

THE RELATIONSHIP BETWEEN WORK MOTIVATION AND WORK ENVIRONMENT WITH PT. ASOKA PURI CREATION IN PALEMBANG

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ABSTRACT

This research is a quantitative research that aims to determine the relationship between work motivation and work environment with the performance of drivers of PT. Asoka Puri Kreasi in Palembang. This study used a saturated sampling technique with 58 respondents. This study used two measuring scales, namely: the work motivation scale and the work environment scale. The results of this study resulted in a positive relationship between work motivation and performance with an r value of 0.371, a positive relationship between work environment and performance with an r value of 0.693 and a positive relationship between work motivation, work environment and performance of $R = 0.694$ and R^2 of 0.484 with $p < 0.05$. The conclusion from this study is that there is a relationship between work motivation and work environment with the performance of PT. Asoka Puri Kreasi in Palembang.

Keywords: Work Motivation, Work Environment and Performance.

INTRODUCTION

Motivation can encourage employees to work diligently at work so that the goals of a company can be achieved basically work motivation according to Pandji Anoraga (2019 : 35) work motivation is something that creates enthusiasm or encouragement to work. In motivating employees, leaders must pay attention to and consider the psychological abilities and potential of employees so that they can contribute as much as possible to the success of the company, also need to pay attention and consider what are the needs of employees, because in essence employees have a number of needs that must be met, such as getting guarantees health in old age, status, as well as to obtain a pleasant association.

According to Sedarmayanti (2009 : 21) the work environment is the overall tools and materials encountered, the surrounding environment where employees work, work methods, and work arrangements both as individuals and groups. The same thing was also stated by Anoraga (in Amelia Ayuning Kuntiyassari and Agustin Handayani, 2014), that a good work environment will have a good influence on all parties, both employees, leaders, or on the results of their work. Providing a comfortable work environment will be able to provide satisfaction to employees for the work done and in the end employees will have good work performance and run it to the fullest.

Based on observations and interviews conducted by researchers to the HRD leadership of PT. Asoka Puri Kreasi obtained information that there was a decrease in the work performance of drivers starting from 2019. The work performance of these drivers experienced a decrease in income of less than 35% which was marked by a reduction in the number of operational cars

which were usually used as many as 100 cars per day to only 50 cars per day, so this affects the decrease in income which usually ranges from 8-10 million per day to only around 6 million per day. In addition, there is intense competition between metered taxi companies and online taxis, especially in price competition per kilometer, for example metered taxis are 5000 thousand rupiahs per kilometer while online taxis are 2500-3000 thousand rupiahs per kilometer. Not to mention that promotional price facilities are given to passengers which results in people preferring online taxis to metered taxis. He further said that many drivers were not on time in running their fleet, which should have been operational at 4 am, only started at 7 am, so that operational hours were reduced. Likewise, what should have finished at 2 am, now the driver has returned at 10 pm. This has an impact on the achievement of driver targets that are not in accordance with the targets set by the company related to the amount of money deposited to the company.

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LITERATURE REVIEW

Performance

According to Bernardin and Russel (in Kiki Cahaya Setiawan, 2015 : 49) performance is defined as a record of the results obtained from specific job functions or certain activities over a certain period of time.

Meanwhile, Hasibuan (in Nur Hasmalawati, 2018 : 27) explains that performance is a work result achieved by employees in carrying out their duties based on skill, effort and opportunity.

The same thing was also stated by A.A Anwar Prabu Mangkunegara (2015 : 67) performance (work achievement) is the result in quality and quantity achieved by employees in carrying out their duties in accordance with the responsibilities given to them.

Work Motivation

The same thing was also stated by Schermerhorn (in Betsy Amanda Syauta and Reny Yuniasanti, 2015 : 50) stating that work motivation is an encouragement from within the individual which explains the degree, direction, and persistence in trying to be applied at work.

The above opinion is reinforced by Miftahun Ni'mah Suseno and Sugiyanto (2010 : 98) that work motivation is the encouragement of work that arises in employees to behave so that employees are willing and willing to exert their abilities, namely expertise, skills, energy, and time to carry out activities that be responsible for the stated goals.

Based on the description above, it can be concluded that work motivation is an encouragement that comes from within the employee to provide and mobilize his contribution and abilities such as expertise, skills, energy, and time in working according to the goals set for the success of the company.

Gomes (2013 : 180-181) aspects contained in work motivation consist of individual aspects and organizational aspects.

Individual aspects are:

- 1) Needs which means that employee motivation is driven by the fulfillment of the needs required by employees.
- 2) Goals that show employee motivation by achieving the goals desired by employees related to their work.
- 3) Abilities, namely employee motivation by the suitability of the abilities possessed by employees towards their work.

Meanwhile, the organizational aspect consists of:

- 1) Payment or salary (pay), where employees will be more motivated by the suitability of salaries and bonuses with the skills and abilities of employees.
- 2) Job security, which shows that employee motivation can be encouraged by the provision of guarantees, such as security guarantees, both health and safety guarantees at work and retirement benefits.
- 3) Relationships with co-workers, namely the existence of good working relationships with co-workers will further motivate employees to work in the organization.
- 4) Supervision (supervisor), which shows work motivation in employees by supervision from superiors as expected.
- 5) Praise, which shows work motivation in employees by the support and appreciation for work performance from superiors.
- 6) The work itself (job itself), namely the motivation of employees to work that is driven by feelings of pleasure with their work.

Work Environment

A comfortable and humane work environment is a motivating factor for employee morale and work efficiency. If the work environment for employees is bad, it will cause work processes and results that are not optimal so that the company cannot achieve its goals. According to Netisemito (in Lina Febriani Ayu Andon Dewi et al, 2017 : 15) the work environment is everything that is around employees that can influence them in carrying out their assigned tasks.

The same thing was also stated by Sedarmayanti (in Aliva Kemala, 2018 : 97) the work environment is all the conditions that exist around the workplace that will affect employees both directly and indirectly.

Meanwhile, according to Wahyu (2013 : 117) the work environment is defined as conditions around the workplace both physically and non-physically which can give a pleasant, secure, reassuring, and comfortable impression at work.

Kartini Kartono (1994) divides the two aspects of the work environment, namely:

- 1) Material conditions regarding conditions in the work space, security, work safety.
- 2) Psychological conditions regarding the relationship between employees and leaders and co-workers.

Research by Nefi Damayanti and Martinus Tjendana (2012 : 35) shows that there is a significant positive relationship between work motivation and employee performance. This indicates that the higher the work motivation, the higher the performance. Likewise vice versa, the lower the work motivation, the lower the performance.

Research by Hermiyanty, Bertin Ayu Wandira and Sinta Dewi (2017 : 24) explains that there is a relationship between the work environment and employee performance at the Mabelopura Health Center, NTT. The results of this study are also supported by Abdul Rahmat's research (2015 : 133) which proves that there is a positive and very significant relationship between the work environment and employee performance.

RESEARCH METHODOLOGY

In this study, three variables were used, namely work environment and work motivation as independent variables and employee performance as the dependent variable. The population used is 58 taxi drivers at PT. Asoka Puri Kreasi and data collection techniques using a Likert scale.

RESEARCH RESULT

The validity test obtained 17 valid items for the work environment, and 30 valid items for the work motivation scale. Test the hypothesis of the relationship between work motivation and work performance of drivers at PT. Asoka Puri Kresi, the results of research data analysis obtained an r value of 0.371, so there is a relationship between work motivation and work performance for drivers at PT. Asoka Puri Kreasi, data analysis obtained an r value of 0.693, so there is a relationship between the work environment and the work performance of drivers at PT. Asoka Puri Kreasi and obtained an R value of 0.694 and an R^2 of 0.484 with $p < 0.05$. This means that there is a relationship between work motivation and work environment with the performance of PT. Asoka Puri Kreasi in Palembang.

CONCLUSION

There is a relationship between work motivation and driver performance at PT. Asoka Puri Kreasi, there is a relationship between the work environment and the performance of PT. drivers. Asoka Puri Kreasi and there is a relationship between work motivation and work environment with the performance of PT. Asoka Puri Kreasi.

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