

**PENGARUH LINGKUNGAN KERJA DAN MOTIVASI KERJA TERHADAP  
KINERJA KARYAWAN KOPERASI PEGAWAI TELKOM SAMARINDA**

***THE EFFECT OF WORK ENVIRONMENT AND WORK MOTIVATION ON  
EMPLOYEES PERFORMANCE OF EMPLOYEES COOPERATIVE TELKOM  
SAMARINDA***

**Ris Setyawati<sup>1</sup> Vera Anitra<sup>2</sup> Mursidah Nurfadillah<sup>3</sup>**

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Diajukan Sebagai Salah Satu Syarat  
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**PROGRAM STUDI S1 MANAJEMEN  
FAKULTAS EKONOMI BISNIS DAN POLITIK  
UNIVERSITAS MUHAMMADIYAH KALIMANTAN TIMUR  
2022**

**Pengaruh Lingkungan Kerja dan Motivasi Kerja Terhadap Kinerja Karyawan  
Koperasi Pegawai Telkom Samarinda**

*The Effect Of Work Environment And Work Motivation On Employees Performance Of  
Employees Cooperative Telkom Samarinda*

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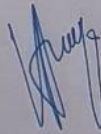
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*The Effect of Work Environment and Work Motivation on Employees Performance of  
Employees Cooperative Telkom Samarinda*

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Samarinda, 20 July 2022

The person who make this statement,



Ris Setyawati

# The Effect Of Work Environment And Work Motivation On Employees Performance Of Employees Cooperative Telkom Samarinda

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**Abstract:** *This research aims to see how the work environment and motivation affect the performance of the Telkom Samarinda Employee Cooperative. This study uses a quantitative approach with data collection methods using a Likert scale instrument through a questionnaire distributed via a google form. Correspondents in this study were Telkom Samarinda Employee Cooperative employees, as many as 100 people. This study uses SPSS 25.0, and the calculation uses the solving formula. The results of the study indicate that the work environment has a positive but not significant effect on the performance of the Telkom Samarinda Employee Cooperative employees, meaning that based on the existing indicators, lighting and air circulation have not provided a comfortable and conducive feeling. In contrast, the influence of work motivation on employee performance has a positive and significant effect on the performance of employees of the Telkom Samarinda Employee Cooperative.*

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**Abstraksi:** Tujuan dari dilakukan penelitian ini adalah melihat bagaimana lingkungan kerja dan motivasi kerja pada kinerja Koperasi Pegawai Telkom Samarinda. Penelitian ini menggunakan metode pendekatan kuantitatif dengan metode pengumpulan data yang menggunakan instrumen skala likert melalui sebuah angket kuesioner yang disebarakan melalui google form. Koresponden dalam penelitian ini adalah karyawan pada Koperasi Pegawai Telkom Samarinda sebanyak 100 orang. Penelitian ini menggunakan SPSS 25.0 dan perhitungannya menggunakan rumus slovin. Dari hasil penelitian menunjukkan bahwa lingkungan kerja mempunyai pengaruh positif namun tidak signifikan terhadap kinerja karyawan Koperasi Pegawai Telkom Samarinda artinya berdasarkan indikator yang ada pencahayaan dan sirkulasi udara belum memberikan rasa nyaman dan kondusif, sedangkan pengaruh Motivasi Kerja terhadap kinerja karyawan mempunyai pengaruh positif dan signifikan terhadap kinerja karyawan Koperasi Pegawai Telkom Samarinda.

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

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## Introduction

Performance is a person's ability to carry out the responsibilities given. From the performance results, the company will know whether the employees are doing the job properly or not. A company's success can be seen from its HR if the results are very good. So with this, the work done also has good results. Human resources are the company's main component; of course, performance plays an important role in the company. (Aniversari & Sanjaya, 2022) Performance is the result of work that has been achieved through an employee in carrying out a given task to meet work targets that have been determined by the company. (Sihotang, 2020) stated that performance is the result of the achievements that have been achieved by employees in the job descriptions that have been given. In improving good performance, there must be several supporting factors, factors that are supporting improving performance, such as work environment and work motivation. As employees can be influenced by various factors such as wages, work environment, organizational culture, motivation and leadership, job satisfaction, work communication, work discipline, and various other factors (Maswar et al., 2020).

The work environment is a condition that describes how good the company is, considering that the environment is one of the most important and influential parts in increasing company activities and influences employee performance with a conducive work environment with good environmental relations between superiors and other employee staff. (Triharyanto & Jaswita, 2021) The work environment is important as a tool and material which is the work environment in which a person works, how to work and good work arrangements to work as individuals or groups. Meanwhile, according to (Sari & Aziz, 2019) The work environment is able to create a mutually bound working relationship between employees in that environment. If employees work in a comfortable and safe environment, employees can work well, able to issue ideas for employee creativity and high productivity.

In contrast, if the work environment is not comfortable and conducive, employee productivity will suffer, affecting the quality of the output. There are two types of work environments: physical and non-physical. A physical environment is a physical form that is related to employees in some way, such as tables, chairs, and product layout. At the same time, the non-physical environment is associated with the relationship between colleagues and superiors, as well as the work environment. According to the explanation above, a pleasant work environment leads to employee happiness; without a good and healthy environment, employees will easily feel bored and uncomfortable lingering in that environment. Employee performance will suffer as a result of an unpleasant work environment. Carrying out the assigned tasks will be ineffective and inefficient, resulting in a decrease in work for the company.

Work motivation is an encouragement in providing morale to employees, by motivating employees to be willing to work optimally. According to (Mega & Humala, 2022) if the employee does not have a clear contribution it will result in a decrease in performance, this can make the employee become unmotivated and appear unclear about it. Motivation is important because it can make employee performance very good and maximal; in this way, able to realize company goals. Giving motivation is a bit complex because employees have different wants and needs. So company management needs to understand how to overcome motivation. With this, the company can overcome the company will get maximum employee performance following employee expectations. In research (Primandaru et al., 2018) explains that motivation is a condition that can encourage employees in various ways so that employees become enthusiastic at work, with high or weak employee motivation also determining performance because employee performance depends on the magnitude of the strength of the motive for the motivation. In the explanation above, it can be concluded that the provision of motivation can be in the form of rewards in the form of incentives and career paths if the employee's performance is satisfactory and excellent in following company goals.

From the two explanations above regarding work environment and work motivation, these two relationships are interrelated in the company's success. Such as a safe, comfortable, healthy environment without competition that brings each other down. A healthy environment is a dream for all employees; however, if there are traits that behave negatively towards coworkers in the employee's environment, this will be very uncomfortable, and the employee will feel that this attitude interferes with the performance process, so employees will feel lazy in completing the task. To find out whether the company has paid good attention to and supports making a comfortable, healthy, and flexible environment can be observed through employees' work. Koperasi Pegawai Telkom Samarinda is a company engaged in the services field that is responsible for construction services, maintenance, SOOP (payment), and construction materials. Qualified and efficient human resources are required to carry out these responsibilities. This is done to ensure the company's success and to improve employee performance, which is aided by work environment factors and work motivation. Based on the foregoing explanation, the researcher is interested in analyzing the effects of work environment problems and work motivation on employee performance at Koperasi Pegawai Telkom Samarinda. (1) Does the work environment have an impact on the performance of Koperasi Pegawai Telkom Samarinda employees? ; (2) Does employee motivation affect performance at Koperasi Pegawai Telkom Samarinda? ; (3) Does the work environment and job motivation affect employee performance at Koperasi Pegawai Telkom Samarinda at the same time

## **Literature Review**

### *Employee Performance*

Employee performance is a process carried out individually or in groups to achieve company goals. Good employee performance will result in good development and success as well. Employee performance depends on the employee's self. (Chusnah & Khoridah, 2021) Employee performance is a form of results that have been done by employees based on decisions within the company such as procedures, company norms, and company goals that have been determined as work orientation within the company. (Orocomna et al., 2018) Performance is the level of success of a person in totality for a certain period of time in carrying out tasks with various possibilities, such as work standards, targets or targets that have been made based on mutual agreement. Dessler in (Busro, 2020) argues that

performance is the result of work performance, where there is a comparison between work results and company standards that have been set. (Yulinda, 2018) the performance results of each employee are influenced by various factors in achieving company goals so that they are able to contribute to the company with responsibilities and results as expected.

### *Work Environment*

The work environment plays a role in connecting the interactions of each member of the employee to create a comfortable environment, and a good work environment can maximize the level of employee job satisfaction. Indirectly working conditions will affect performance both in the long and short term, and poor working conditions affect the performance of employees. According to (Widyaningrum, 2019) work environment everything that is in the area around employees which is able to affect employee job satisfaction in doing work so that it will provide maximum results, in the surrounding environment there must be several facilities that will support the work of employees in order to help work success. Meanwhile, according to (Wibowo & Widiyanto, 2019) The work environment is a condition that displays the physical and psychological conditions that exist in an organization. The work environment situation is needed to improve the performance of employees because the work environment is a condition that is obtained both physically and psychologically and accepted by employees in doing their work (Primandaru et al., 2018).

### *Work Motivation*

Work motivation is a type of encouragement in which employees are encouraged to be enthusiastic and passionate about their jobs. There are numerous things that companies can do to motivate employees and keep them engaged, which can have a positive impact on employee performance. As according to Kreitner and Knicki in (Tsauri, 2016) said that motivation is a psychological process that can increase morale and direct employees to achieve goals. (Arianto & Kurniawan, 2020) Motivation is a process of influencing or encouraging employees to fulfill various needs by providing good direction and one's potential to be productive in working in accordance with the duties and obligations that are assigned and desired. According to (Pasaribu & Siagian, 2019) Motivation is a very important drive for employees to fulfill the desires and needs of these employees. Companies need to motivate so that employees do not feel bored, which can positively affect employee performance.

### *Hypothesis*

From the description above, the contents of the framework can be described as follows:

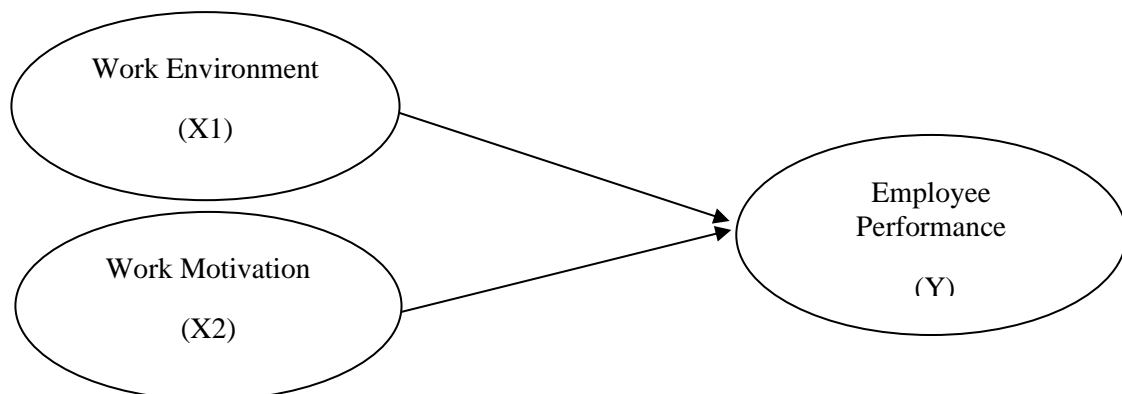


Figure 1 Thinking Framework



Hypothesis 1: At Koperasi Pegawai Telkom Samarinda, the work environment has a positive and significant impact on employee performance.

Hypothesis 2: Work motivation influences employee performance at Koperasi Pegawai Telkom Samarinda in a positive and significant way.

Hypothesis 3: Work Environment and Work Motivation both affect Employee Performance at Koperasi Pegawai Telkom Samarinda.

## Method

The quantitative approach method is used in this study. Quantitative research is research that is systematic and planned from the start of the study to the publication of research findings. The data was collected using a Likert scale instrument and a questionnaire distributed via a Google form. In this study, 133 employees from Koperasi Pegawai Telkom Samarinda participated. A sample of 100 employees will be studied. The Slovin formula is used in this calculation. In this study, data was analyzed with SPSS 25.0 software, which included validity and reliability tests, multiple linear regression tests, coefficient of determination tests, T-tests, and F-tests.

$$n = \frac{N}{1 + N (e)^2}$$

N= Number of samples required

n= Number of known population

E= The sampling error rate is usually 1%-5%

The total population at the Koperasi Pegawai Telkom Samarinda is 133 employees, and the results obtained from the sampling error of 5% is 99.81, so it is rounded up to 100 employees. Of the 100 respondents used in this study, the majority of respondents were male (95%) and female (5%), aged between 19-23 years (47%) due to that age in doing work.

## Results

To measure validity, the instrument must be tested using several indicators and question items so that it is feasible and can be used as a variable measuring instrument, which, when tested, will be declared valid with a corrected item-total correlation value greater than the value of the r table.

### Respondent Characteristics

According to the gender of the respondents in this study, male employees dominated; as many as 95 (95%) of the total respondents were 100. Meanwhile, respondents in this study were dominated between the ages of 19 and 23 (47%), with women filling up to 5% of the remaining 100 respondents because they were more primed to work at that age.

### *Validity Test Results*

**Table 1 Validity Test Results**

Indicator	Corrected Item-Total Correlation	r table	Validity Test Results
LK <sub>1,1</sub>	0,849	0,1946	Valid
LK <sub>1,2</sub>	0,773	0,1946	Valid
LK <sub>1,3</sub>	0,553	0,1946	Valid
LK <sub>1,4</sub>	0,389	0,1946	Valid
LK <sub>1,5</sub>	0,849	0,1946	Valid
LK <sub>1,6</sub>	0,849	0,1946	Valid
LK <sub>1,7</sub>	0,773	0,1946	Valid
LK <sub>1,8</sub>	0,773	0,1946	Valid
MK <sub>1,1</sub>	0,392	0,1946	Valid
MK <sub>1,2</sub>	0,413	0,1946	Valid
MK <sub>1,3</sub>	0,560	0,1946	Valid
MK <sub>1,4</sub>	0,448	0,1946	Valid
MK <sub>1,5</sub>	0,332	0,1946	Valid
KK <sub>1,1</sub>	0,669	0,1946	Valid
KK <sub>1,2</sub>	0,559	0,1946	Valid
KK <sub>1,3</sub>	0,590	0,1946	Valid
KK <sub>1,4</sub>	0,575	0,1946	Valid
KK <sub>1,5</sub>	0,530	0,1946	Valid

Source: data processed by researchers, 2022

Based on the results of the validity calculation with 18 question items that were asked through indicators tested and valid, the Work Environment got results in the range of 0.849 to 0.773. For Work Motivation, the range is 0.332 to 0.392, and Employee Performance is in the range of 0.530 to 0.669 with these three variables and 18 questions, getting valid results because it is greater than = 0.05. So in the table above, it is known that the items tested can be declared valid.

### **Reliability Test**

#### *Work Environment*

**Table 2 Environmental Reliability Test Results**

Cronbach's Alpha	N of Items
0,914	8

Source: data processed by researchers, 2022

According to the results of the SPSS output in table 2, the Cronbach's Alpha value is 0.914 > 0.6, so it can be concluded that the statements submitted to the respondents, which consist of 8 statements presented on the Environment variable, are reliable.

#### *Work Motivation*

**Table 3 Results of Work Motivation Reliability Test**

Cronbach's Alpha	N of Items
0,660	5

Source: data processed by researchers, 2022

In table 3, the SPSS output results show that the Cronbach's Alpha value is 0.660 > 0.6, implying that the statements presented to respondents, which consist of 5 statements on the Environment variable, are reliable.

#### *Employee Performance*

**Table 4 Employee Performance Reliability Test Results**

Cronbach's Alpha	N of Items
0,802	5

Source: data processed by researchers, 2022

The Cronbach's Alpha value is 0.802 > 0.6 in table 4, so it can be concluded that the statements submitted to the respondents, which consist of 5 statements presented on the Environment variable, are reliable or reliable.

#### *Multiple Linear Analysis*

**Table 5 Test Results for Multiple Linear Analysis**

Model	Unstandardized	Standardized	Beta	t	Sig.	Collinearity Statistics	
	Coefficients	Coefficients				Tolerance	VIF
	B	Std. Error					
1 (Constant)	13,429	2,218		6,056	0,000		
X1_Total	0,034	0,043	0,076	0,796	0,428	0,996	1,004
X2_Total	0,296	0,085	0,334	3,506	0,001	0,996	1,004

Source: data processed by researchers, 2022

Based on the results from the table above, it can be concluded in the form of a multiple linear regression equation as follows:

$$Y = 13,429 + 0,034 X1 + 0,296 X2$$

From the regression equation above, several things are integrated, namely:

**Constant Value ( $\alpha$ )** Constant ( $\alpha$ ) is equal to 13,429. It has a positive sign, which means that if the variables Work Environment (X1) and Work Motivation (X2) are ignored or equal to 0, this number represents the Employee Performance (Y) value of 13,429.

**Work Environment Variable Regression Coefficient Value ( $\beta_1$ )** is 0.034, which means that if the Work Environment increases by 1% and vice versa, Employee Performance (Y) will increase by 0.034. The correlation between the Work Environment and Employee Performance is positive; the higher the level of the work environment, the higher the performance.

**Regression Coefficient Value of Work Motivation Variable ( $\beta_2$ )** the regression coefficient of the Work Motivation variable (X2) is 0.296, which means that if work motivation increases by 1% and vice versa, employee performance (Y) will increase by 0.296. The coefficient between work motivation and employee performance is positive; the higher the employee's work motivation at work, the higher the employee's work performance.

#### *Determination Coefficient*

The coefficient of determination analysis is used to determine how the work environment (X1) and work motivation (X2) affect employee performance (Y):

$$\begin{aligned} KD &= r^2 \times 100\% \\ &= (0,667)^2 \times 100\% \\ &= 0,444 \\ &= 44,5\% \end{aligned}$$

The value of the coefficient of determination (KD) can be explained below

**Table 6 Coefficient of Determination**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.667 <sup>a</sup>	0.445	0.443	1.94917

Source: data processed by researchers, 2022

According to table 6, the coefficient of determination or R Square is 0.445, indicating that the magnitude of the influence of the work environment (X1) and work motivation (X2) on employee performance (Y) is 44.5%, with the remaining 55.5% influenced by variables other than freedom outside of the work environment and work motivation such as office layout, rewards, work stress, and others.

**Table 7 t test (partial)**

Model	Unstandardized Coefficients	Std. Error	Standardized Coefficients	t	Sig.
	B		Beta		
1 (Constant)	13,429	2,218		6,056	0,000
X1_Total	0,034	0,043	0,076	0,796	0,428
X2_Total	0,296	0,085	0,334	3,506	0,001

Source: data processed by researchers, 2022

The effect of the work environment on the performance of Koperasi Pegawai Telkom Samarinda employees' performance can be rejected, where H1 is rejected and H0 is accepted because

the work environment variable has no effect. After all, it has a significant value of  $0.428 > 0.05$  and influences employee performance positively. Then, in the study of work motivation variables on employee performance at Telkom Samarinda Employee Cooperative, H1 is accepted and H0 is rejected, where the work motivation variable has an effect because it has a significant value of  $0.001 > 0.05$  and has a positive effect on employee performance.

**Table 8 F test (simultant)**

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	54,080	2	27,040	6,671	0,002 <sup>b</sup>
Residual	393,160	97	4,053		
Total	447,240	99			

Source: data processed by researchers, 2022

According to table 8, the results obtained if work environment variables (X1) and work motivation (X2) have a simultaneous influence, where the F count is 6.671 with a significant level of  $0.002 < 0.05$ . As a result, statement H3, "There is a significant effect of work environment and work motivation on employee performance at the same time," is accepted. This means that if the work environment and employee motivation are both improved, employee performance will improve as well.

## Discussion

This study was carried out at the Koperasi Pegawai Telkom Samarinda; the results of the work environment testing had a positive but not statistically significant effect on employee performance. This means that if the work environment improves, so will the performance of the Telkom Samarinda Employee Cooperative's employees; conversely, if the work environment deteriorates, so will the employee's performance, and the work environment has not been identified as one of the factors that have a direct impact on the performance of the employees at the Koperasi Pegawai Telkom Samarinda. These results agree with the results of previous research conducted by (Aniversari & Sanjaya, 2022) and (Fitri et al., 2021) which states that the work environment has a positive but not significant effect. This means that based on the existing indicators, lighting and air circulation have not provided a comfortable and conducive feeling.

Work motivation on employee performance at Koperasi Pegawai Telkom Samarinda showed significant positive results where employees' social needs were well met. Employee performance benefits from this motivation. Employees who are motivated at work perform well, whereas employees who are not motivated perform poorly. Employees with the right motivation will be encouraged to work as much as possible in carrying out their duties because they believe that if the organization succeeds in achieving its goals and objectives, the personal interests of the members of the organization will be protected. As the results of research conducted by (Pardamean, 2022) and (Wahyuningsih et al., 2021) With high motivation will create a commitment to what is his responsibility in completing each job, in line with the research conducted.

The results of the multiple regression analysis tests in the f test research show that the work environment and work motivation both affect employee performance, implying that as the work environment improves, so will employee performance. A conducive/good environment will encourage employees to work more optimally under their tasks. A good relationship between employees is one indicator for employees to perform well. Therefore, at the Koperasi Pegawai Telkom Samarinda, employee relations need to get the attention of an HRD or office boss. An appropriate work environment is expected to influence employees to achieve their goals, as stated by (Brenda U. C. et al., 2022) To improve the performance of employees in a company, it is necessary to create a comfortable working atmosphere, of course, supported by adequate working environment conditions, such as a physical work environment which includes work space, work equipment, cleanliness of the workplace and also a non-physical work environment which includes the relationship between leaders and subordinates. And

interpersonal relationships among employees. Furthermore, one of the factors that plays an important role in improving employee performance is work motivation, where people who are highly motivated at work will go above and beyond to ensure the success of their work. This shows that work motivation is an impulse from within the individual to act in a certain way by the planned goals, the motivation here is a social need and appreciation or reward for acting as a driving force or impetus to do work. As in previous research conducted by (Putu, 2019) Strong work motivation can help the company in an effort to improve the ability and willingness of employees to produce a satisfactory work result, so that it can provide good benefits for the company in an effort to improve employee performance.

## Conclusion

Based on the explanation provided above, it is possible to conclude that the work environment has a positive but insignificant impact on the performance of Telkom Samarinda Employee Cooperative employees. According to the findings of the study, work motivation has a significant positive effect on the performance of the Telkom Samarinda Employee Cooperative. According to the findings, Work Environment and Work Motivation both have an impact on the dependent variable of Telkom Samarinda Employee Cooperative Employee Performance. Based on these findings, it is possible to conclude that H3 is acceptable because the work environment and work motivation variables influence the high and low performance of Telkom Samarinda Employee Cooperative employees.

## Suggestion

The suggestion of this research is that the Koperasi Pegawai Telkom Samarinda pays attention to the employee's work environment so that it will result in the creation of good and more optimal performance. Then in determining policies related to the work environment and work motivation, the leadership of the Koperasi Pegawai Telkom Samarinda would consider the results of the research that has been done to be able to find out or adjust the work environment and work motivation expected by employees in improving company performance to be even better.

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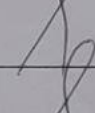
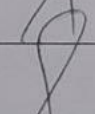




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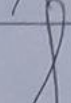
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 Judul Skripsi : The EFFECT OF Work Environment and work  
 Motivation on Employees cooperative Telkom  
 Samarinda.

No	Tanggal	Permasalahan	Paraf Pembimbing
1	24/03 2022	Perbaikan judul	
2	07/04 2022	Penelitian terdahulu dan Perenman judul	
3	15/04 2022	Kontribusi ulang marginal, forerponden dan Peminatan yang diambil	
4	25/04 2022	Jenis judul 'Persepsi gaya kepemimpinan dalam meningkatkan produktivitas karyawan' menjadi 'Persepsi lingkungan kerja dan motivasi kerja terhadap kinerja karyawan'	
5	18/05 2022	Susunan bab 2	
6	20/05 2022	Pembuatan bab 1 dan 2	
7	13/06 2022	revisi bab 3	
8	05/07 2022	Susunan bab 3	



9	06/07 2022	Seroran Penerimaan Sample dan nms	
10	07/07 2022	Seroran Koresponden	
11	08/07 2022	Seroran Kuli dan Perbaikan	
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2. Peserta / mahasiswa praktif wajib mentaati peraturan yang berlaku pada Kopegtel Group Samarinda.

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