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## **The Influence of Motivation and Work Environment (Study at a Cleaning Service Company in Bandung)**

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### **ABSTRACT**

The inception of this study can be traced back to the difficulties encountered by a cleaning service company located in Bandung. The challenges encompass diminished employee motivation and an unfavorable work environment, predominantly attributable to factors associated with human error. The concerns above had an adverse effect on the productivity of the employees. This study aims to assess the impact of motivation and work environment on the performance of employees.

The employed research methodology entails a quantitative approach characterized by a descriptive and empirically verifiable framework. The sample population comprises 46 respondents employed in a company located in Bandung. In order to acquire corroborative data and information, primary data is utilized, which is directly gathered from employees of a cleaning service company located in Bandung. The statistical methodology utilized in this study is multiple linear regression.

According to the study's findings, all statement items demonstrate validity and reliability, as indicated by correlation coefficients exceeding the predetermined threshold. Motivation exerts a substantial impact on the performance of employees. The work environment can also influence employee performance. Therefore, the present study demonstrates the influence of motivation and work environment on employee performance within a cleaning service company in Bandung.

Keywords: Motivation, Work Environment and Employee Performance

### **INTRODUCTION**

Every organization must efficiently optimize and manage its human capital. The effective administration of human resources is intricately linked to the performance of employees. It is anticipated that employees will exhibit high levels of performance in their respective positions to attain the organization's objectives.

Employees are considered valuable assets and play significant roles within the organization, assuming responsibilities as thinkers, planners, and controllers of various organizational activities.

Motivation significantly influences an employee's performance in their professional endeavors. This condition refers to how employees react to a statement concerning the collective exertion that originates from their internal motivation. This condition fosters motivation and guarantees the attainment of their intended objectives.

To effectively motivate employees, managers must comprehensively understand the motives and motivators that employees seek. This understanding enables managers to foster a work environment where employees can dedicate themselves wholeheartedly to attaining the company's objectives.

In conjunction with motivation, the operational work environment is crucial in enhancing employees' performance. The work environment encompasses tangible and intangible factors that contribute to the overall conditions within an organization. Hence, organizations must ensure a suitable working environment encompassing physical and non-physical aspects. The physical environment entails a well-designed office layout, cleanliness, optimal air circulation, and adequate lighting. On the other hand, the non-physical environment encompasses the employee work atmosphere, employee welfare, interrelationships among employees, the dynamics between employees and management, and the availability of prayer rooms. An optimal work environment facilitates the execution of tasks, thereby bolstering employees' motivation and overall job performance.

In addition, an organization must establish <sup>1</sup> a work environment that is both comfortable and conducive, fostering employee productivity. Creating a conducive and comfortable working environment can enhance employee satisfaction and leave a lasting impact on their performance, ultimately resulting in improved productivity.

A company's performance indicates the extent to which it has successfully attained its objectives. Performance management encompasses a comprehensive range of activities aimed at enhancing a company's or organization's overall performance, encompassing the performance of both individuals and workgroups within the entity. Individuals can exhibit strong performance when they can proficiently carry out their tasks, thereby attaining predetermined performance benchmarks. In essence, organizations will incentivize their employees to compete by offering rewards, bonuses, or opportunities for advancement.

Based on the preliminary findings of the survey, it has been determined that the level of employee performance has yet to attain its maximum potential<sup>9</sup>. According to a study conducted by Supriyanto and Mukzam (2018), it is proposed that enhancing employee performance necessitates the provision of supportive and conducive work environments and motivation. Such conducive work environments have been found to impact employee performance positively. By minimizing disruptions and providing a sense of comfort, tranquillity, and dedication, employees can concentrate on their tasks and demonstrate increased commitment to their work. The positive impact of supervisors' motivation on employee performance is instrumental in facilitating the achievement of organizational objectives.

Motivation is a paramount determinant that significantly impacts human behavior and performance. Numerous scholars have conducted investigations and formulated theoretical frameworks about motivation. The degree of motivation exhibited by individuals or teams significantly impacts various facets of organizational performance. According to Saraswathi (2011), motivation is the inclination to dedicate significant effort toward achieving organizational objectives, contingent upon the capacity to satisfy individual needs (Wan & Tan, 2013). The survey's preliminary findings suggest that the level of employee motivation has yet to reach an optimal state.

Various factors associated with the work environment encompass employee relations, supervisor relations, work regulations, lighting conditions, air temperature, wall color (specifically white paint), restricted workspace, and workplace safety. Utilizing personal protective equipment (PPE) furnished by the organization, coupled with strict adherence to workplace protocols, including the obligatory use of masks, is imperative.

The preliminary findings of the survey conducted on the work environment at a cleaning service company in Bandung reveal that certain aspects have shown improvement. In contrast, others still need to meet the company's anticipated standards. When allocating tasks and responsibilities, company leaders must consider their employees' work environments. According to a study conducted by Febriani and Indrawati (2013), companies must ensure the safety and comfort of their employees during their work. Additionally, the research conducted by Tri Widodo (2010) affirms that work environments have a substantial and positive impact on employee performance.

<sup>5</sup> This study seeks to investigate the impact of motivation and work environment on employee performance within a cleaning service company in Bandung based on relevant background information and empirical data.

## RESEARCH METHOD

This study can fall within the quantitative research paradigm based on the issues outlined. The present study employs a quantitative research approach to examine the relationship between independent variables, namely work motivation and work environment, and the dependent variable, employee performance. Hypothesis testing is employed to validate the impact of independent variables on the dependent variable.

The present study employs a descriptive methodology to investigate the prevailing state of human collectives, objects, conditions, thought systems, or event categories. This descriptive research aims to generate methodical, objective, and precise depictions of the facts, attributes, and associations among the phenomena being examined. The survey method is a data collection technique that involves sampling from a population and utilizing interviews as the primary instrument for data collection.

The present study utilizes a cross-sectional research design, wherein data is gathered from participants simultaneously or over a specific duration during the research investigation.

In order to examine the research hypothesis, a sample size of 46 respondents was selected from the total population of employees at a cleaning service company in Bandung.

The independent variable, denoted as (X), exerts influence or serves as a causal factor in altering or manifesting the dependent variable(s). This study encompasses two distinct, independent variables: Motivation and Work Environment.

Motivation encompasses the cognitive and affective mechanisms that elicit, guide, and sustain an individual's engagement in a self-determined endeavor to achieve a desired outcome. Motivation encompasses various dimensions, namely, the need for achievement, the need for power, and the need for affiliation.

The work environment comprises the various tools, materials, and surroundings that individuals encounter while performing their tasks and their work methods and arrangements, whether working independently or as part of a collective. <sup>5</sup> The work environment encompasses two primary dimensions: the physical work environment and the non-physical work environment.

In academic literature, the dependent variable is often called the output variable, criteria, or consequence. The term commonly used to denote this concept in the Indonesian language is "bound" or "primary" variable. The independent variable exerts an influence on or determines the dependent variable. The dependent variable in this study pertains to performance outcomes.

Performance, derived from the Indonesian term "Performance," pertains to the productivity and effectiveness exhibited by an individual employee, a managerial procedure, or an entire organizational entity. The research outcomes should be substantiated with tangible and quantifiable evidence and evaluated about established benchmarks. The performance dimensions encompass various aspects such as the quality and quantity of work, cooperation, responsibility, and initiative.

The data testing method is a systematic approach used to evaluate the quality and reliability of data. It involves conducting various tests and analyses to assess the data's accuracy, completeness, consistency, and validity. This method

Prior to the commencement of data collection, a comprehensive assessment of the questionnaire's validity and reliability is conducted.

<sup>2</sup> The purpose of this study is to conduct a validity test.

A validity test aims to assess the degree to which the items in a questionnaire are valid. For an item to be deemed valid, it must meet the minimum requirement of having a value of  $r + = 0.30$ . A higher level of validity indicates a greater alignment between the tool and its intended subject or the construct it aims to measure. The high validity of a test can be determined when the test results effectively fulfill its intended purpose by generating consistent measurements that align with the test's meaning and objectives, as well as the study's objectives.

<sup>3</sup> Determining the validity of the questionnaire items used the pearso product moment correlation coefficient method, namely by correlating the total score produced by each respondent (Y) with the score of each item (X) with the formula:

$$r_{xy} = \frac{n \sum x_1 x_{101} - (\sum x_1)(\sum x_{101})}{\sqrt{\{n \sum x_1^2 - (\sum x_1)^2\} \{n \sum x_{101}^2 - (\sum x_{101})^2\}}}$$

Where:

r = Correlation Coefficient

The validity test decision is determined with the following conditions:

- <sup>6</sup> The question items studied are said to be valid if  $t \text{ count} > t \text{ table}$
- <sup>6</sup> The question items studied are said to be valid if  $t \text{ count} < t \text{ table}$

This study aims to assess the reliability of the measurements used in the research.

The concept of reliability pertains to the degree of consistency exhibited by a measuring instrument. Incorporating essential elements, such as ensuring the tool's stability, dependability, and predictability, leads to elevated reliability or trustworthiness. The split-half technique is employed as a means of evaluating the reliability of a questionnaire. This methodology entails categorizing questionnaire items into two distinct groups, one consisting of items with odd numbers and the other with even numbers. The scores for each group are organized individually. Subsequently, an examination is conducted to ascertain the correlation between the cumulative scores of the groups categorized by odd and even

numbers. A measuring instrument is deemed accurate, stable, and reliable with a minimum correlation threshold of 0.7.

Path analysis is a statistical method used to examine the relationships between variables in a research study. It allows researchers to assess variables' direct and indirect effects on an outcome of interest. By analyzing the paths

Path analysis researchers necessitate a path diagram to construct the relational framework between independent (causal) and dependent (outcome) variables. The utilization of a significance test, precisely the Pearson Product Moment correlation result, is employed by researchers to ascertain the significance of the relationship between variable X and variable Y.

## RESEARCH METHOD

Based on the findings derived from a survey administered to employees of a cleaning company located in Bandung, the subsequent characteristics of the respondents can be determined. Regarding gender, the sample consisted of 35 male respondents, accounting for 76% of the total participants, while 11 respondents identified as female, constituting 24% of the surveyed population.

The data indicates that most respondents, precisely 38 individuals, fell within the age range of 19-30 years, constituting 82% of the total sample. Additionally, five respondents, accounting for 11% of the group, were aged between 31 and 40. Furthermore, three respondents, representing 7% of the sample, were 41-50 years old. The demographic composition of the workforce at the cleaning company in Bandung predominantly consists of individuals aged 19 to 30 years.

Regarding the participants' educational attainment, a significant proportion, comprising 36 individuals, or 78% of the sample, possessed a high school education. In addition, within the cleaning company located in Bandung, it is observed that five employees, constituting approximately 11% of the workforce, possess educational qualifications equivalent to junior high school level. Furthermore, three employees, accounting for approximately 7% of the workforce, hold diplomas, while two staff members, comprising approximately 4% of the workforce, have attained a bachelor's degree.

Upon examining the respondent characteristics regarding employment duration at the cleaning company in Bandung, it is evident that the data exhibits a wide range of diversity. Out of the total workforce, 15 individuals, constituting 32% of the employees, have less than one year tenure. Additionally, 31 employees, accounting for 68% of the workforce, have been employed for a duration ranging from two to nine years. This implies that many employees possess extensive expertise in their specific domains due to their lengthy tenure, consequently acquiring invaluable experiential knowledge.

Table 1. Validity Test and Reliability Test

Motivation		Work Environment		Employee Performance	
Item	Corelation	Item	Corelation	Item	Corelation
1	.699	1	.551	1	.380
2	.712	2	.611	2	.451
3	.542	3	.613	3	.407
4	.596	4	.582	4	.418
5	.630	5	.501	5	.398

6	.588	6	.466	6	.420
7	.555	7	.466	7	.311
8	.562	8	.594	8	.387
9	.505	9	.540	9	.395
10	.523	10	.529	10	.393
11	.576	11	.513	11	.373
12	.712	12	.605	12	.434
13	.753	13	.476	13	.386
14	.614	14	.473	14	.447
15	.599	15	.519	15	.491
Cronbach Alpha					
Motivation	0,912				
Work Environment	0,879				
Employee Performance	0,794				

In the provided table, it can be observed that all statements within each variable exhibit validity coefficients exceeding 0.300. This condition indicates that all statements are deemed valid as research instruments. Moreover, each variable's Cronbach's Alpha coefficient surpasses the threshold of 0.700. This finding suggests that the questionnaire employed in this study is highly reliable.

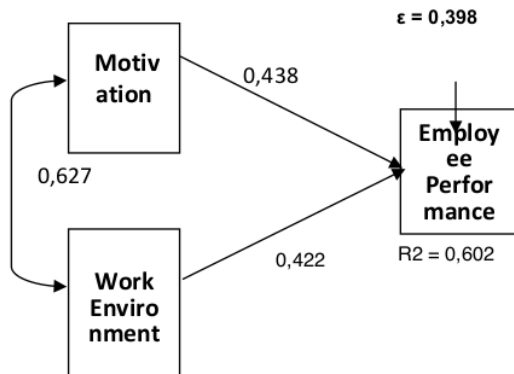


Table 2. Direct and Indirect Effects

Variable	Direct Influence	Indirect Influence		Total Influence
		Motivation	Work environment	
Motivation	0,192		0,116	0,308
Work environment	0,178	0,116		0,294
Total Influence of X1 and X2 on Y				0,602

Based on the findings above, it is apparent that the Motivation variable exerts the most significant influence, as indicated by a total of 0.308. This result can be attributed to the dominant role of the dimensions encompassed within the Motivation variable in shaping Employee Performance. In contrast, the variable about the Work Environment exhibits a relatively diminished impact, amounting to a cumulative value of 0.294. While the impact of the Work Environment variable may not be as substantial as that of the Motivation variable, it nevertheless influences Employee Performance. Based on the analysis, it can be inferred that the impact of Motivation and Work Environment on Employee Performance is equivalent to 0.602, indicating a significant influence of 60.2%.

Based on the findings of the research and the subsequent data analysis, it is evident that the variable of Motivation (X1) exerts a direct influence of 19.02% and an indirect influence of 11.06% through its association with the Work Environment (X2), resulting in a cumulative impact of 30.08%.

This research is consistent with the findings of Potu (2013), whose research indicated that motivation has a concurrent positive and significant effect on employee performance, as well as the research conducted by Dwi Wahyuni W (2012), which emphasized the substantial influence of motivation on employee performance.

When motivation is heightened, there is a probable correlation with increased performance. Nevertheless, empirical evidence suggests that there needs to be more cultivating a culture of mutual concern among colleagues within the workplace hierarchy. Furthermore, employees need more assurance in their professional endeavors. This phenomenon results in suboptimal performance, characterized by a decrease in performance due to incomplete fulfillment of tasks assigned by leadership and a persistent deficiency in employees' decision-making abilities.

The assertion is substantiated by the findings of Mc Clelland, Edward Murray, Miller, and Gordon (Anwar et al., 2011, p. 76), who have determined a direct correlation between motivation and the attainment of performance goals. This research implies that leaders and employees, who possess strong motivation in their work, are likely to attain commendable performance outcomes. Conversely, those who exhibit low levels of work motivation are more prone to achieving subpar performance results. A strong sense of motivation among employees can foster a positive work ethic, leading to



high-quality performance and favorable outcomes. Employees with high levels of motivation are likelier to exhibit good performance.

According to the findings from the analysis of research data, it can be observed that the variable of Work Environment (X2) exhibits a direct impact of 17.08%. It also exerts an indirect influence of 11.06% through its association with Leadership. Hence, the cumulative effect amounts to 29.04%.

The findings suggest that enhancing employee performance is contingent upon the Work Environment construct, which encompasses employees' sense of accountability towards their work and access to adequate work equipment. This yields many favorable outcomes, such as reduced oversight and direction from higher-ranking individuals and effective communication among colleagues. These findings suggest that a positive work environment can influence employee performance. This finding is consistent with the study conducted by Jerry (2014), which determined a notable and statistically significant impact of the work environment on employee performance. According to Gibson Ivanovich (1997), a favorable work environment is positively associated with enhanced employee performance.

Empirical evidence suggests that the Motivation variable exerts a more significant influence on employee performance when compared to the Work Environment. This phenomenon was observed in a cleaning service company in Bandung, where motivation emerged as a crucial and influential determinant in enhancing employee performance. Furthermore, employees depend significantly on their objectives and the individuals in their immediate environment.

This study additionally illustrates that motivation, and the work environment are influential factors. The direct effect of motivation and work environment on employee performance is more substantial than the indirect effect. This implies that both motivation and work environment can individually impact employee performance without the mediation of other variables. Leaders can augment an individual's motivation through external means, improving their work performance.

The present study aims to examine the hypothesis that a positive and significant relationship exists between motivation, work environment, and the performance of PT Idelie Cemerlang's Pasar Baru Square Bandung section. Therefore, this finding is consistent with prior scholarly investigations that have indicated a positive impact of both motivation and work environment on employee performance, independently and concurrently.

## CONCLUSION

Based on the conducted research about the influence of motivation and work environment on employee performance within a cleaning service company in Bandung, the researcher endeavors to derive conclusions. Furthermore, the researcher endeavors to present several recommendations as valuable contributions and points for contemplation regarding the prospective trajectory of the organization.

While the Motivation and Work Environment factors exhibit relatively positive values regarding their impact on employee performance, field studies have revealed lower scores. As a result, the organization must reassess its motivation and work environment strategies, as they directly influence employee performance.

Given the recognition of the beneficial effects of motivation and work environment on Employee Performance, both in conjunction and independently, as well as the comprehension of the critical attributes that exert the most substantial influence on Employee Performance within a specific

cleaning service company in Bandung, the following recommendations are proposed for the company: According to the findings of various studies, it has been observed that the work environment exerts a more prominent influence on employee performance. Therefore, companies must prioritize their workforce's requirements, well-being, and satisfaction, consequently enhancing employee productivity. Furthermore, the organization must establish a comprehensive Health Insurance Program for its employees, ensuring their sense of security in case of any unforeseen incidents during their work.

The Work Environment is the primary factor influencing the two variables, Motivation and Work Environment. This phenomenon occurs when an employee's motivation is adequately addressed, leading to a heightened sense of safety and comfort that motivates them within their work environment. Implementing a Health Insurance Program provides employees with a sense of security in the event of any unforeseen incidents that may arise during their work. Moreover, it is imperative to devote attention to motivation to enhance employees' skills in creative work activities and their comprehension of tasks and task complexity. Consequently, this will lead to an improvement in employees' performance. Based on the findings above, the factors influencing employee performance are interdependent and do not operate in isolation. Instead, they must work harmoniously to yield a significant impact, encompassing motivation and the work environment. The determination of quality performance is closely linked to these two variables. If any of these factors are unmet, the performance outcome will not be optimal.

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