

EMPLOYEE PERFORMANCE IMPROVEMENT: MOTIVATION AND ENVIRONMENT BASED CONCEPTS

Ine Yuliawati¹, Sindrawati², Muhammad Syukurullah Abdullah³
Department of Public Administration, Sekolah Tinggi Ilmu Administrasi Bandung

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ABSTRACT

The purpose of this research is to analyze and test the important role of motivation and work environment in efforts to improve employee performance. The approach used was quantitative and the sample used was 34 employees from the UPT Parking Office of the Bandung City Transportation Service. The results of the study show that motivation plays an important role in improving employee performance. While the work environment does not play an important role in increasing employees. It is important for the UPT Parking Dinas Perhubungan Bandung City to further analyze the factors that can improve the performance of its employees.

E-mail:
sindrawati@stiabandung.ac.id

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1. INTRODUCTION

Human resources or employees are important in the success of an organization or government institution [1, 2]. Through good employee management, the organization can survive and develop in an increasingly advanced era of globalization. Employees in the organization consist of superiors and subordinates. Every employee or person who works in an organization certainly has their own roles and functions, so that in determining the duties and functions of each employee must be in accordance with their abilities and knowledge so that employee performance can be maximized and according to goals. Performance can be known and measured if an individual or a group of employees already has criteria or benchmark success standards set by the organization [3].

There are many problems related to the performance of employees in the city of Bandung which are still not optimal, so that they have decreased over time [4]. This research has also been carried out in several areas in the city of Bandung, including in Arjasari District, Bandung Regency, which shows that employees are less capable of doing their jobs [5], at the Dinas Pemuda dan Olahraga Bandung City shows that performance at the service is advised to always be improved in terms of several indicators, namely in terms of the work given can be completed on time and the delivery of information from leaders must be improved and further improved, by improving these indicators, it is hoped can improve employee performance [6]. However, what happened to the performance of employees in the Margayu District, Bandung Regency, was included in the good criteria [7]. The performance of employees who receive special attention in the city of Bandung is the Dinas Perhubungan. This is due to the many congestion points that occur. Public evaluation of the performance of employees at the Dinas Perhubungan has decreased, especially UPTD Parking [8].

The city of Bandung is a very large area and is growing rapidly both in terms of education, city planning, tourist attractions and population density. With the large population of the city of Bandung, the world of education that continues to grow, the demand for tourist attractions that continues to be activated, automatically requires the Bandung government to be able to regulate good urban planning, especially in the field of parking. Because after all, Bandung residents will always use both public and private transportation to make it easier for them to get to their destination, be it for work, travel and other activities. In this case, parking management under the auspices of the UPTD Parking Management Dinas Perhubungan Bandung City is a forum that plays an important role in urban planning, especially parking in the city of Bandung.

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Based on Bandung City Level II Regional Regulation Number 03 of 1985 concerning the Establishment of Bandung Level II Municipal Parking Management Board; Bandung Municipality Regional Regulation Level II Number 4 of 1993 concerning Parking Management Regulations; and regent regulations of Bandung Number 6 of 2018 states that the Parking Management Agency is a Regional Implementation Unit within the Regional Government in the Parking Sector. The Regional Technical Implementation Unit (UPTD) for Parking Management at the Bandung Regency Transportation Service has the task of carrying out some of the duties of the transportation service in the parking area. In carrying out its duties, this unit has the function of preparing operational plans and technical implementation of parking management improvement and development, operational implementation of parking management and arrangement, implementation of UPT administration and implementation of supervision, evaluation control and reporting of parking management activities (<https://dishub.bandung.go.id/p/unit-pelaksana-teknis>).

UPTD Parking as a technical implementer that provides public services for the people of the city of Bandung through parking facilities on the road, which are divided into three areas, namely the center, buffer and periphery. Where each has a different rate according to the type of vehicle and area. This is in line with regional regulations regarding parking management regulations and the 2018 regent's regulation regarding changes to Bandung Regent Regulation Number 41 of 2016 concerning technical instructions for implementing parking tax collection. Observing the important role of the UPTD Parking Management, it requires good employee performance as well.

If employee performance is not improved, there will be several negative impacts, including poor service quality [9], decreased organizational effectiveness [10], and administrative services will decrease [11]. In this case, it can be concluded that it is very important for a government institution to maintain the performance of its employees so that it remains stable and even increases. It is not easy for the Dinas Perhubungan, especially UPTD Parking, to continue to improve the performance of its employees.

There are several ways to improve employee performance, including through motivation [12-14], work environment [15, 16], workload [13], organizational support [17, 18], and organizational commitment [18]. However, what happened to the employees of the Dinas Perhubungan, especially the UPTD Parking, which became the domination of employee performance, namely motivation and work environment. Other findings are actually different, namely showing that motivation has no effect on performance [19]. In addition, the work environment also has findings that show no effect on performance [14]. It can be seen that there is an inconsistency from the results of previous studies. It is important to re-verify related to motivation and the environment in an effort to improve performance at the Dinas Perhubungan, especially UPTD Parking. The hypothesis in this study is described as follows.

H1 = Motivation plays an important role in improving employee performance

H2 = The work environment plays an important role in improving employee performance

The purpose of this research is to examine and analyze the increase in employee performance through motivation and work environment. The benefit of this research is that for the Dinas Perhubungan, especially UPTD Parking, it can be used as a reference in improving the performance of its employees. In addition, it is also used as a reference material to improve employee performance through several ways other than motivation and the work environment.

2. METHOD

This type of research is a quantitative research. The design of this study is included in explanatory research because the aim is to explain the causal relationship between variables through hypothesis testing. The type of data used is in the form of internal data and external data. Internal data is in the form of employee data from the Dinas Perhubungan, especially UPTD Parking. External data in the form of the results of distributing questionnaires. The population in this study amounted to 34 people. The sample used is in the form of a census sample, that is, all members of the population are used as samples, so the sample in this study is 34 people..

The indicators used to measure performance are the result of adaptation from previous studies in the form of quality, quantity, timeliness and responsibility [17]. The indicators used to measure motivation are a sense of self-responsibility, the desire to excel, and opportunities to advance [20]. Adapted work environment indicators from previous studies are measured by adequate lighting,

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adequate facilities, workplace safety, and relationships between co-workers [15]. The indicators were developed into a questionnaire and measured using a Likert scale (1=strongly disagree, 2=disagree, 3=uncertain, 4=agree, 5=strongly agree). Prior to being widely distributed, the statement items had been tested and obtained valid and reliable results.

The analysis used is in the form of descriptive and inferential statistical analysis. Descriptive statistical analysis is used to provide an empirical description or description of the data collected in the study. The types of descriptive statistics presented are in the form of frequency distributions [21]. Inferential statistical analysis in the form of classical assumption testing, regression analysis, and hypothesis testing [22].

3. RESULTS AND DISCUSSION

Results

Respondents in this study amounted to 34 people from the UPTD Parking Dinas Perhubungan, Bandung City. Respondent data from the distribution of questionnaires can be seen in table 1 as follows:

Table 1. Respondent Data

No	Deskripsi	Frequency	Percentage (%)
1	Gender		
	Man	23	67,6
	Woman	11	32,4
2	Age		
	Less than 21 years	1	2,9
	21 to 30 years	5	14,7
	31 to 40 years	12	35,3
	41 to 50 years	11	32,4
	More than 50 years	5	14,7
3	Education		
	Elementary school	0	0
	Junior High School	0	0
	Senior High School	15	44,1
	Diploma	3	8,8
	Undergraduate	15	44,1
	Magister	1	2,9
	Doctoral	0	0
4	Years of service		
	0 to 5 years	5	14,7
	6 to 10 years	4	11,8
	11 to 20 years	20	58,8
	More than 20 years	5	14,7

Source: Data Processed (2023)

Respondent data in table 1 shows that in terms of gender, it was dominated by men at 67.7%, while women were at 32.4%. Judging from the age of the respondents, it was quite diverse, where the ages of 31 to 40 years dominated enough, namely 35.5%, followed by ages 41 to 50 years of 32.4%, ages 21 to 30 years and ages over 50 years both 14, 7%, and only 2.9% who are less than 21 years old. When viewed from the level of education, most of them had high school education/equivalent and Bachelor's degrees, namely 44.1%, followed by diploma education at 8.8%, and Masters degree at only 2.9%. The last respondent's data is work period. The highest working period is between 11 to 20 years at 58.8%, followed by 0 to 5 years of service and over 20 years at 14.7%, while 6 to 10 years of service is 11.8%.

The results of multiple linear regression analysis and hypothesis testing are explained in table 2 as follows:

Table 2. Results of Regression Analysis and Hypothesis Testing

No	Model	β	R ²	Sig.	Information
1	Constant	4,639		0,011	
2	Motivation -> Employee Performance	0,636	0,453	0,033	Significant

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3 Work Environment -> Employee Performance 0,158 0,389 Not Significant

Source: Data Processed (2023)

Based on table 2, the regression formula $KP=4.639+0.636MT+0.158LK$ is obtained. The formula shows that even if there is no motivation and work environment, then the employee's performance is still there at 4.639. Judging from the motivation variable, it shows that every time there is an increase in motivation, the employee's performance will also increase by 0.636, and vice versa. Judging from the work environment, it shows that every increase in the work environment, there will be an increase in employee performance by 0.158, and vice versa. The results of the coefficient of determination show a value of 0.453. This shows the meaning that 45.30% of employee performance is influenced by motivation and work environment. The remaining 54.70% is influenced by other variables including workload, organizational support, and organizational commitment. The results of testing the first hypothesis show that the significance value is 0.033. These results are below 0.05, so it can be concluded that the first hypothesis is accepted. The results of testing the second hypothesis showed a significance value of 0.389. This result is greater than 0.05, so it can be concluded that the second hypothesis is rejected.

Discussion

The Effect of Motivation on Employee Performance

The results of the study show that motivation influences employee performance. These results mean that motivation plays an important role in improving the employee performance of UPTD Parking Dinas Perhubungan at the Bandung City. These results support previous research which shows that motivation has a significant effect on performance [12-14]. However, the results of this study do not support the results of previous studies which show that motivation has no significant effect on performance [19].

The importance of motivation in improving employee performance is shown by the sense of responsibility within the employee, the desire to excel, and the opportunity for a career. The main priority is the sense of responsibility from within the employee. This is shown by the desire of employees who have indeed decided to serve at the Dinas Perhubungan Bandung City. All forms of responsibility become their motivation to work better. The average employee is dominated by men who have high enthusiasm to take full responsibility at work. In terms of age, the employees have shown that they are ready to start a family, so that the motivation from within to create a culture of responsibility is very high so that their performance is also good. Judging from the level of education, it shows that employees have a high school education to a bachelor's degree, and a very high sense of responsibility towards their work. The majority of the working period is 11 to 20 years which shows that the working period is quite long, so that their responsibilities while working are quite high.

The second priority is the opportunity for a career in the Dinas Perhubungan Bandung City. Career opportunities are indicated by promotions during work. Employees who are dominated by men are very motivated by this opportunity, so that their performance continues to be improved. In terms of age, employees who are quite mature are also very positively encouraged by the existence of these career opportunities, so that even though some employees are aged 41 to 50 years they still continue to improve their performance. The educational level of employees showing that they range from high school to bachelor's degree, they have a high desire to improve their careers by showing good performance. The working period of employees is dominated between 11 to 20 years. The working period is quite long with some good career opportunities. They always show good performance while working at the Dinas Perhubungan Bandung City.

The last priority is the desire to employee achieve at the Dinas Perhubungan Bandung City. There is a desire from the majority of male employees to excel employees by showing their good performance. In addition, the age of employees has shown high maturity which means that they have a high desire to excel. From the level of education, employees with high school education do not want to lose to those with bachelor's education, so they show good work performance. The working period of most employees is long, they also don't want to lose to new employees by showing their achievements.

The Influence of the Work Environment on Employee Performance

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The results showed that the work environment has no significant effect on employee performance. These results mean that the work environment plays an important role in improving the employee performance of Dinas Perhubungan Bandung City. The results of this study support previous research which showed that the work environment has no effect on performance [14]. However, several studies are not in line with the results of this study. Their research shows that the work environment has a significant effect on performance [15, 16].

The work environment is indicated by the existence of adequate lighting, adequate facilities, security at work, and relationships between co-workers. The main priority of this indicator is good co-worker relations. Dinas Perhubungan Bandung City employees must have a good working relationship between fellow employees. Because the inter-section is always closely related and can not be separated. However, the existence of good relations among fellow employees does not have an important impact on improving their performance. They continue to work as it is without being affected by the relationship.

The second priority is lighting in the workplace. Dinas Perhubungan Bandung City employees are more active outside the office, so that lighting in the workplace does not play an important role in improving their performance. They work even more influenced by other factors that exist outside the office. The third priority is adequate facilities. This is also almost the same as the situation in the office, where employees of the Dinas Perhubungan Bandung City do not need good facilities in the office. They work more outside the office and face many problems that do not always require office facilities. In this case adequate facilities also do not have an important impact on improving employee performance.

The last priority is safety in the workplace. Dinas Perhubungan Bandung City employees who work more outside the office do not need serious security while in the office. In this case, security in the workplace does not play an important role in efforts to improve employee performance. They continue to work as usual even without workplace security.

4. CONCLUSION

Based on the research results, it shows that motivation plays an important role in improving performance. In contrast to the work environment which shows no important role in improving performance. Motivation is assessed from a sense of self-responsibility, the desire for achievement, and opportunities. While the work environment is assessed from adequate lighting, adequate facilities, safety at work, and relationships between co-workers. Suggestions for the UPTD Parking Office of the Dinas Perhubungan Bandung City, namely that other efforts are needed to improve the performance of its employees, such as paying more attention to employee welfare, always providing full support, and providing periodic training. Suggestions for further research are the need for further research on how to improve employee performance through several variables including organizational support, workload, organizational commitment and other variables that have not been studied.

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