

THE EFFECT OF MOTIVATION, WORK ENVIRONMENT, AND WORKLOAD ON EMPLOYEE PERFORMANCE AT PDAM TIRTAULI PEMATANG SIANTAR

Niarita Bukit

Faculty of Economics, Sisingamangaraja XII Tapanuli University (UNITA)
Silangit, Siborong-borong, North Tapanuli, North Sumatra, Indonesia
Email: niaritabukit@gmail.com

ARTICLE INFO

Received:
March, 26th 2022
Revised:
April, 16th 2022
Approved:
April, 18th 2022

ABSTRACT

This research aims to examine and analyze the effect of motivation, work environment and workload on employee performance at PDAM Tirtauli Pematang Siantar. The nature of the research in this study is explanatory. The number of samples in this study were 88 samples. The independent variables in this study consisted of motivation (X1), work environment (X2) and workload (X3), while the dependent variable was employee performance. Data analysis used multiple linear regression analysis. The results showed that partially or simultaneously the variables of motivation, work environment and workload had a significant effect on employee performance at PDAM Tirtauli, Pematang Siantar City.

KEYWORDS

Motivation, Work Environment, Workload And Employee Performance



This work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International

INTRODUCTION

Employee performance is the spirit possessed by an employee to complete his work. Employees who have good performance can help the company in achieving the goals set by the company (Sitopu, Sitinjak, & Marpaung, 2021). Employees who have positive performance provide a sense of optimism for the company in carrying out breakthroughs in company development, whereas if employees have negative performance it will hinder the achievement of company goals. Therefore, it is necessary to pay attention to efforts that

How to cite:

E-ISSN:

Published by:

Niarita Bukit. (2022). The Effect of Motivation, Work Environment, and Workload on Employee Performance at PDAM Tirtauli Pematang Siantar. Journal Eduvest. Vol (2): 710-715

2775-3727

<https://greenpublisher.id/>

can increase employee performance, but relate to the workload provided by the company (Balducci et al., 2021).

Employee performance is influenced by several factors including motivation, work environment and workload. (Hartinah et al., 2020) state that work motivation is one of the factors that can determine an employee's performance. Performance can be influenced by motivation. Motivation has a big influence on performance, both motivation that comes from within and from outside. A maximum performance can be achieved through high work motivation.

Besides motivation, performance is also influenced by the workload of employees. Workload is one of the factors that affect employee performance (Oah, Na, & Moon, 2018). Workload is a collection or number of activities that must be completed by an organizational unit within a specified time. The number of tasks and responsibilities assigned to an employee causes the results achieved to be less than optimal because employees only have little time to complete many tasks. If this happens often, it will have an impact on the performance of the employees themselves (Murphy, 2020).

To improve employee performance can also be done by improving the work environment (Wei, Sewell, Woody, & Rose, 2018). The company as the parent company must provide a comfortable and conducive work environment that is able to make employees work more productively (Purwanto et al., 2020). Creating a safe and comfortable work environment will be able to give satisfaction to employees to work well.

Based on the formulation of the problem above, the researcher can conclude that the research objectives are to analyze the effect of motivation on employee performance at PDAM Tirtauli Pematang Siantar City, analyze the effect of the work environment on employee performance at PDAM Tirtauli Pematang Siantar City, analyze the effect of workload on employee performance at PDAM Tirtauli City Pematang Siantar, and analyze the influence of motivation, work environment and workload on employee performance at PDAM Tirtauli Pematang Siantar City.

RESEARCH METHOD

This research was conducted at PDAM Tirtauli, Pematang Siantar City, which is located on Jl. Besar Panettonga, Naga Huta, Kec. Siantar Marimbun, Pematang Siantar City. The sampling technique in this research uses the saturated sampling method, where the sampling technique is the determination of the sample that makes all members of the population a sample of 88 people (Saputra & Kawisana, 2021). The dependent variable in this study is employee performance (Y), while the independent variables are motivation (X1), work environment (X2), workload (X3). Data analysis used multiple linear regression analysis (Sugiyono, 2016: 192).

RESULT AND DISCUSSION

1. Research Results

a. Multiple Linear Regression

The test results of multiple linear regression analysis can be seen in the table below:

Table 1. Multiple Regression Coefficient test results
Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.463	2.129		2.566	.012
	Motivasi	.365	.090	.345	4.035	.000
	Lingkungan_kerja	.313	.108	.265	2.896	.005
	Beban_kerja	.258	.056	.368	4.620	.000

a. Dependent Variable: Kinerja_karyawan

Based on the above equation, then: constant (a) = 5.463. This means that if the independent variables, namely if the motivation, work environment and workload are 0, then the employee's performance is 5.463. Where if there is an increase in motivation by one unit, then employee performance will increase by 0.365. An increase in the work environment by one unit will increase employee performance by 0.313. If there is an increase in workload by one unit, then the employee's performance will increase by 0.258.

b. Coefficient of Determination

The results of testing the coefficient of determination can be seen in the table below:

Table 2. Testing the Coefficient of Determination
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.747 ^a	.558	.542	3.55634

a. Predictors: (Constant), Beban_kerja, Motivasi, Lingkungan_kerja

Based on the table above, the value of the Adjusted R Square coefficient of determination is 0.542, meaning that the ability of the motivation variable, work environment and workload to explain its effect on employee performance is 54.20%. While the remaining 45.80% is the influence of other independent variables not examined in this study such as communication variables, discipline, and various other factors.

c. Simultaneous Hypothesis Testing (F-Test)

The results of simultaneously testing the hypothesis can be seen in the table below:

Table 3. F-test
ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1341.559	3	447.186	35.358	.000 ^a
	Residual	1062.396	84	12.648		
	Total	2403.955	87			

a. Predictors: (Constant), Beban_kerja, Motivasi, Lingkungan_kerja

b. Dependent Variable: Kinerja_karyawan

Based on the table above, it is obtained that the value of the F-table (2.72) and significant = 5% (0.05), namely F-count (35.358) and sig.a (0.000a). This means that simultaneously motivation, work environment and workload have a positive and significant effect on employee performance.

d. Partial Hypothesis Testing (t-test)

The following results from partial hypothesis testing can be seen in the table below as follows:

**Table 4. t-test
Coefficients^a**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	5.463	2.129		2.566	.012
Motivasi	.365	.090	.345	4.035	.000
Lingkungan_kerja	.313	.108	.265	2.896	.005
Beban_kerja	.258	.056	.368	4.620	.000

a. Dependent Variable: Kinerja_karyawan

Based on the table above, it can be seen that:

1. The t-count value for the motivation variable (X1) shows that the t-count value (4.035) > t-table (1.941) with a significant level of 0.000 < 0.05 so it can be concluded that there is a positive and significant effect between motivation on employee performance .
2. The t-count value for the work environment variable (X2) shows that the t-count value (2.896) > t-table (1.941) with a significant level of 0.005 < 0.05 so it can be concluded that there is a positive and significant influence between the work environment on employee performance.
3. The t-count value for the workload variable (X3) shows that the t-count value (4.620) > t-table (1.941) with a significant level of 0.000 < 0.05 so it can be concluded that there is a positive and significant effect between workload on employee performance.

2. Discussion

The results showed that motivation had a positive and significant effect on employee performance (PANCASILA, HARYONO, & SULISTYO, 2020). The existence of motivation by company leaders to employees will further improve employee performance (Razak, Sarpan, & Ramlan, 2018). The presence of motivation will stimulate employees to mobilize their abilities so that they are able to show maximum performance. Motivated employees not only improve their performance, but also increase their commitment to work. Employees do not hesitate to try their best so that the task is completed properly. This will encourage high employee job satisfaction and have a positive impact on company performance. This is in accordance with the opinion of Mangkunegara (2017: 67) which states that the factors that influence performance are the ability factor and the motivation factor.

The work environment has a positive and significant effect on employee performance (Abdullah, 2020). A comfortable work environment will have a direct impact on employees, especially in terms of completing the work given (Sunarsi, 2020). Employees who feel comfortable and safe in their work environment will be able to bring out all their abilities because employees do not feel disturbed when they work, so that with this comfort they are motivated to work, this causes a lot of work to be completed properly so that their performance can be said to be good. According to (Hermawati et al., 2020) that performance is influenced by several factors, namely internal environmental factors, external environment, and internal employees.

Workload has a positive and significant effect on employee performance. Workloads that exceed the capacity that must be done by an employee will make employees produce

low performance. This is because employees will be very burdened with the work that must be completed. According to (Nanda, Soelton, Luiza, & Saratian, 2020) if the workload continues to increase without an appropriate division of workload, employee performance will decrease. The high workload is seen in the fluctuating level of production target achievement. This makes it difficult to standardize work for each employee, the level of production at the company from day to day is uncertain depending on how big the target is to complete (Fareri, Fantoni, Chiarello, Coli, & Binda, 2020).

CONCLUSION

Based on the analysis and discussion, it can be concluded that motivation has a positive and significant effect on employee performance at PDAM Tirtauli, Pematang Siantar City. The work environment has a positive and significant effect on employee performance at PDAM Tirtauli Pematang Siantar. Workload has a positive and significant effect on employee performance at PDAM Tirtauli Pematang Siantar. Motivation, work environment and workload simultaneously have a significant effect on employee performance at PDAM Tirtauli Pematang Siantar.

REFERENCES

- Abdullah, Anton. (2020). Relationship the Work Culture and Training Programs Within Performance. *International Journal of Progressive Sciences and Technologies*, 20(1), 92–101.
- Balducci, Cristian, Alessandri, Guido, Zaniboni, Sara, Avanzi, Lorenzo, Borgogni, Laura, & Fraccaroli, Franco. (2021). The impact of workaholism on day-level workload and emotional exhaustion, and on longer-term job performance. *Work & Stress*, 35(1), 6–26.
- Fareri, Silvia, Fantoni, Gualtiero, Chiarello, Filippo, Coli, Elena, & Binda, Anna. (2020). Estimating Industry 4.0 impact on job profiles and skills using text mining. *Computers in Industry*, 118, 103222.
- Hartinah, Sitti, Suharso, Putut, Umam, Rofiqul, Syazali, Muhamad, Lestari, Bella, Roslina, Roslina, & Jermisittiparsert, Kittisak. (2020). Retracted: Teacher's performance management: The role of principal's leadership, work environment and motivation in Tegal City, Indonesia. *Management Science Letters*, 10(1), 235–246.
- Hermawati, Rahmi, Sugiyarti, Listya, Handayani, Rima, Sunarsi, Denok, Alfiah, Siti, & Maddinsyah, Ali. (2020). The Effect of Trilogy Leadership Style and Organization Culture on School Performance: Evidence form Indonesian Senior High School. *PalArch's Journal of Archaeology of Egypt/Egyptology*, 17(6), 8512–8537.
- Murphy, Kevin R. (2020). Performance evaluation will not die, but it should. *Human Resource Management Journal*, 30(1), 13–31.
- Nanda, Andesna, Soelton, Mochamad, Luiza, Sita, & Saratian, Eko Tama Putra. (2020). The effect of psychological work environment and work loads on turnover interest, work stress as an intervening variable. *4th International Conference on Management, Economics and Business (ICMEB 2019)*, 225–231. Atlantis Press.
- Oah, Shezeen, Na, Rudia, & Moon, Kwangsu. (2018). The influence of safety climate, safety leadership, workload, and accident experiences on risk perception: A study of Korean manufacturing workers. *Safety and Health at Work*, 9(4), 427–433.

- PANCASILA, Irwan, HARYONO, Siswoyo, & SULISTYO, Beni Agus. (2020). Effects of work motivation and leadership toward work satisfaction and employee performance: Evidence from Indonesia. *The Journal of Asian Finance, Economics and Business*, 7(6), 387–397.
- Purwanto, Agus, Asbari, Masduki, Fahlevi, Mochammad, Mufid, Abdul, Agistiawati, Eva, Cahyono, Yoyok, & Suryani, Popong. (2020). Impact of work from home (WFH) on Indonesian teachers performance during the Covid-19 pandemic: An exploratory study. *International Journal of Advanced Science and Technology*, 29(5), 6235–6244.
- Razak, Abdul, Sarpan, Sarpan, & Ramlan, Ramlan. (2018). Effect of leadership style, motivation and work discipline on employee performance in PT. ABC Makassar. *International Review of Management and Marketing*, 8(6), 67.
- Saputra, Komang Adi Kurniawan, & Kawisana, Putu Gede Wisnu Permana. (2021). Analysis Of The Influence Of Power, Auditor Experience And Task Complexity On Audit Judgment. *PalArch's Journal of Archaeology of Egypt/Egyptology*, 18(4), 6370–6379.
- Sitopu, Yoel Brando, Sitinjak, Kevin Arianda, & Marpaung, Feny Krisna. (2021). The Influence of Motivation, Work Discipline, and Compensation on Employee Performance. *Golden Ratio of Human Resource Management*, 1(2), 72–83.
- Sunarsi, Denok. (2020). The analysis of the work environmental and organizational cultural impact on the performance and implication of the work satisfaction. *Jurnal Ilmiah Ilmu Administrasi Publik*, 9(2), 237–246.
- Wei, Holly, Sewell, Kerry A., Woody, Gina, & Rose, Mary Ann. (2018). The state of the science of nurse work environments in the United States: A systematic review. *International Journal of Nursing Sciences*, 5(3), 287–300.