

Effect of Work Environment and Work Motivation on Employee Performance at NTB Province Hospitals

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Abstract

This research examines the impact of the work environment and work motivation on employee performance. The study was conducted at NTB Provincial Hospital. The sampling technique uses proportional random sampling with a sample number of 86 employees. Using a quantitative approach. The data collection techniques in the study used questionnaires and interviews. The data analysis technique used in the study is Statistical Product and Service Solutions (SPSS). The results showed that there was a positive and significant influence between the work environment on employee performance. Work motivation has a positive and significant effect on employee performance, and the work environment and work motivation together have a positive and significant effect on employee performance.

Keywords: *employee performance, work motivation, work environment*

Abstrak

Tujuan Penelitian ini menguji pengaruh lingkungan kerja dan motivasi kerja terhadap kinerja karyawan. Penelitian ini dilakukan di RSUD Provinsi NTB. Teknik pengambilan sampel menggunakan *proportional random sampling* dengan jumlah sampel sebanyak 86 karyawan. Menggunakan pendekatan kuantitatif. Teknik pengumpulan data dalam penelitian ini menggunakan kuesioner dan wawancara. Teknik analisis data yang digunakan dalam penelitian ini adalah *Statistical Product and Service Solutions* (SPSS). Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara lingkungan kerja terhadap kinerja karyawan. Motivasi kerja berpengaruh positif dan signifikan terhadap kinerja karyawan, dan lingkungan kerja dan motivasi kerja secara bersama-sama berpengaruh positif dan signifikan terhadap kinerja karyawan.

Kata Kunci: kinerja karyawan, motivasi kerja, lingkungan kerja

INTRODUCTION

The role of employees as the backbone of achieving goals that have been set requires them to be able to continuously improve, explore and develop the potential inherent in them. Employee performance is the result of employee work in carrying out tasks and responsibilities measured by quality and quantity. Employee performance is influenced by several factors, namely salary,

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environment, organizational culture, leadership, and work motivation (Siagian, 2004). Employee performance is essential to achieving the company's goals. Performance is "the job a person has while performing a task based on his or her skills, experience, sincerity, and time". Recognizing the importance of employee performance, then in the development of management science, many records prove that performance is the focus of interesting studies to be studied especially when it is associated with the work environment and employee work motivation (Creel, 2019).

This research on the influence of the work environment and work motivation on employee performance will be conducted on employees of NTB Provincial General Hospital addressed at Prabu Rangkasari road, Dasan Cermen, Kec. Sandubaya, Mataram City, West Nusa Tenggara. (Mansour *et al.*, 2014) states that the level of absenteeism affects employee performance which ultimately impacts the unfulfilled goals of the organization, the higher the level of absenteeism will affect the low performance of employees. The following is the absentee data from employees of NTB Provincial General Hospital in the last 6 months of 2020 can be seen in the following table:

Table 1. NTB Provincial General Hospital Employee Attendance Data

Month	Presence								
	Come Late		Sick		Permit		Leave		Not In
	Number of days	Person	Sum Day	Person	Number of days	Person	Sum day	Person	Number of people
July	0	0	31	11	9	4	74	49	58
August	0	0	20	8	5	4	114	65	73
September	74	74	25	14	0	0	137	65	75
October	61	61	33	21	1	1	105	60	72
November	54	54	29	13	2	2	134	67	78
December	57	57	29	13	2	2	161	77	84

Source: *Recap list of employees of NTB Provincial Hospital December 2020*

From the table above it is seen that NTB provincial general hospital has 635 employees, where every month employees whose attendance information arrives late, sick, or on left shows a large number every month. This is one of the factors that cause lowering employee performance at NTB Provincial General Hospital. Looking at data that shows that the number of employees who have information arrive late, sick, or on leave is greater than employees who have other attendance information. It is seen from the data that during the period June-December 2020 the performance level of employees of NTB Provincial General Hospital decreased due to attendance factors. The influence of motivation is needed to improve the performance of employees of NTB Provincial General Hospital. Of course, intending to improve and improve employee performance in activities requires good motivation from the leadership (Novianti, 2021; Novianti & Roz, 2020) and a good environment that supports activities so that employee performance will be good and can improve the quality of Provincial General Hospitals in the eyes of people who use the services of NTB Provincial General Hospital. The phenomenon of performance as described above is largely determined by the success of the health center organization because employees with high performance are needed in the health services in the hospital, Employee performance will be related to the quality of service provided by the health center.

Based on the results of interviews with hospital employees that have been conducted by researchers, hospital employees feel a lack of personal approach and attention from superiors who tend to make motivation arise from themselves, but also cause work motivation to decrease. Another problem at NTB Provincial General Hospital is related to physical and non-physical working

environment conditions. The condition of the physical work environment in this hospital is not good can be seen from some rooms that do not use air conditioning (AC), in addition to the physical working environment conditions of NTB Provincial General Hospital that have not supported employee performance as well as the condition of the working room. Narrowly making the desk between employees too close together, the large pile of documents and other items placed on and around the table often disturbs employees in the area and completion of tasks. In addition, problems related to the physical work environment of the room that is quite dark at night also make employees feel uncomfortable in activities. Non-physical work environment conditions work is also still less harmonious as relationships between co-workers are often a complaint among fellow employees. From the background description of the problem above the author then conducted further research to review in more depth the influence of work environment and work motivation on the performance of employees of West Nusa Tenggara provincial general hospital.

LITERATURE REVIEW

The work environment is "the entire means and infrastructure of work that exists around employees who are carrying out work that can affect the work itself". Although the work environment is an important factor and can affect employee performance, currently there are still many companies that pay less attention to the working environment conditions around their companies (Dasaad, 2015). According to (Mukerji, 2018) said that motivation is a process that explains the strength (*Intensity*), direction (direction), and perseverance (persistence) *in a person that causes the person to act to achieve the goal*. According to (Rohim & Budhiasa, 2019), motivation is an impulse that grows in a person. Both from within and from outside himself to do a job with a high spirit using all the abilities and skills he has to achieve organizational goals. According to (Parra et al., 2021) said performance (work performance) is a result of work achieved by a person in carrying out his duties imposed on him based on record, experience, and earnestness, and time. While according to (Saputra et al., 2021) performance is the result of work achieved by someone based on job requirements.

The creation of a good work environment can maintain the health of employees from impaired vision, smell, hearing, and fatigue. A healthy and clean work environment can maintain and increase employee work productivity. A good work environment will cause a good atmosphere, where fatigue and boredom in doing work will be reduced or lost. Conversely, a poor work environment will cause boredom, fatigue, and a less pleasant atmosphere so that employee performance becomes decreases. A satisfactory work environment for employees of the company concerned will be able to increase the passion of work within the company concerned. King & Boyatzis, (2016) states that performance is a function of ability, motivation, and opportunity. Thus it can be concluded that performance is the willingness of a person or group of people to do something activity and perfect it following responsibility with the results as expected. If employee motivation in work increases, this does not rule out the possibility that it can lead to increased employee performance.

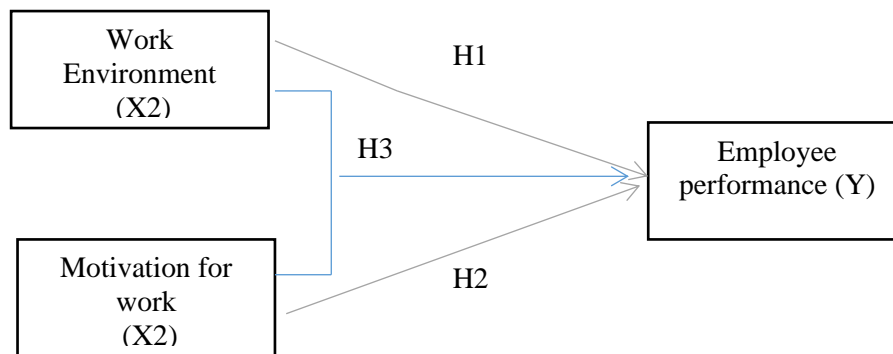


Figure 1. Research Framework

In research conducted by Mega Arum Yunanda (2011) and Kestria Senja Octaviana stated that the work environment has a positive and significant effect on performance. This is in line with research conducted by (Cairo *et al.*, 2020) suggesting that the Work Environment has a positive and significant effect on employee performance. Based on this research, the hypothesis is drawn:

H1: The work environment (X1) has a positive and significant effect on employee performance

H2: Work Motivation (X2) has a positive and significant effect on Performance Employee

H3: Work Environment (X1) and Work Motivation (X2) positively and significant to employee performance (Y)

RESEARCH METHOD

This research is quantitative descriptive research. The population used is all employees of NTB Provincial General Hospital with *probability sampling* method using the formula Slovin (Fausing *et al.*, 2015) with the number of samples taken in this study amounting to 86 respondents. In collecting data respondents researchers used Likert-scale questionnaires distributed online. The data collection techniques used in this study are questionnaires and interviews. The data analysis techniques used are multiple linear scales and regression ranges that include determinant coefficients, instrument tests, classical assumption tests, and hypothesis tests (t-test, f test, and dominant test). Work Environment is the surrounding environment in which a person works, his methods of work, and his work arrangements both a person and a group. With indicators; Employee Relations, Work Atmosphere, Availability of work facilities, and security (Wau & Purwanto, 2021). Work Motivation: a group of factors that cause individuals to behave in certain ways in working at NTB provincial general hospital level. With indicators; The need for achievement, *the* need for power, the need *for* affiliation (Stelmokienė & Vadvilavičius, 2019). Employee performance: A result of work achieved by a person in carrying out his duties at NTB provincial general hospital. With indicators; quantity of work, quality of work, responsibility, initiative, and cooperation (Parra *et al.*, 2021)

RESULT AND DISCUSSION

Decision making based on the value of the $>$ to see can be seen sari $df = n-2$ with a significant value of $\alpha = 0.05$ (5%), then the question item is valid. The results of the validity test can be seen in table 2.

Table2. Recapitulation of Validity Test Results

Variable	Item	r_{count}	r_{table}	Information
Work Environment (X1)	X1.1	0,737	0,178	Valid
	X1.2	0,838	0,178	Valid
	X1.3	0,804	0,178	Valid
	X1.4	0,842	0,178	Valid
Work Motivation (X2)	X2.1	0,505	0,178	Valid
	X2.2	0,631	0,178	Valid
	X2.3	0,583	0,178	Valid
	X2.4	0,810	0,178	Valid
	X2.5	0,739	0,178	Valid
	X2.6	0,746	0,178	Valid
Employee Performance (Y)	Y1	0,738	0,178	Valid
	Y2	0,743	0,178	Valid
	Y3	0,778	0,178	Valid
	Y4	0,837	0,178	Valid
	Y5	0,766	0,178	Valid

Source: Primary data processed, 2021

Variables whose reliability if *alpha Cronbach* value greater than 0.60 or close to 1 means the item is declared reliable (Arikunto, 2002). Based on the results of reliability tests using SPSS software, it can be known that the instruments in this study are reliable.

Table 3 Recapitulation of Rehabilitation Test Results

Variable	Variable Name	<i>N</i> <i>items</i>	<i>Cronbach Alpha</i> Value	Side <i>Alpha</i>	Information
X1	Work Environment	4	0,819	>0,6	Reliable
X2	Motivation for work	6	0,750	>0,6	Reliable
And	Employee Performance	5	0,824	>0,6	Reliable

Source: Primary data processed, 2021

Normality testing using the Kolmogorov-Smirnov test, the data is said to be normal if the significant value generated is greater than 0.05 (5%). The results of the *Kolmogorov-Smirnov* test can be seen in table 4.

Table 4. Normality Test Results(*Kolmogorov-Smirnov*)

Sig value.	Information
0,916	Normal

Source: Primary data processed, 2021

Multicollinearity test by looking at the magnitude of tolerance value and Variance Inflation Factor (VIF) based on decision-making tolerance values > 0.1 and $VIF < 10$, it can be concluded that there is no multicollinearity. The results of the multicollinearity test can be seen in table 5.

Table 5. Multicollinearity Test Results

Variable	<i>Collinearity Statistics</i>	
	<i>Tolerance</i>	BRIGHT
Work Environment (X ₁)	0,999	1,001
Work Motivation (X ₂)	0,999	1,001

Source: Primary data processed, Year 2021

A good regression model does not occur heteroskedastic by looking at its significant value of > 0.05. Glejser test results can be seen in table 6

Table 6. Heteroskedasticity Test Results

Variable	Itself	Information
Work Environment	0,730	There is no heteroskedasticity
Motivation for work	0,353	There is no heteroskedasticity

Source: Primary data processed, 2021

The results of the work environment scale range analysis with 4 question *items* as a whole showed a total score of 1,344 and a scale range average score of 336 belonged to the good category. This means that the work environment includes employee relationships, work atmosphere, availability of work facilities, and the safety of hospital employees. This certainly has a good impact on the hospital because a good work environment will increase comfort in work. The results of the analysis of the working motivation scale range with 6 questions *overall* showed a score of 2,030 and an average score of 338.33 scale range belonged to the good category. This means that work motivation includes the need for *achievement*, the need for *power*, and the need for *affiliation (need of affiliation)* so that it can achieve the company's goals optimally. The results of the employee performance scale range analysis with 5 question *items* as a whole showed a total score of 1,734 and an average score of 346.8 scale range classified in the high category. This means that the performance of employees who include the quantity, quality, responsibility, this, and cooperation they do to the superior because they have done the job as well as possible. Multiple linear regression analysis:

Table 7. Multiple Linear Regression Analysis Results

Model	Unstandardized		Standardized		T	Itself.
	Coefficients		Coefficients			
	B	Std. Error	Beta			
1(Constant)	1,271	2,307			,551	,583
Work Environment	,506	,094	,472		5,356	,000
Motivation for work	,467	,114	,361		4,089	,000

a. Dependent Variable: Employee performance

Source: Primary Data Processed, 2021

Based on the results in table 6, it can be interpreted as follows:

$$Y = 11,046 + 0,4347X_1 + 0,286X_2 \quad (1)$$

Table 8. The determination coefficient (R²)

R	R Square	Adjusted R Square	Std. Error of the Estimate
0.729	0.532	0.521	2,140

Free variables: Work motivation and work environment

Source: Primary data processed, 2021

Table 8 explains that the variable of the work environment and work motivation affects the employee performance variable of 0.532. This means that 53.2% of employee performance is affected by the work environment and work motivation. The remaining 46.8% was affected by unutilized variables. According to Pardede and Manurung (2014: 29), values are used to partially test the effect of the Work Environment (X₁) and Work Motivation (X₂) on its bound variables, namely Employee Performance (Y). So that the value = $t(\alpha/2; n - k - 1) = t(0.05/2; 86 - 2 - 1) = t(0.025; 83) = 1,988$ then the alpha value of 5% obtained a number of 1.988 at a real level of 5% or a significant value comparison of t. If or a sig value < 0.05 means H₀ is rejected, conversely if or a sig value > 0.05 means H₀ is accepted. Here are the results of the comparison between the values with, based on the results of

the analysis, the results of the t-test can be seen in the table below:

Table 9. Test Results t (Partial)

Variable	Value	Information
Work environment variables positively and significantly affect employee performance	T count = 5,356 Sig, t = 0.000 T table = 1,988	Ha accepted/ Ho rejected
Work motivation variables positively and significantly affect employee performance	T count = 4,089 Sig, t = 0.000 T table = 1,988	Ha accepted/ Ho rejected

Source: Primary data processed (2021)

The effect of the Work Environment Variable (X1) has a positive and significant effect on employee performance, the results of partial calculations show that the real level of 5% ($\alpha = 0.05$) with a confidence level of 95% obtained a value of 1,988. With statistical testing obtained a value of 5,356 and a value of sig = 0.000 because the value ($5,356 > 1,988$), as well as sig $0.000 < 0.05$, it was concluded that partially the variable of the work environment (X1) significantly affects employee performance. H01 was rejected and Ha1 accepted. So that the hypothesis is outlined into there is a positive and significant effect on employee performance. The effect of the Work Motivation Variable (X2) has a positive and significant effect on employee performance, the results of partial calculations show that the real level of 5% ($\alpha = 0.05$) with a confidence level of 95% obtained a value of 1,988. With statistical testing obtained a value of 4,089 and a value of sig = 0.000 because the value ($4,089 > 1,988$), and sig $0.000 < 0.05$, it was concluded that partially the variable work motivation (X2) significantly affects employee performance. H0 was rejected and Ha2 was accepted. So that the hypothesis is outlined into a positive and significant influence of work motivation on employee performance. According to Pardede and Manurung (2014: 28), the f test can be used to simultaneously test the effect of free variables on bound variables (Y). If a free variable has a simultaneous influence on its bound variable (Y), this test is done by comparing the significance of the value $>$ then the formulated model is appropriate. If tilapia $>$ then it can be realized that the regression model is precisely the meaning of influence together, by looking at the values = $f(k ; n - k)$, $F = (2 ; 86-2)$, = $(2 ; 84) = 3.11$ The F test conducted can be seen in Table 10

Table 10. Test Results F

Model	um of Squares	Df	lean Square	F	Itself.
Regression	431.728	2	215.864	47.150	.000
Residual	379.993	83	4.578		
Total	811.721	85			

Source: Primary Data Processed (2021)

Based on the test results in the table above can be seen at a value of 47,150 with a value of 3.11 so that the $>$ or $47,150 > 3.11$ and a significant level of $0.000 < 0.05$. So H0 was rejected ha accepted so that it can be concluded that the variables of Work Environment (X1) and Work Motivation (X2) simultaneously or simultaneously on Employee Performance (Y) at NTB provincial general hospital. The results of the study are supported by a theory put forward by Ahyari (2009: 15) which states that unsatisfactory work environment conditions will reduce employee morale and decrease the level of work productivity of employees working within the company in question. The relationship between a good work environment and the high performance of employees in a company cannot be doubted. Robbins (2015) states that performance is a function of ability, motivation, and opportunity. Thus it can be concluded that performance is the willingness of a person or group of people to do something activity

and perfect something with responsibility with the results as expected. If employee motivation in work increases, this does not rule out the possibility that it can lead to increased employee performance. According to the findings of work environment research, employee performance is affected to some extent. Employee performance will be higher if the work environment comprises employee relations, work atmosphere, availability of work facilities, and security with a better work environment. A previous study backs up this assertion. According to Andi Hartini (2015), there is a favorable and considerable impact on employee performance. According to the findings of the work motivation study, it has a minor impact on employee performance. Employees will increase their performance even more if they have great internal and external motivation. The results of this study support previous research conducted by Andi Hartini Erawati (2015), Gusti Abdul Wakhid (2014), and Ilham Nuryasin (2016) which obtained the result that there is an influence on the work environment and work motivation on employee performance. Employee performance will be influenced by high work motivation, according to the findings of a study conducted at NTB Provincial Hospital. Employees can develop their creativity following their ability in line with work, and close relationships between company colleagues can facilitate the work completion process by working together and helping each other if they encounter difficulties. Based on the findings of F and t, it is recognized that Work Motivation and Work Environment have a considerable impact on employee performance, both simultaneously and partially. Furthermore, there is a positive association between the two, indicating that the higher the work motivation and the better the work environment, the higher the employee performance.

CONCLUSION

Based on the results of work environment research partially has a significant effect on employee performance. This means that if the work environment includes employee relations, work atmosphere, availability of work facilities, and security with a better work environment then employee performance will be higher. This is supported by previous research Andi Hartini (2015) shows that there is a positive and significant effect on employee performance. Based on the results of work motivation research partially has a significant effect on employee performance. Employees will further improve performance if their work motivation is both internal and externally high employees. The high motivation of work will have an impact on employee performance, the statement is supported by the results of research conducted at NTB Provincial Hospital that can develop their creativity by the ability in line with work and also supported by close relationships between company colleagues that can facilitate the work completion process by working together and helping each other if experiencing difficulties. Based on the results of F and t it is known that simultaneously and partially, Work Motivation and work environment have a significant effect on employee performance. In addition, the relationship between the two is positive, which shows that the higher the work motivation and the better the work environment, the higher the employee performance. So it can be said that changes in employee performance are influenced by the work environment and work motivation of the employees.

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