

THE INFLUENCE OF WORK ENVIRONMENT AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE AT THE ONE-STOP INVESTMENT AND INTEGRATED SERVICE OFFICE OF THE NORTH LAMPUNG DISTRICT

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Abstract. *The research objective in this thesis is to examine the effect of Work Environment and Work Motivation on Employee Performance at the Investment Office and One-Door Integrated Service of North Lampung Regency. The research method used is the Quantitative Analysis Method, this research uses a census research method which according to Suharsimi Arikunto if the research object is less than 100 then it is better to take all, then if the number is more than 100 then it can be taken between 10-30%. According to existing data, the respondents amounted to 39 populations.*

The results showed that the work environment had a positive effect on the performance of employees of the Investment Office and One-Door Integrated Services of North Lampung Regency with an influence contribution of 57.3% and the remaining 42.7% was explained by other variables not studied in this study. Furthermore, Work Motivation also has a positive effect on Employee Performance with an influence contribution of 65.6%, the remaining 34.4% is explained by other variables not examined in this study. The regression test shows that together there is a positive influence between Work Environment and Work Motivation on Employee Performance. The magnitude of the influence of the two variables X1 and X2 on Y is 73.7%, and the remaining 26.3% is influenced by other factors not examined in this study.

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

PENGARUH KUALITAS SUMBER DAYA MANUSIA DAN MOTIVASI KERJA TERHADAP KINERJA KARYAWAN PADA CV. BUMI ADIL DI KEC.TEGINENENG KAB.PESAWARAN

Abstrak. Tujuan penelitian dalam tesis ini adalah untuk mengkaji pengaruh Lingkungan Kerja dan Motivasi Kerja terhadap Kinerja Pegawai di Dinas Penanaman Modal dan Pelayanan Terpadu Satu pintu Kabupaten Lampung Utara. Metode Penelitian yang digunakan adalah Metode Analisis Kuantitatif, Penelitian ini menggunakan metode penelitian sensus yang menurut Suharsimi Arikunto apabila objek penelitian Kurang dari 100 maka lebih baik diambil semua, selanjutnya jika jumlah lebih dari 100 maka dapat diambil antara 10-30 %. Menurut data yang ada responden berjumlah sebanyak 39 Populasi

Hasil penelitian menunjukkan bahwa Lingkungan Kerja berpengaruh positif terhadap kinerja Pegawai Dinas Penanaman Modal dan Pelayanan Terpadu Satu pintu Kabupaten Lampung Utara dengan kontribusi pengaruh sebesar sebesar 57,3% dan sisanya sebesar 42,7% dijelaskan oleh variabel lain yang tidak dikaji dalam penelitian ini. Selanjutnya Motivasi Kerja juga berpengaruh positif terhadap Kinerja Pegawai dengan kontribusi pengaruh sebesar 65,6% sisanya sebesar 34,4% dijelaskan oleh variabel lain yang tidak dikaji dalam penelitian ini. Uji regresi menunjukkan secara bersama-sama terdapat pengaruh positif antara Lingkungan Kerja dan Motivasi Kerja terhadap Kinerja Pegawai. Besarnya pengaruh kedua variabel X1 dan X2 terhadap Y sebesar 73,7%, dan sisanya 26,3% dipengaruhi oleh faktor lain yang tidak diteliti dalam penelitian ini.

Kata kunci : *Lingkungan Kerja, Motivasi Kerja dan Kinerja Pegawai.*

INTRODUCTION

The existence of good human resources in a government office will certainly bring the office to be more

developed and able to compete and keep up with the changing times. Therefore, the performance of each individual in the Government Office is expected to meet the goals and targets set by the

Government Office.

There are several ways to improve employee performance at the Investment and One-Stop Integrated Service Office of North Lampung Regency, for example, through training and development, creating a comfortable work environment for employees, rewarding good employees, and motivating employees.

An organization that functions effectively and in accordance with organizational goals, the organization must have good employee performance, namely by carrying out its tasks in a reliable manner. Therefore, the Investment and One-Stop Integrated Service Office of North Lampung Regency is required to be alert in analyzing and solving problems that arise or that may arise in employee performance. Problems that occur in performance will greatly affect and have a direct impact on the Investment Office and One-Stop Integrated Services of North Lampung Regency.

Each employee has a different quality and quantity of performance. A work environment that is fresh, comfortable, and meets the standards of decent needs will contribute to the comfort of employees in performing their duties. The non-physical work environment which includes the friendliness of the attitude of the employees, mutual respect in times of different opinions, and so on is a mandatory requirement to continue to foster the quality of employee thinking which in turn can foster their performance continuously.

The Investment and One-Stop Integrated Service Office of North Lampung Regency is one of the Departments that facilitates Investment and conducts Public Services and as an organization will also continue to change in accordance with the growth of technological development and the influence of the environment around it. With the level of the number of existing employees, it is necessary to improve the performance of each employee at the Investment and One-Stop Integrated

Service Office of North Lampung Regency itself in order to provide the best service. The employee profession is one of the worker structures in the Service Office, because the profession as an employee at the

Investment and One-Stop Integrated Service Office of North Lampung Regency plays an important role in services.

The following is the number of employees based on the position of the Investment and One-Stop Integrated Service Office of North Lampung Regency.

Tabel 1. Data on the Number of Employees of the Investment and One-Stop

Integrated Service Office of North Lampung Regency in 2023

No.	Employee Position	Number of Employees
1.	Head of Service	1
2.	Head of Field	4
3.	Head of subdivision	8
4.	Staff	28
Total		40

Source: Investment and One-Stop Integrated Service Office of North Lampung Regency Year 2024.

Based on Table 1.1 above, it can be seen that there are 40 employees with 4 different positions. In addition to work environment factors, the work motivation of these employees is no less important in improving employee performance.

Achievement needs, from the results of the author's survey of the Investment and One-Stop Integrated Service Office of North Lampung Regency, employees still feel less satisfied in fulfilling these needs, McClelland found that high-achieving individuals distinguish themselves from other individuals according to their desire to do things well. They look for situations where they can get personal responsibility for finding solutions to various problems, can receive quick feedback on performance so that they can easily determine whether they are developing or not, and where they can set goals that are challenging enough. Meanwhile, the Investment and One-Stop Integrated Service Office of North Lampung Regency does not have anything that can make employees to excel, because

employees who excel and will not be treated the same without anything more that will be obtained by employees who excel, such as promotions or rewards.

Affiliation needs, based on the results of pre-surveys and interviews with several employees regarding affiliation needs at the Investment and One-Stop Integrated Service Office of North Lampung Regency are still arguably not good, it can be seen from the relationship between employees, there are still seniority problems. Often employees who can already be considered senior leave the office or go home first from other employees. This causes the employee's work to be delegated to other employees. So that the work will be completed not according to the specified time.

Good employee performance, of course, employees want a higher position or reward than before and work comfort. However, at the Investment and One-Stop Integrated Service Office of North Lampung Regency, it is difficult to get a promotion or reward even though employee performance has improved or has worked for several years. An interview conducted with the head of the North Lampung Regency One-Stop Investment and Integrated Service Office stated that an increase would be made if there was a vacancy in a position or an employee who had a position was transferred to another office. After this happens, the new Head of Service will look for employees to fill the existing vacancies.

Then interviews were conducted with employees who worked at the Investment and One-Stop Integrated Service Office of North Lampung Regency. There are also problems related to leadership at the Investment and One-Stop Integrated Service Office of North Lampung Regency. The problem was identified from a pre-survey conducted by the author and interviews conducted by the author explaining that their leaders were less sensitive in coordinating. For example, they rarely listen to input or complaints from employees and often ignore the

opinions of their subordinates. This results in a less harmonious relationship between employees and leaders. In addition to the problems described above, there are more problems related to job satisfaction at the Investment and Integrated Services Office of North Lampung Regency, including the following:

Table 2 Employee Performance Satisfaction at the Investment and One-Stop Integrated Service Office of North Lampung Regency

No.	Type of Permit	Target Time	Implemented	Average Permits Per Month	Average Completed Per Month	Percentage (%)
1.	Business License	3 Hari	7 Hari	50	30	60 %
2.	Practice License	3 Hari	8 – 14 Hari	70	50	70 %
3.	Research Permit	3 Hari	7 Hari	20	15	75 %

Sumber: Investment and One-Stop Integrated Service Office Year 2024.

The above problems are usually constrained due to incomplete files or the head of the department not being in place. So employee job satisfaction which should be 80% - 100% achieved is disrupted and only reaches 60% - 75%. And there is still little interaction between employees and superiors, so it seems less familiar.

Work that is less varied and monotonous also has a saturating effect on employees, so employee satisfaction with the job itself is still low. In relation to employee performance, the above must of course be addressed immediately so that employees of the Investment and One-Stop Integrated Service Office of North Lampung Regency can work optimally by meeting the goals and targets set by the vision and mission. This study was conducted to determine whether the work environment and work motivation have a significant influence on employee performance in the One-Stop Investment and Integrated Service Office of North Lampung Regency.

THEORETICAL BASIS

According to Sedarmayanti, the physical environment is : all conditions that exist around the workplace, which will affect employees either directly or indirectly. A work environment that is not in accordance with the needs of the workplace will cause fatigue in carrying out activities. Poor environmental conditions will be able to demand more energy and time and do not support the design of an efficient work system (Lestary & Chaniago, 2018).

According to Tohari, although it is believed that the physical work environment is not the main factor in increasing employee productivity, the physical work environment factor is a variable that needs to be taken into account by management experts in its influence to increase productivity. Employees who carry out their duties and work must be given attention, one of which is to pay attention to the work environment of their employees. The work environment is one of the factors that can encourage employees to work optimally for the progress of the company (Mulyana, 2012).

According to Sedarmayanti, the scope of the work environment includes: 1) Physical environmental conditions. 2) Work system design. 3) Office layout. Sarwono in Sudaryo, the physical work environment is where employees carry out their activities. The physical work environment also affects the morale of employees. The physical work environment is all physical conditions that exist around the workplace that can affect employees either directly or indirectly (Irvianti & Verina, 2015).

According to Afandi in Tarigan B & Priyanto A. A. motivation is a desire that arises from within a person or individual because he is inspired, encouraged, and encouraged to carry out activities with sincerity, pleasure, and sincerity so that the results of the activities he does get good and quality results.

According to Supartha & Sintaasih, motivation is defined as a force that encourages someone to do something in order to get the expected results or goals (Potu et al., 2021).

performance according to Ilham is to point to the ability of employees to carry

out all the tasks that are their responsibility. Then Prawirosentono (2004: 2), states that performance is the result of work achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities, in order to achieve the objectives of the organization concerned legally, not against the law and in accordance with morals and ethics (Sedarmayanti & Rahadian, 2018).

RESEARCH METHODS

This research was conducted at the Investment and One-Stop Integrated Service Office of North Lampung Regency. This writing uses the census method. According to Suharsimi Arikunto (2009) if the research object is less than 100, it is better to take all, then if the number is more than 100, it can be taken between 10-30 percent. According to the existing data, the number of employees is 40 people, in this study the author is not a respondent, so the population or respondents used are 39 population.

The analytical tools used are validity test, reliability test, normality test, multiple linear regression test, F test, T test and coefficient of determination test.

RESEARCH RESULTS

The results showed that the Work Environment at the Investment and One-Stop Integrated Service Office of North Lampung Regency was in the good category. Part of the hypothesis test conducted with the t test shows that the t value of the Work Environment on employee performance is $4.178 > t_{table} 1.120$. The coefficient of determination of the Work Environment on employee performance is 57.3%. The regression equation between Work Environment and employee performance is $Y = 9,764 + 0.785X_1$ which shows that every 1 point increase in the Work Environment variable will increase the employee performance variable by 0.785 points. This makes the

Work Environment affect the performance of employees of the Investment and One-Stop Integrated Service Office of North Lampung Regency by 57.3% and the remaining 42.7% is explained by other variables not examined in this study.

The results showed that the Work Motivation of employees of the Investment and One-Stop Integrated Service Office of North Lampung Regency was included in the good category. Partial hypothesis testing with the t-test obtained the t value of 4.974 and > t table 1.319. The coefficient of determination of Work Motivation (X2) on employee performance (Y) is 65.6%. The regression equation of Work Motivation with employee performance is $Y = 9.687 + 0.789X_2$, meaning that every time the Work Motivation variable increases by 1 point, the employee performance variable will increase by 0.789 points. This shows that Work Motivation also affects the improvement of employee performance by 65.6%, the remaining 34.4% is explained by other variables not examined in this study.

The results of the simultaneous hypothesis testing of Work Environment and Work Motivation on employee performance are evidenced by the results of the calculation of F count of 16.788 far greater than the F table value of 3.209. The coefficient of determination of Work Environment (X1) and Work Motivation (X2) affects employee performance (Y) by 73.7%. These results indicate that Work Environment and Work Motivation together affect employee performance by 73.7%, and the remaining 26.3% is influenced by other factors not examined in this study.

CONCLUSION AND IMPLICATION

CONCLUSION

The conclusions of this research are as follows : 1. The work environment affects employee performance at the Investment and One-Stop Integrated Service Office of North Lampung Regency by 57.3% and the remaining 42.7% is explained by other

variables not examined in this study; 2. Work motivation affects employee performance at the One-Stop Investment and Integrated Service Office of North Lampung Regency by 65.6%, the remaining 34.4% is explained by other variables not examined in this study; 3. The work environment and work motivation together affect the performance of employees at the One-Stop Investment and Integrated Services Office of North Lampung Regency by 73.7%, and the remaining 26.3% is influenced by other factors not examined in this study.

IMPLICATION

The research results have the following consequences: 1. Based on the research findings, work environment variables at the Investment and One-Stop Integrated Service Office of North Lampung Regency have been identified. There are several areas that require improvement. The Work Environment indicator (X1) has the smallest value in statement No.4, which states that "Each section has a well-organized space." The solution to this problem can be achieved by maximizing the use of space, so that smaller spaces can be used better; 2. According to the findings of research conducted at the Investment and One-Stop Integrated Service Office of North Lampung Regency regarding Work Motivation Variables (X2). One of the indicators that needs to be improved is the one that has the smallest value in statement No.1, which says, "I do not demand to get anything when the results of my work are satisfactory, because it is my obligation as an employee". To solve this problem, employee performance at the Investment and Revenue Service can be improved by giving attention to employees to get intensive or compensation even though they do not demand it; 3. The results of the research on the Employee Performance Variable (Y) at the Investment and One-Stop Integrated Service Office of North Lampung Regency show that there are several areas that need improvement. The

indicator “Employees are able to work well outside of working hours” in statement No.5 has the smallest value, as you know. One way to solve this problem is to re-evaluate the work given to employees to ensure they are not burdened with tasks that do not match their capacity. In addition, it can also be done by providing rewards or incentives to employees who work outside their working hours.

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