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The Effect of Work Motivation and Work Environment on Employee at PDAM Way Rilau Bandar Lampung City

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Abstract

This study aims to analyze the effect of work motivation as well as the work environment on employee performance at PDAM Way Rilau in Bandar Lampung City. Work motivation is measured through internal and external factors that influence employees' desire to achieve organizational goals. Meanwhile, work environment is understood as the physical and psychological conditions of the workplace that can affect employee behavior and productivity. The research method used a survey by distributing questionnaires to employees of PDAM Way Rilau. Data collection was conducted using a cross-sectional approach, as well as data analysis using multiple linear regression methods. The results of this study hope to provide an in-depth understanding of the impact of work motivation as well as the work environment on employee performance in the clean water service sector. The result of this study is the influence between work motivation and work environment for employee performance.

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

INTRODUCTION

Employee performance is a crucial element in ensuring the success of an organization, especially in the midst of evolving business dynamics. One important element that has an influence on employee performance is work motivation and the environmental conditions in which they work (Ayer et al., 2016). PDAM Way Rilau Bandar Lampung City, as a regional company that focuses on providing clean water, faces increasingly complex challenges in achieving company goals. Therefore, this study aims

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to dig deeper into the influence of work motivation as well as the work environment on employee performance at PDAM Way Rilau.

Work motivation is considered an internal driver that motivates individuals to achieve goals and improve performance (Siagan, 2014). On the other hand, a conducive work environment creates an atmosphere that supports employee productivity and well-being. The combination of these two aspects is the main focus of this study, with the hope of providing new insights into the factors that influence employee performance in the water service sector. As a regional company that plays a role in providing the basic needs of the community, a deep understanding of work motivation and work environment can be a strategic foundation for PDAM Way Rilau to improve its operational effectiveness (Murti & Srimulyani, 2013).

This research is also directed to make further contributions to the human resource management literature, particularly in the context of regional companies. By deepening the understanding of these factors, it is expected that this research can provide a theoretical and practical basis for the development of more effective HR management policies. In addition, the findings of this study can serve as guidelines for related parties, both company management and local government, in designing employee development programs and improving the work environment. Along with the rapid in changes in light of the business and societal demands, this study hopes to provide a more holistic view of the relationship between work motivation, work environment, and employee performance (Arianto, 2013). Thus, PDAM Way Rilau and similar organizations can improve their competitiveness as well as make greater positive contributions to society and regional development as a whole.

LITERATURE REVIEW

Motivation can be explained as an internal force or drive that encourages individuals to act, achieve goals, or carry out an activity. This concept includes psychological, social, or biological factors that drive and direct a person's behavior (Sutrisno et al., 2016). Motivation arises from individual needs and desires that can vary, including physical, emotional, social, or personal achievement needs. In the work context, motivation is often associated with employees' desire to achieve job goals, improve performance, or achieve recognition and rewards (Adinda et al., 2023). Motivation can stem from internal factors, such as ambition, a sense of responsibility, or intrinsic

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satisfaction with work, and also from external factors, such as financial rewards, recognition from superiors, or career opportunities (Kasendra, 2013).

Work environment refers to the physical, social, and psychological conditions in which individuals work. It encompasses everything that affects employees' daily experiences and interactions as they perform their job duties (Asteria & Dwiyansa, 2021). Physical aspects of the work environment include room layout, temperature, lighting, and noise in the workplace. Meanwhile, social aspects include employee relationships, team dynamics, and organizational culture (Idris et al., 2022). Psychological aspects include the impact of psychological conditions that may arise from the environment, such as stress levels or job satisfaction. A conducive work environment usually creates an atmosphere that supports employee well-being and productivity. Factors such as good collaboration, effective communication, support from coworkers and management, and career development opportunities can be an integral part of a positive work environment. Conversely, a work environment that is unsupportive or has interpersonal conflicts can negatively impact employees' mental well-being and performance (Jatmika & Andarwati., 2018).

Employee performance refers to the results or achievements of individuals in carrying out the tasks and responsibilities inherent to their work in an organization (Deressa & Zeru., 2019). Employee performance measurement can cover various aspects, including productivity, quality of work, initiative, creativity, compliance with company rules, and the ability to contribute to organizational goals. In a business context, employee performance is an important indicator that affects the success and productivity of the company (Potu, 2013). Employee performance evaluation is usually done through regular appraisals, feedback from superiors, and monitoring of the achievement of targets or goals that have been set. Employee performance can also be measured in individual and collaborative aspects, depending on the role and responsibilities of each employee in the organization (Sidanti, 2015).

RESEARCH METHODS

Quantitative research is a research method that uses quantitative approaches in data collection, analysis, and interpretation. This method is usually used to examine phenomena that can be measured quantitatively and is done by collecting data from a specific population or sample. This quantitative approach is based on the philosophy of positivism, which is the view that knowledge can be obtained through objective empirical

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observations and testing. Sugiyono (2019). Quantitative research is a type of research method used to test theories or hypotheses by measuring certain variables as well as analyzing the relationship between these variables. Quantitative research usually involves collecting measurable data in the form of numbers or statistics, as well as applying statistical analysis techniques to test hypotheses. (Hardani et al., 2020).

RESULTS AND DISCUSSION

Table 1. Results of the job motivation validity test

Pernyataan	*rhitung*	*rtabel*	kondisi	Simpulan
Butir 1	0,737	0,233	rhitung > rtabel	Valid
Butir 2	0,642	0,233	rhitung > rtabel	Valid
Butir 3	0,597	0,233	rhitung > rtabel	Valid
Butir 4	0,689	0,233	rhitung > rtabel	Valid
Butir 5	0,596	0,233	rhitung > rtabel	Valid
Butir 6	0,606	0,233	rhitung > rtabel	Valid
Butir 7	0,770	0,233	rhitung > rtabel	Valid
Butir 8	0,668	0,233	rhitung > rtabel	Valid

Source: Data Managed by Researchers, 2024

The validity test results show that for each indicator tested, the value of rcount> rtable. Therefore, it can be concluded that all work motivation items are statistically valid, because the high rcount value indicates that no items need to be eliminated.

Table 2. The results of the test for the validity of the work environment

Pernyataan	*rhitung*	*rtabel*	kondisi	Simpulan
Butir 1	0,754	0,233	rhitung > rtabel	Valid
Butir 2	0,855	0,233	rhitung > rtabel	Valid
Butir 3	0,823	0,233	rhitung > rtabel	Valid
Butir 4	0,801	0,233	rhitung > rtabel	Valid
Butir 5	0,812	0,233	rhitung > rtabel	Valid
Butir 6	0,727	0,233	rhitung > rtabel	Valid
Butir 7	0,853	0,233	rhitung > rtabel	Valid
Butir 8	0,830	0,233	rhitung > rtabel	Valid

Source: Data Managed by Researchers, 2024

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The validity test results show that for each indicator tested, the rcount> rtable value.Therefore, it can be concluded that all work environment items are valid statistically, as the high rcount value indicates that no items need to be removed.

Table 3. The results of the test for the validity of employee performance

Pernyataan	*rhitung*	*rtabel*	kondisi	Simpulan
Butir 1	0,866	0,233	rhitung > rtabel	Valid
Butir 2	0,867	0,233	rhitung > rtabel	Valid
Butir 3	0,861	0,233	rhitung > rtabel	Valid
Butir 4	0,856	0,233	rhitung > rtabel	Valid
Butir 5	0,898	0,233	rhitung > rtabel	Valid
Butir 6	0,834	0,233	rhitung > rtabel	Valid

Source: Data Managed by Researchers, 2024

The validity test results show that for each indicator tested, the value of rcount> rtable. Therefore, it can be concluded that all competitive advantage items are statistically valid, because the high rcount value indicates that no items need to be eliminated.

Table 4. Research Reliability Test Results

Variabel	*Koefisien Alpha Cronbach*	Koefisien r	Simpulan
Motivasi kerja	763	0,70	Reliabel
Lingkungan Kerja	789	0,70	Reliabel
Kinerja Karyawan	809	0,70	Reliabel

Source: Data Managed by Researchers, 2024

Table 4 shows the results of the Reliability Test for variable X1, with a Cronbach's Alpha value of .763, variable X2, with a Cronbach's Alpha value of .789, and variable Y, with a Cronbach's Alpha value of .809. Cronbach's Alpha values close to or over .70 are generally considered indicators of high reliability in measurement instruments.

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Table 5. The respondents' responses to the job motivation variables

Item	Kategori jawaban responden					JUMLAH	Rata-rata
	1	2	3	4	5		
X1.1	0	11	25	31	4	71	3,36
X1.2	0	5	36	27	3	71	4,0
X1.3	0	5	0	38	8	71	3,64
X1.4	0	11	7	23	9	71	3,37
X1.5	0	5	35	23	8	71	3,46
X1.6	0	0	20	36	15	71	3.89
X1.7	0	2	13	40	16	71	3,90
X1.8	0	1	17	41	12	71	3,86
jumlah rata-rata							**3,85**

Source: Data Managed by Researchers, 2024

Based on table 9 above, the results of descriptive analysis X1 show that Work Motivation falls into the agree / good category, namely with an average of 3.85, this can be seen from the respondents' overall responses to the items.

Table 6. The respondents' responses to the work environment variables

Item	Kategori jawaban responden					JUMLAH	Rata-rata
	1	2	3	4	5		
X2.1	0	1	4	6	20	71	3,35
X2.2	0	1	40	11	19	71	3,64
X2.3	0	0	17	34	20	71	3,36
X2.4	0	2	29	31	9	71	3,46
X2.5	0	2	32	29	9	71	3,60
X2.6	0	1	30	31	9	71	3,65
X2.7	0	0	15	40	16	71	4,89
X2.8	0	0	16	41	14	71	3,94
jumlah rata-rata							**3,61**

Source: Data Managed by Researchers, 2024

Based on table 10 above, it shows that the work environment falls into the agree/good category, namely with an average of 3.61, this can be seen from the respondents' overall response to the item.

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Table 7. The respondents' responses to the employee performance variables

Item	Kategori jawaban responden					JUMLAH	Rata-rata
	1	2	3	4	5		
Y1	0	1	17	39	14	71	3,89
Y2	0	1	6	49	15	71	4,00
Y3	0	1	6	48	16	71	4,11
Y4	0	2	5	51	13	71	4,04
Y5	0	1	6	47	17	71	4,10
Y6	0	2	20	35	14	71	3,85
jumlah rata-rata							**40,1**

Source: Data Managed by Researchers, 2024

Based on table 7 above, it explains that Employee Performance is in the agree category, namely with an average of 40.1, this can be seen from the respondents' overall responses to the items.

Table 8. Multiple Linear Regression Analysis Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	8,255	2,214		3,728	<,000
	MOTIVASI KERJA (X1)	,312	,098	,411	3,172	,002
	LINGKUNGAN KERJA (X2)	,215	,091	,305	2,348	<,022

Source: Data Managed by Researchers, 2024

From the table above, the equation formed is

$$Y = 8.225 + 0.312\ X1 + 0.215\ X2 + e$$

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Table 9. Results of the t-test

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	8,255	2,214		3,728	<,000
	MOTIVASI KERJA (X1)	,312	,098	,411	3,172	,002
	LINGKUNGAN KERJA (X2)	,215	,091	,305	2,348	<,022

a. Dependent Variable: KINERJA KARYAWAN (Y)

Source: Data Managed by Researchers, 2024

In the T test analysis, the basis for decision making is if the sig value < .05 as well as the calculated T value> T table, it can be concluded that there is an influence between one variable and another. In this study, the work motivation variable has a sig value of .002> .05 and a calculated T value of 3.172 < 1.995 until it can be concluded that variable X1 has an influence on Y. For the work environment variable, the sig value is <.022 < .05 as well as the calculated T value of 2.348> T table 1.955 until it can be concluded that variable X2 has an influence on Y.

Table 10. Simultaneous Significant Test (F)

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	313,233	2	156,616	26,849	.000[b]
	Residual	396,654	68	5,833		
	Total	709,887	70			

a. Dependent Variable: KINERJA KARYAWAN (Y)
b. Predictors: (Constant), LINGKUNGAN KERJA (X2), MOTIVASI KERJA (X1)

Source: Data Managed by Researchers, 2024

From the results of the F test, it is found that the data has a sig value of .000 < .05 so that and Fcount of 26.849> F table 3.31, therefore it can be concluded that there is an influence between variables X1 and X2 for variable Y.

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Table 11. Coefficient of Determination $(R)^2$

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,664[a]	,441	,425	2,415

Source: Data Managed by Researchers, 2024

In the results of the determination test, the data obtained that the effect of X1 as well as X2 for Y was .441 or 44.1%. The remaining 55.9%.

CONCLUSIONS

From the result obtained, the conclusion is obtained, namely:

1. The results of testing the first hypothesis (H1) explain and provide evidence that there is an influence between Work Motivation for employee performance. Proven according to the results of calculations that have been carried out, the significance value for the effect of the Work Motivation variable (X1) for the employee performance variable (Y) is worth .002 < .05 According to these results, it can be concluded that w o r k motivation has a positive effect on the performance of PDAM Way Rilau employees in Bandar Lampung City.
2. The results of testing the second hypothesis (H2) explain and provide evidence that there is an influence between the work environment for employee performance. Judging from the results of the calculations that have been carried out, the significance value for the effect of the work environment variable (X2) on employee performance (Y) is .022 < .05. According to these results, it can be concluded that the work environment has a positive influence on the performance of PDAM Way Rilau employees in Bandar Lampung City.
3. The results of testing the third hypothesis (H3) explain and provide evidence that there is an influence between work motivation and work environment for employee performance. According to the results of the calculations that have been carried out, the significance value for the effect of the work motivation variable (X1) as well as the work environment variable (X2) simultaneously for the employee performance variable (Y) is worth .002 < .05 and the calculated F value of 26.849> 3.130 can also be concluded that work motivation and work environment have a

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positive influence on employee performance at PDAM Way Rilau Bandar Lampung City.

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