



The Influence of Work Environment, Work Discipline and Motivation on Employee Performance at PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan

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ABSTRACT

Keywords:

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PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan is one of the shipping companies in Indonesia. One of the most important factors in the development of PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan is human resources. Based on employee performance data in 2019-2020, it shows a decrease in employee performance in the "According to Standard" category with a total of 46 employees and an increase in the number of employees "Not Meeting Standard" with a total of 3 employees. This can be caused by several factors, namely the state of the work environment, the relationship between employees, the level of employee discipline, and the motivation or encouragement of each employee. Based on these problems, it is necessary to research the above factors. In the results of the study, it was concluded that partially and simultaneously the work environment, work discipline, and motivation had a positive and significant effect on the performance of employees of PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan.

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1. Introduction

The success of the organization lies in the willingness to implement human resource management as the driving force behind the successful implementation of its main tasks and functions. Every company always expects its employees to have achievements, because having employees who excel will make an optimal contribution to the company. The problem of human resources is a challenge for management because the success of management and others depends on the quality of its human resources. If the individuals in the company, namely their human resources, can run effectively, the company will continue to run effectively. In other words, the continuity of a company is determined by the performance of its employees [1].

One of the important problems faced by the leadership is how to improve employee performance so that it can support the achievement of goals. A good leader can create conditions so that individuals or groups can work and achieve high performance. The problem of improving performance is closely related to the problem of how supervision is carried out, discipline is applied, and how to provide effective motivation, so that teachers can and want to work optimally and so that they can support the achievement of the company goals [2]. Human resources are a very important element in a company. Poor human resources will make it difficult for the company's business potential to develop. Therefore, companies must make human resources the most important element of the company [3].

Employee performance has an important meaning for the company in achieving company goals [4]. Employee performance is an action taken by employees in carrying out their work given by the company. Every company always expects its employees to have achievements, because having employees who excel will provide optimal results for the company. In addition, having employees who

excel in the company can also improve company performance, because companies often face problems regarding human resources [5]

PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan is one of the shipping companies in Indonesia. Based on the data received, there was a decrease in employee performance in 2019-2020.

Table 1.

Employee Performance of PT JNE Amplas Trade Center Medan					
No	Category	2019		2020	
		Total	Percentage	Total	Percentage
1	Special	0	0%	2	0%
2	Above Standard	52	11%	79	19%
3	Standard	371	78%	325	76%
4	Less Meet Standard	46	10%	13	3%
5	Not Meeting Standard	1	0%	4	1%
6	Zero Value	7	1%	2	0%

Source: HRD PT JNE Amplas Trade Center Medan

The table above shows that the performance of the employees of PT JNE Amplas Trade Center Medan in 2019 with the "According to Standard" category totaling 371 employees decreased by 46 employees in 2020. With the "Not Meeting Standard" category in 2019, 1 employee experienced an increase to 3 employees in 2020. The decline in performance can be caused by several factors, including the state of the work environment, relations between employees, the level of employee discipline, work vigilance and thoroughness, and the level of motivation of each employee.

A work environment is a place where employees carry out daily activities. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect employees' emotions. If the employee likes the work environment in which he works, then the employee will feel at home at work, carrying out activities so that work time is used effectively. The work environment includes working relationships formed between fellow employees and working relationships between subordinates and superiors as well as the physical environment in which employees work [6]. Problems that occur in the work environment are the regulation of room light, noise, and air circulation in the workspace.

Work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior as well as an effort to increase their awareness and willingness to comply with all company regulations [7]. The decrease in the level of employee discipline is caused by a lack of vigilance and thoroughness in the work carried out. These errors cause losses for the company and the employees themselves. Employee work discipline that synergizes with a culture of working hard and working smart to make self-improvement, not lazy, productive and able to utilize ICT (Information and Communication Technology), and genuine concern by employees for the interests of consumers and or customers, which in the end can encourage the creation of employee performance as expected [8]

An employee who works generally has a variety of motivations. As a leader in a company, you should be able to understand how to motivate your subordinates. The goal is none other than for employees to work with good motivation. So that whatever tasks and positions he will receive, the employee can complete them well [9]. Motivation is the driving force for someone to contribute as much as possible to the success of the organization in achieving its goals [10]

2. Literature Review and Submission of Hypotheses

2.1 Work environment

The work environment is the total number of tools and materials encountered, the environment in which a person works, work patterns, and work systematization (both individually and in groups). The work environment is the entire tooling faced, the surrounding environment in which a person

works, his work methods, and work arrangements both as individuals and as a group [11]. Furthermore, the intended work environment includes clear job descriptions, challenging work targets, effective work communication patterns, work climate, and relatively adequate work facilities [12].

2.2 Work Discipline

Discipline is an attitude of respect for company rules and regulations, which exist within employees, and causes employees to conform voluntarily to company rules and regulations [13]. The importance of work discipline is to support the smooth running of all company activities so that company goals can be achieved optimally. So work discipline is attitudes, behavior, and actions that are by the regulations of the organization, both written and unwritten. There are two forms of work discipline, namely: 1) Preventive Discipline, an effort to move employees to follow and comply with work guidelines and rules that have been made by the company. Its basic purpose is to mobilize self-disciplined employees. Preventive discipline is a system related to work requirements for all parts of the company; 2) Corrective Discipline, is an effort to move employees by unifying a rule and directing them to continue to comply with the regulations and the guidelines applicable to the company [12].

2.3 Motivation

The motivation why employees want to accept or reject a job position will be influenced by various factors. To motivate employees, managers must know the motives and motivations that employees want. People want to work to be able to meet needs, both conscious needs and unconscious needs, in the form of material or non-material, physical and spiritual needs [9]. Motivation is formed from the attitude of employees in dealing with work situations in the company. Motivation is a condition or energy that moves employees who are directed or focused on achieving the company's organizational goals [12]. Motivation comes from the Latin word movere which means encouragement or giving driving force that creates the enthusiasm of a person's work so that they want to work together, work effectively, and are integrated with all their efforts to achieve satisfaction. Motivation (motivation) in management is only shown to human resources in general and subordinates in particular [14].

3. Research Methods

This type of research is descriptive research. Descriptive research is research conducted to determine the value of one variable with another variable. It also contains a function to describe a picture of the object being studied through the data that has been collected, without conducting general analysis and conclusions [15]. The population taken by the researchers were employees of PT Tiki Nugraha Ekakurir (JNE) Trade Center Medan with a total of 65 people. The population selected as the research sample was 65 employees of PT. Tiki JNE, and samples taken from similar companies at Sicepat Ekspres Amplas are 30 people. Data collection techniques can use a questionnaire (questionnaire). Questionnaires can describe several variables from a study.

4. Results and Discussion

4.1 Multiple Linear Regression Analysis Results

This analysis shows the value of multiple linear regression in the SPSS results below:

Table 2.
Results of Multiple Linear Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	-9.355	3.947		-.2,370	.021

Work environment	.536	.127	.396	4.221	.000
Discipline	.448	.146	.318	3.075	.003
Motivation	.376	.124	.313	3.307	.004

Source: Research Results (2021)

The description of multiple linear regression above is as follows:

1. The constant of 9.355 indicates that there is no constant so the variables of work environment, discipline, and motivation on employee performance are 9.355 units.
2. The work environment coefficient value is 0.536 and is positive, this indicates that employee performance is 0.536 for every 1 unit increase in the work environment variable assuming other variables do not change.
3. The value of the discipline coefficient is 0.448 and is positive, this shows that the employee's performance is 0.448 for every 1 unit increase in the discipline variable with the assumption that the other variables do not change.
4. The value of the motivation coefficient is 0.376 and is positive, this shows that the employee's performance is 0.376 for every increase of 1 unit of motivation variable with the assumption that the other variables do not change.

4.2 t test results

The ttable value for the probability of 0.05 at degrees of freedom (df) = 65-4=61 is 1.999. The results of partial hypothesis testing can be explained as follows:

1. The results of the calculation of partial hypothesis testing obtained $4.221 > 1.999$ and significant obtained $0.000 < 0.05$, meaning that H_a is accepted and H_0 is rejected, that is partially the work environment has a positive and significant effect on the performance of employees of PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan.
2. The results of the calculation of partial hypothesis testing obtained $3.075 > 1.999$ and significant obtained $0.003 < 0.05$, meaning that H_a is accepted and H_0 is rejected, namely partially work discipline has a positive and significant effect on the performance of employees of PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan.
3. The results of the calculation of partial hypothesis testing obtained $3.307 > 1.999$ and significant obtained $0.004 < 0.05$, meaning that H_a is accepted and H_0 is rejected, namely partially motivation has a positive and significant effect on the performance of employees of PT Tiki Jalur Nugraha Ekakurir (JNE) Amplas Trade Center Medan.

4.3 F Test Results

This test shows whether all the independent variables in the model affect the dependent variable simultaneously.

Table 3.

		Simultaneous Test (F Test)				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	301,950	3	100,650	17,82 4	.000 b
	Residual	344,450	61	5,647		
	Total	646,400	64			

Source: Research Results (2021)

Degree of freedom 1 (df1) = $k - 1 = 4 - 1 = 3$ and degree of freedom 2 (df2) = $n - k = 65 - 4 = 61$, where n = number of samples, k = number of variables, so the value of F_{table} is at the level of the 0.05 significance confidence is 2.75. The test results show the value of F_{count} (17.824) $> F_{table}$ (2.75) with a significance probability of $0.000 < 0.05$, meaning H_a is accepted and H_0 is rejected, namely simultaneously the variables of work environment, discipline, and motivation have a positive and

significant effect on employee performance at PT Tiki Jakur Nugraha Ekakurir (JNE) Sandpaper Trade Center Medan.

4.4 Coefficient of Determination

Here are the results of the coefficient of determination:

Table 4.
Results of the Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. The error in the Estimate
1	.683 ^a	.467	.441	2.376

Source: Research Results (2021)

From the results of the coefficient of determination, the Adjusted R Square value is 0.441, meaning that 44.1% of the performance variables can be explained by changes in the work environment, discipline, and motivation variables, while the remaining 55.9% (100% - 44.1%) is explained by other variables. not examined in this study, such as compensation, selection, communication, and other variables.

4.5 Influence of Work Environment on Performance

This study shows the results that the value of t_{count} is greater than t_{table} ($4,221 > 1.999$). H1 is shown to be true that the work environment has a positive and significant effect on employee performance at PT Tiki Jalur Nugraha (JNE). The results of this study are in line with the results of previous studies which state that the work environment has a significant effect on employee performance [16][17][18]. One of the factors that increase employee performance is a conducive work environment. Various ways are done so that employees can provide good performance for the company to achieve company goals. Based on the results of distributing questionnaires on the work environment variable, the dominant percentage is 44.61% with the answer agreeing. This shows that the existing work environment in the company has quite an impact on employee performance.

4.6 The Effect of Discipline on Performance

This study shows that the value of t_{count} is greater than t_{table} ($3.075 > 1.999$). H2 shows that work discipline has a positive and significant effect on employee performance at PT Tiki Jalur Nugraha (JNE). Research conducted by [19][20][21] states that discipline has a positive effect on performance. Because discipline is a reference for employees to do their jobs well and smoothly, by existing rules. Based on the results of the distribution of the questionnaire for the discipline variable, the dominant percentage was 67.69%, and the answers did not agree. The results show that employees place a disciplinary response to the need to be supportive based on the performance improvements they have.

4.7 The Effect of Motivation on Performance

Based on the results of the study, it was revealed that t_{count} was greater than t_{table} ($3.307 > 1.999$). H3 states that it is true that motivation has a positive and significant impact on employee performance at PT Tiki Jalur Nugraha (JNE). The researchers conducted by [22][23][24] state that motivation has a significant effect on employee performance. The conclusion is supported by Santoso Saroso because the motivation of an individual's drive to act is directed at certain specific goals. Based on the results of the questionnaire distribution for the motivation variable, the dominant percentage was 73.84% neutral answers. The results show that employees express opinions about motivation in the company that has an impact on employee performance.

5. Conclusion

Based on the results and discussion of this research, it can be concluded that:

1. The results of the final test of the work environment variable are $4.221 > 1.999$ with a significant value of $0.000 < 0.05$, based on the facts it can be concluded that the work environment has a positive and significant effect on employee performance.

2. The results of the final test of the discipline variable are $3.075 > 1.999$ with a significant value of $0.003 < 0.05$, based on the facts it can be concluded that discipline has a positive and significant effect on employee performance.
3. The result of the final test of motivation variable is $3.307 > 1.999$ with a significant value of $0.004 < 0.05$, based on the facts, it can be concluded that motivation has a positive and significant effect on employee performance.

Based on the problems that have been discussed previously, suggestions for the company can be given, namely:

1. For the company PT Tiki Lintas Nugraha Ekakurir (JNE) Amplas Trade Center Medan Companies need to overcome the problems of the work environment, discipline, and motivation to be better in the future.
2. For the Faculty of Economics, Prima Indonesia University It is recommended to publish the research results and can be used as a reference for future researchers.
3. For Next Researchers It is hoped to review more sources or references in order to get better results.

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