In this research, how the level of work motivation is good can be seen from the average of the previously researched categories, there are "good" results. This can be seen from the results of the analysis of research respondents' answers with the average number of all statement items being 3.68, with the highest average item being the indicator for promotion. This can mean that NTB PUPR Service employees are motivated to do a better job to make it easier for them to get promoted.

Work discipline has a positive and significant effect on employee performance. meaning, the higher the work discipline, the better the performance level of NTB PUPR Service employees will be. On the other hand, if work discipline is low on employee performance, the level of employee performance will also be lower. In this research, the level of good work discipline can be seen from the average of the previously researched categories with "high" results. This can be seen from the results of the analysis of research

respondents' answers with an average number of all statement items of 3.96, with the highest average item found in the workplace attendance indicator. This can mean that the NTB PUPR Service employees have a good level of work discipline as seen from their presence at work.

Based on the results of research on work environment variables, the question item "illumination" received respondents' responses with the lowest average value. In these 93 cases, the NTB PUPR Service must pay more attention to room lighting again so that it is hoped that the agency can improve and improve work room lighting, such as adding lights so that employees are more comfortable when working.

Based on the results of research on work motivation variables, the question item "supervision" received respondents' responses with the lowest average value. In this case, the NTB PUPR Service must pay more attention to providing direction, such as increasing work training time in order to develop employee skills so that employees feel cared for. For example, providing self-defense training in the field of security.

Based on the results of research on work discipline variables, the question item "level of alertness" gets respondents with the lowest average score. It is hoped that agencies can make this research a means to improve and improve in matters relating to the vigilance of their employees, such as the institution always reminding or urging employees to be careful and maintain their attitude at all times because CCTV is always monitoring.

References

- Arsandi, M., Sahabuddin, R., Akbar, A., Burhanuddin, & Natsir, U. D. (2023). The Influence of Leadership Style and Work Motivation on Employee Performance at The Office of The Department of Population and Civil Registration of Kepulauan Selayar District. *International Journal of Economics, Management and Accounting (IJEMA)*, 1(3), 93–104. <https://doi.org/10.47353/ijema.v1i3.37>
- Dharmawan, I. M. (2011). Pengaruh Kompensasi dan lingkungan Kerja Non Fisik Terhadap Disiplin dan Kinerja Karyawan Hotel Nikki Denpasar. Universitas Udayana Bali, Magister Manajemen. Bali: Fakultas Ekonomi dan Bisnis Universitas udayana Bali. Retrieved from <https://123dok.com/document/z3m8727y-pengaruh-kompensasi-lingkungan-terhadap-disiplin-kinerja-karyawan-denpasar.html>
- Fauzi, M. ., & Isa Indrawan, M. . (2023). The Influence of Employee Competence and Organizational Culture on Employee Performance with Work Motivation as Intervening at the Office of the Personnel and Human Resources Development Agency Binjai. *International Journal of Economics, Management and Accounting (IJEMA)*, 1(3), 123–136. <https://doi.org/10.47353/ijema.v1i3.40>
- Judge, R. d. (2015). *Perilaku Organisasi Edisi 16*. Jakarta: Salemba Empat.
- Kasmir. (2016). *Manajemen Sumber Daya Manusia (Teori Dan Praktik)*. Jakarta: PT. Raja Grafindo Persada.
- Kirana, I. B. G. A., Sriathi, A. A. A., & Suwandana, I. G. M. (2022). The Effect of Work Environment, Work Discipline, and Work Motivation on Employee Performance in Manufacturing Company. *European Journal of Business and Management Research*, 7(3), 26–30. <https://doi.org/10.24018/ejbmr.2022.7.3.1396>
- Lesmana, M. T., & Damanik, F. A. (2022). The Influence of Work Environment, Work Discipline and Motivation on Employee Performance. *International Journal of Economics, Social Science, Entrepreneurship and Technology (IJESSET)*, 1(1), 36–49. Retrieved from <https://journal.sinergicendikia.com/index.php/ijeset/article/view/26>
- Robbins, S. P. (2003). *Perilaku Organisasi*. Jakarta: Gramedia.
- Salim, F., Ernanda, Y., Yenny, & Wulansari. (2023). Effect of work discipline, work environment and work motivation on employee performance at PT. Autostar Mandiri Technotama. *Journal of Management Science (JMAS)*, 6(1), 5-9. <https://doi.org/10.35335/jmas.v6i1.172>

Sedarmayanti. (2017). Perencanaan dan Pengembangan SDM untuk Meningkatkan Kompetensi, Kinerja dan Produktivitas Kerja. Bandung: PT Refika Aditama.

Sutrisno. (2016). Manajemen Sumber Daya Manusia. Jakarta: Kencana Prenada Media Group.