

# RELATIONSHIP OF THE WORK ENVIRONMENT AND WORK MOTIVATION WITH PAMONG'S PERFORMANCE AT BP PAUD DIKMAS GORONTALO

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**Abstract:** This research was conducted at BP Paud Dikmas Gorontalo. The method used is a survey. The research population is all Pamong Learn BP Paud Dikmas Gorontalo. The research sample was 60 civil servants with total sampling. The third variable data from this study was collected using a questionnaire or questionnaire instrument. Data analysis used correlation and regression statistics with significant level = 0.01.

The findings in this study are as follows: (1) there is an influence of the work environment on the performance of Pamong Learn by 71%, (2) there is an influence of work motivation on the performance of Pamong Learn by 39%, (3) There is an influence of the work environment and motivation to work together - the same for the performance of the Pamong Learn by 71%.

The conclusion of this study is that the Performance of Pamong Learning BP Paud Dikmas Gorontalo can be improved by improving the Work Environment and Work Motivation

## Background

The Center for Development of Childhood Education and Community Education (BP Paud Dikmas Gorontalo) as an institution that oversees non-formal education in Gorontalo province has a quality improvement program similar to other formal education. Improving the quality of non-formal education is inseparable from the performance of the tutors

The performance of the civil service is the efficient use of human resources, timeliness, effectiveness or the use of methods or work methods compared to the framework and available ones, in achieving goals. The main measure is to adjust the volume and workload in a timely manner, using minimal human resources. Theoretically, there are many factors that influence the performance of civil servants in an organization, including; the quality of human resources, available facilities and infrastructure, and the organizational environment, both external and internal. But the main controller is in the human element. The quality of human resources needs to be continuously improved, especially for employees as public servants. Efforts to improve the quality of human resources occupy an important position. Improving the quality of human resources according to Saefullah (2012:23), is concerned with improving education, maintaining health and fulfilling the needs of life to work with full concentration.

The performance of the civil servant can be influenced by several factors, including the work environment and work motivation. Employees will be able to carry out their work well, if the environment in which they work supports and assists employees in completing work.

On the work motivation factor of employees in working is closely related to what are their desires, hopes and various goals to be achieved.

But in reality the problems faced by employees are not simple and it affects their low motivation to work. One of the problems that arise is the lack of staff, both in quantity and quality, employees work without proper preparation and work from finished (Mantawai, 2011: 1).

In connection with the analysis above, the existing BP Paud Dikmas of Gorontalo Province must improve itself with various steps to improve the performance of the civil service. One way that is taken is through improving the employees, especially regarding the improvement of the work environment and work motivation. This is done considering that employees are the main factor in carrying out the work. Based on the thoughts above, it is deemed necessary to conduct further research on the performance of the civil servants.

## Theoretical Review

### A. Performance of tutor

Performance is a person's success in carrying out his work or commonly called work performance (As'ad, 2015: 2). Furthermore, it is said that performance is the result of work that is influenced by individual abilities, motivation and organizational support, available resources, technological equipment, organizational structure, job design and clear goals.

According to Robbins (2017:32), performance can be defined as follows: Performance is the measurement of result, it asks the simple question: did you get the job done, to reward people and the organization, therefore, requires some agreed upon criterion for defining the reformation. The point is

that performance is a measure of the results of work carried out using mutually agreed criteria. In addition, there is an opinion that sometimes performance is only in the form of a response, but usually in the form of a product. Meanwhile, Patricia King argues that performance is a person's activity in carrying out the main tasks that have been assigned to him.

According to Suprihantono (2018: 23), that the performance aspects that can be assessed are: (1) work performance; is the performance produced by a person in carrying out the work, (2) a sense of responsibility; is an attitude of taking all risks for the work done, (3) health and service; health is an important factor for a person to be able to carry out his duties properly so that it will support his dedication to the organization, (4) initiative; is an activity to initiate something, (5) honesty; is a true attitude, not lying and open, (6) discipline; is an attitude of obedience and obedience to the rules, (7) cooperation; is the attitude of establishing good relationships with colleagues in the work environment, and (8) leadership, is the ability to lead oneself and others in the environment in achieving goals.

Individual performance can be assessed from what the individual does in his work, namely how he does his job or performance. In this case, productivity can be reviewed based on its level with respective benchmarks, which can be seen from the performance of the civil servant. Performance or performance can be interpreted as work performance, work implementation, work achievement, work results or performance. In line with that, Smith (2012:393), states that performance is the output drive from processes, human or otherwise. So performance is the result or output of a process.

What is meant by the performance of civil servants in this study is the activities of employees in carrying out their professional duties and competencies by using certain methods and methods to support the successful implementation of work, or activities carried out with behavior that occurs in a context and causes impacts/results that are carried out competently. and completely achieved.

From the above definition, the performance indicators of the civil servant in this study are punctual, creative at work, motivated, the entire volume of work completed, the quality and quantity of work results, and the usefulness/benefit of the work.

## **B. Work Environment**

Environment are factors outside of humans, both physical and non-physical in an organization. Sullivan, Rothwell and McLean (2009: 207-213), view the environment more broadly. According to them the physical environment includes; room, staff room, lighting, supporting media, recreational facilities and food, can increase or decrease effectiveness. In addition, the environment also includes: suppliers (suppliers), customers (customers), competition participants (competitors), regulations (regulators), culture (cultural), politics (political), technical (technical), and economic (economic force).

Regarding the external environment, Person, Dill, Mets, and their group explained that the environment consists of: (1) the market environment, which is the user of the customer. Such as employees and their potential, parents of employees and their potential, political leaders, employees and their potential, professional groups in both academic and organizational fields, (2) industrial environment, which are all entrepreneurs who work with organizations, (3) macro environment, which focuses on social, technological, economic, environmental, and political changes that can affect the organization directly or indirectly. These sectors are related to one another (Smith, 2014: 46).

Smith (2014: 46), sees the environment from psychological aspects, such as; managerial pattern, enforcement of democracy, delegation of responsibilities, humane performance appraisal, recognized rights and differences, duties according to abilities, employee empowerment, recognition of employees, quality establishment, empowered participation.

Simon Lugar (in Umberto, 2014: 36) emphasizes that environmental quality is determined by three aspects, namely, size and complexity, surrounding. Physically, a quality environment is an environment that contains a cultural environment for those who are in that environment. This means that the freedom to move and the availability of all the necessary facilities, both physically and psychologically, can make residents feel comfortable and can work productively. In addition, a conducive environment will provide a meaningful experience and through this experience a feeling will grow that systemically everyone involved in the system is part of the environment.

Based on the description above, what is meant by the work environment in this study is the physical and social conditions in the workplace that can support the implementation of work, with indications: cleanliness of the workplace, availability of work facilities, good lighting, and the existence of human relationships.

## **C. Work Motivation**

Luthan (2015: 141), argues that motivation is a process that starts from psychological and psychological needs in a person so that active behavior or encouragement is directed at goals and incentives. In this case, motivation has three interrelated elements, namely needs, drives and incentives. The key to understanding the motivational process lies in the meaning and relationships between the elements above. Huitt (2018: 1), defines that motivation is an internal state or condition in the form of a need, desire or desire that moves, activates and directs behavior.

The motivation contained in a person has three characteristics, namely: (1) what drives a person's behavior, (2) what directs behavior, and (3) how the behavior can be maintained. The three components above are very important and are a determining factor for a person's behavior at work. First, this understanding focuses on the strengths that exist in a person so that they are encouraged to behave in ways that are suitable for a particular environment. Second, some people behave in a goal-oriented manner or their behavior is directed toward a goal. Third, there is an assumption that motivation is a system orientation in which the forces in a person and his environment provide feedback to strengthen the intensity of the drive and its goals or not to take the action (Steers, 2015: 6).

Motivation will affect a person's behavior and human behavior is motivated by the desire to achieve goals, in other words human behavior is always oriented towards certain goals (Hersey and Blanchard, 2018: 18). A similar opinion also states that motivation is a variety of influences that cause, connect and support a person's behavior. A person will behave in a certain way that is closely related to his desires. This is in accordance with what was stated by Gibson, Ivancevich and Donnelly (2011: 99), that motivation is an understanding that describes the power of action of employees in initiating and driving behavior. Employees who are motivated by their leaders will find the best way to do their jobs and will produce goods or services of higher quality than employees who are not motivated.

Based on the theories above, it can be concluded that what is meant by work motivation is the impulse that arises in employees who move and direct attitudes and behavior to carry out various activities in achieving a goal, which is characterized by: liking work, goal-oriented, wanting work, want to progress, want to be appreciated, and want to achieve

## **Thinking Framework**

### **1. Relationship between work environment and performance of civil servants**

The work environment is a situation or situation outside the workplace. The work environment can be cultural, political and economic. A good culture will improve the quality of work. The same is true of politics and economics. The better the political and economic atmosphere in the work environment, the better the implementation of the work.

Performance is a measure of the results of work carried out using mutually agreed criteria. The performance of the civil servant is the ability and ability to carry out the work. The implementation of the work will take place well if the employee has good skills. It means that a good employee will try to improve the quality of his work to improve his performance.

A good work environment will help employees in an effort to improve their performance. Maintaining cleanliness, the availability of adequate work facilities and infrastructure, maintenance of communication between employees, and the existence of a conducive atmosphere both within the office and outside the office will be decisive indicators in improving the performance of civil servants. Therefore, a good work environment will have a strong influence on the performance of the civil servant.

From the analysis above, it is assumed that there is a positive relationship between the work environment and the performance of the civil servant. In other words, the better the work environment, the better the performance of the tutor.

### **2. Relationship between work motivation and civil servant performance**

Performance is the result of work that is influenced by individual abilities, motivation and organizational support, available resources, technological equipment, organizational structure, job design and clear goals. Performance that is considered representative with the description of a person's greater responsibility.

The work carried out by employees is an inspiration, enthusiasm and encouragement that comes from within. This inner drive aims to activate him so that he is enthusiastic and can achieve the desired results from his people. In management, employees get encouragement from people to achieve predetermined goals. Employees who are motivated or motivated to work will be able to improve their performance well. Thus, the higher the work motivation, the better the performance of the tutor.

Based on this description, it can be assumed that there is a positive relationship between work motivation and the performance of the civil servant. In other words, the higher the work motivation, the higher the performance of the tutor.

### **3. The relationship between the work environment and work motivation together with the performance of the civil servant**

The environment has a different atmosphere. Sometimes they are at a normal temperature, sometimes they are at an unstable temperature so that they need the ability to adapt to that environment. . To keep the working atmosphere in an office under control, it is necessary to habituate patterns of behavior that are always oriented to the common interest and commitment to improving the quality of work. All of this cannot be done individually by employees or leaders, but is carried out together on the basis of collaborative principles.

In addition, motivation is an encouragement that comes from within and outside the individual to carry out an activity. In carrying out the work, an employee needs this motivation to improve the quality of his work. This motivation needs to be grown from within the employee and provide encouragement both through improving welfare and other activities so that employees can carry out their work well.

Performance is a measure of the results of work carried out using mutually agreed criteria. The performance of the civil servant is the ability and ability to carry out the work. The process of carrying out the work will take place well if the employee has good skills. It means that a good employee will try to improve the implementation of work to improve his performance. However, in carrying out this work, an employee needs a good work environment and motivation.

The work environment and work motivation are two important factors in improving the performance of the civil servant. A good work environment which is characterized by maintained cleanliness, the existence of air circulation, an organized work space, the availability of work facilities and infrastructure, and the maintenance of communication between employees and work motivation which is marked by encouragement from within and from outside will have an influence on the performance of the civil servant. .

From the analysis above, it is suspected that there is a positive relationship between the work environment and work motivation together with the performance of the civil servant. In other words, the better the work environment and work motivation, the higher the performance of the tutor.

## Research Methods

The method used in this research is survey method with correlational technique. This method was chosen to achieve the research objectives, namely by correlating; (a) score of work environment data with the performance of the civil servant, (b) score of data on work motivation with the performance of the civil servant (b) score of data on work motivation with the performance of the civil servant, and (c) score of data on work environment and work motivation with the performance of the civil servant.

The population in this study was the Pamong BP Paud Dikmas Gorontalo Province, totaling 60 people. The sample is the entire population using a total sampling technique or a saturated sample.

## Research Results And Discussion

The interpretation of the research results refers to the results of testing three research hypotheses, namely; (a) the relationship between the work environment and the performance of the civil servant, (b) the relationship between work motivation and the performance of the civil servant, and (c) the relationship between the work environment and work motivation with the performance of the civil servant.

### 1. Interpretation of the relationship between the work environment and the performance of the civil servant

From the regression equation obtained  $4.629 + 1.159X_1$ , it is clear that every increase in the work environment score is followed by an increase in the tutor's performance score or the higher the work environment, the higher the tutor's performance.

Judging from the value of the coefficient of determination ( $r^2$ ) = 0.981, it can be understood that 98.1% of the variation in the performance of the tutor can be explained by the work environment. Meanwhile, 1.9% is explained by other factors. This strengthens the argument that the performance of the civil servant is determined by many factors, one of which is the work environment. The respondent's work environment significantly or by 98.1% can improve the performance of the respondent's civil servant.

The work environment in this study has a large influence, which is 98.1% with the performance of the civil servant and statistically it has been obtained that the influence is very significant so that it cannot be ignored.

### 2. Interpretation of the relationship between work motivation and civil servant performance

From the regression equation obtained  $7.584 + 1.107X_2$ , every increase in the work motivation score is followed by an increase in the Pamong Performance score or the higher the work motivation, the higher the Pamong Performance.

Judging from the value of the coefficient of determination ( $r^2$ ) = 0.984, it can be understood that 98.4% of the variation in the performance of civil servants can be explained by work motivation, Meanwhile, 1.6% is explained by other factors. This can be the basis of the argument that the performance of the civil servant is determined by many factors, one of which is work motivation. Real work motivation or equal to 98.4% can improve the performance of the civil servant of the respondents.

Although work motivation has a large influence, namely 98.4% with the performance of the civil servant, and statistically it has been obtained that the effect is significant so that it cannot be ignored.

### **3. Interpretation of the relationship between work environment and work motivation with civil servant performance**

From the regression equation obtained  $6.292 + 0.405X_1 + 0.722X_2$  it is clear that every increase in the score of work environment and work motivation, is followed by an increase in the performance score of the tutor or the higher the work environment and work motivation, the higher the performance of the tutor.

By referring to the size of the correlation coefficient values ranging from -1 to 1, and by understanding that the positive correlation coefficient has a value; (a) 0.00 – 0.20 uncorrelated, (b) 0.21 – 0.40 weakly correlated, (c) 0.41 – 0.60 moderately correlated, (d) 0.61 – 0.80 correlated strong, and (e) 0.81 – 1.00 highly correlated, then the correlation between work environment and performance of civil servant  $r_{y1} = 0.981$ , moderately correlated, while the correlation between work motivation and performance of civil servant  $r_{y2} = 0.984$  is highly correlated. The combination of work environment and work motivation shows a coefficient of 0.981 (high correlation). This means that the two factors, (a) work environment, and (b) work motivation together can determine the performance of the tutor.

Taken together, work environment and work motivation are correlated with the performance of the civil servant having a correlation coefficient of  $R_{y.12} = 0.992$ . The percentage of variation in the performance of civil servants which can be explained jointly by the work environment and work motivation is 98.4%. This result is obtained from the coefficient of determination of multiple correlation ( $r^2$ ) of 0.984. Thus, 1.6% variation in the performance of civil servants is explained by other factors.

From some of the coefficient prices above, it can be seen that the close relationship between variables appears in two forms, namely a moderate relationship and a strong relationship.

## **Conclusion**

Based on the results of testing, analysis and discussion of research results as stated in chapter IV, with all data analysis requirements including normality test, homogeneity test, linearity test, and regression significance have been met, it can be concluded that:

1. The effect of the work environment on the performance of the tutor is shown by the linear equation =  $4.629 + 1.159X_1$ . This means that every one unit increase in the Work Environment score can increase the Pamong Performance score by 1.159 at a constant 4.629. Furthermore, the influence of the work environment on the performance of the tutor, the correlation coefficient ( $r$ ) is 0.991 and the coefficient of determination ( $r^2$ ) = 0.981.
2. The effect of work motivation on the performance of the civil servant is shown by the linear equation =  $7.584 + 1.107X_2$ . This means that every increase in one unit of work motivation score can increase the Pamong Performance score by 1.107 at a constant 7.584. Furthermore, the effect of work motivation on the performance of the tutor the correlation coefficient ( $r$ ) is 0.992 and the coefficient of determination ( $r^2$ ) = 0.984
3. The influence of the work environment and work motivation together on the performance of the tutor is shown by the linear equation  $6.292 + 0.405X_1 + 0.722X_2$ . Furthermore, the effect of the work environment and work motivation on the performance of the tutor is the correlation coefficient ( $r$ ) of  $R_{y.12} = 0.992$ ; and the coefficient of determination is 0.984

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