The Influence of Motivation, Work Discipline, Work Environment on Employee Performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency

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This study was carried out in the Indragiri Hulu Regency Women's Empowerment and Child Protection Service. The aim of this research is to determine the influence of motivation, work discipline and work environment on employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency. The study employs quantitative methodologies, namely research that evaluates the effects of motivation, work discipline, and work environment on employee performance at the Indragiri Hulu Regency Women's Empowerment and Child Protection Service. Sampling was carried out using the census method on 42 sample people as respondents. The analytical method employed is a quantitative descriptive method, and data analysis is accomplished by path analysis (with the assistance of the IBM SPSS 21 application). The performance of employees at the Indragiri Hulu Regency Women's Empowerment and Child Protection Service is still not optimal, this can be seen from the attendance percentage. The work environment, work discipline, and employee motivation are factors that may influence their success. Research findings show how employee performance is influenced by the work environment, work discipline, and motivation. The study results show that employee performance is influenced by motivation. Employee performance is not influenced by work discipline. Employee performance is influenced by their workplace.
INTRODUCTION

The success and failure of an agency depends on the abilities and skills of the employees who work in it. Employees must be managed well to improve their performance and achieve the goals of a government agency. In order to achieve the agency's goals, employees are needed who have abilities in accordance with the agency's requirements. Employee abilities will be reflected in their performance. Many factors influence employee performance, including motivation, work discipline, and work environment.

The Indragiri Hulu Regency Women's Empowerment and Child Protection Service is one of the regional apparatus organizations in the Indragiri Hulu Regency area in charge of carrying out government operations in the sphere of women's empowerment and child protection. While carrying out its main duties, the department cannot be separated from the performance of its employees. Every year, superiors conduct an assessment of employee performance with results that do not reach 100%.

Based on the data source of employee performance assessment results from 2018-2022 from the Indragiri Hulu Regency Child Empowerment and Protection Service, it shows that not all employees have a high assessment. This must immediately become material for joint evaluation. It is anticipated that employee performance will not be at its best if it is let to carry on, which will affect the agency's goals not being met adequately.

According to Kasmir (2016:189-193), there are a number of variables that affect performance attainment, including the following: Skill and knowledge; Knowledge; Work Schedule; Character or personality; Drive; Style of leadership; Workplace culture; Job satisfaction; Environment; Loyalty; Organizational Commitment; Work discipline. In this research, the researcher limited it and only took a few factors that influence performance, namely, motivation, work discipline and work environment.

The work motivation of each employee of the Indragiri Hulu Regency Child Empowerment and Protection Service is different. One of the factors causing this is the amount of salary which varies according to status and class. Apart from considering motivation, work discipline is also something that must be instilled in each employee. Compliance with applicable rules requires employee awareness.

Based on the findings of the interviews that were done, the leadership said that not all employees were disciplined at work. Judging from employee attendance data from 2018-2022, every year the number of employee absences is still very high and many employees are always on leave, sick and on leave. The Indragiri Hulu Regency Child Empowerment and Protection Service has provided work facilities, but not all employees receive the same facilities. The results of interviews conducted with employees showed that not all employees felt the work environment was comfortable.
LITERATURE REVIEW

Employee Performance

Performance is the outcome of work that an individual or group of individuals within an organization may do in a way that respects their authority and obligations, does not break the law, and does not go against morality and ethics in an attempt to attain organizational goals unlawfully. (Afandi, 2018:83). The purpose of employee performance is to make sure that organizational procedures are followed in order to optimize team, employee, and organizational productivity. (Mondy in Moekijat, 2014: 132)

Employee performance is defined as a result or achievement that an employee has attained within a set time frame. It is associated with the interaction of employee skills with the organization's strategic goals, customer satisfaction, and how performance affects the environment's economy. Aside from that, performance may demonstrate how accurately and fast each task is finished in order to meet predetermined business objectives.

Performance is generally influenced by both internal and external influences (Hasibuan, 2013:13). In particular, intelligence, self-control, experience, job happiness, training, and worker motivation are internal variables. Concurrently, extrinsic elements such as management practices inside the organization, leadership style, career advancement, training, and salary.

For companies, performance appraisal has various benefits, namely, evaluation between individuals in the organization, self-development of each individual in the organization, maintenance of systems and documentation (Belarmino, 2013: 62-63). Then, performance indicators can be reviewed as follows, quality of work results, quantity of work results, timeliness, ability to work together, and attendance (Mathis and Jackson, 2015: 78).

Good performance assessment must be carried out formally based on a series of criteria that are determined rationally and applied objectively and documented systemically. Thus, in assessing the work performance of employees there must be positive and continuous interaction between leadership officials and employee departments.

Motivation

According to Winardi (2016:6), human motivation is a potential force that may be produced by the individual or by a variety of outside factors. It mostly centers on monetary and non-monetary rewards, which have the potential to have a positive or negative impact on an individual's performance outcomes. Furthermore, motivation is an internal and external force that propels an individual to perform or refrain from performing an activity that is fundamentally positive or bad. Something that inspires encouragement, a work ethic, or a passion for one's job is called inspiration (Sedarmayanti, 2017, 154).

Motivation is divided into three parts, namely main drivers (drivers that can be valued with money), semi-main drivers and, non-material drivers. Non-material drivers cannot be seen with money. For example, proper placement, systematic training, promotion objects, guaranteed work, participation of employee representatives in decision making, pleasant working conditions, provision of company information, recreation facilities, health care and housing and so on (Sedarmayanti, 2017:154).
Furthermore, according to Siagian's opinion (2014: 99), the factors that influence a person's work motivation can be identified based on individual characteristics which consist of eight factors. These factors are, age, gender, marital status, number of dependents, length of service (work productivity and attendance), personality, perception and learning ability. Various variables impact an individual's motivation for their profession, depending on their specific circumstances.

Syaiful and Aswan (2013: 27) explain that there are several principles in motivating employee work. These values include the following: communication, transfer of power, acknowledging the contributions of subordinates, involvement, and paying attention. Next, we can find out motivation indicators according to Afandi (2018:29). According to him, the indicators of motivation are compensation, working environment, workspaces, job performance, acknowledgment from superiors, and the actual labor are all markers of motivation. This measure can be used to evaluate a person's level of motivation at work.

**Work Discipline**

Work discipline is a set of guidelines established by an organization's management, approved by the capital owners or board of commissioners, acknowledged by the labor department, and agreed upon by the trade union. Its purpose is to impose rules and regulations on individuals who are members of the organization voluntarily, so that it is developed and shaped by a sequence of actions that exemplify the virtues of compliance, propriety, regularity, and order. (Afandi, 2018, 11).

Next, Work discipline, in the words of Hasibuan (2013: 193), work discipline is the consciousness or readiness to follow all corporate policies, the prevailing workplace culture, and relevant social conventions. Sanctions for work violations resulting from disciplinary actions can be carried out in the form of informal discussions, verbal warnings (discussions), written warnings, temporary housing, demotion (reduction in rank), dismissal (Mangkunegara, 2017:412).

Goals and abilities, leadership by example, compensation, justice, attached supervision, punishment sanctions, firmness, and human relations are some of the variables that might affect an employee's work discipline in an organization (Hasibuan, 2018:34). According to Bejo Siswanto (in Lijan Poltak Sinambela, 2018) indicators of work discipline are divided into five, namely, frequency of attendance, level of employee alertness, compliance with work standards, compliance with work regulations, and work ethics.

**Work Environment**

Long-term effects are observable from an environment that is suitable for employment. An inefficient work environment can lead to increased labor and time requirements, as well as hinder the creation of an effective work system. The work environment is everything surrounding an employee that may affect how well he completes responsibilities as delegated, such as lighting, music, and cleanliness (Danang Sunyoto, 2016:15).

The elements of the work environment, such as temperature, humidity, ventilation, lighting, cleanliness of the workspace, and the sufficiency of the work equipment, might affect employees' ability to do their jobs. The equipment
a worker uses, the surroundings in which he works, and his working techniques may all be considered aspects of his work environment and have an impact on his productivity both individually and collectively (Afandi, 2018: 66). Indicators of the work environment are lighting, coloring, sound, spatial layout, air temperature, cleanliness and safety (Sulistiyani, 2015: 105).

The two types of work environments are broadly speaking: the physical work environment, which includes things like tables, chairs, and work centers that are directly related to employees, and the general environment, also known as the intermediary environment, which is also known as the work environment that affects human conditions like temperature, humidity, air circulation, lighting, noise, mechanical vibrations, unpleasant odors, etc. As a result, every circumstance involving connections at work, whether they be with coworkers, bosses, or subordinates, belongs to the non-physical work environment (Sarwoto in Sidanti, 2015: 13).

The physical work environment generally has an impact on the work environment; that is, factors such as work space layouts, work designs, work environment conditions, and the degree of acoustic and visual privacy may all affect an employee's job happiness. Next, the psychological work environment, namely: psychological conditions that influence employee job satisfaction are excessive work, poor supervision systems, frustration, changes in all forms, and disputes between individuals and groups (Priansa and Suwatno, 2013: 163).

**Framework**

Motivation, work discipline and work environment are factors that influence employee performance. Therefore, the author created a framework of thought as in the image below.

![Figure 1. Image of Framework for Thought](image.png)

**Hypothesis**

Based on the introduction and literature review that has been described, the author tries to formulate the following hypothesis:

H1: It is suspected that motivation affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency.

H2: It is suspected that work discipline affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency.
H3: It is suspected that the work environment affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency.

METHODOLOGY

The research uses quantitative methods, namely research that describes motivation, work discipline and work environment on employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency. The data source is primary data with sampling carried out using the census method with 42 people as respondents.

Data collecting methods include interviews, surveys, and literature reviews. Path analysis is used to analyze data using a quantitative descriptive analytical approach (with assistance from the IBM SPSS 21 application). Model feasibility testing (F Test), path analysis, instrument testing, classical assumption testing, and hypothesis testing (T Test) are the first steps in the data analysis process.

RESULTS

The structural correlation between the independent and dependent variables is determined via path analysis. This study performed to determine the size of the contribution demonstrated by each path coefficient path in the causal link between Motivation, Work Discipline, and Work Environment on employee performance. The results of the structural equation can be seen below:

\[ Y = 0.446X1 + 0.106X2 + 0.462X3 + e \]

It is possible to interpret the results of the calculations and statistical analysis equations of the path analysis path coefficients above as follows:

1. The effect of motivation on employee performance is 0.446.
2. The influence of work discipline on employee performance is 0.106.
3. The influence of the work environment on employee performance is 0.462.
4. The correlation between Motivation and Work Discipline is -0.177.
5. The correlation between Motivation and Work Environment is -0.107.
6. The correlation between Work Discipline and Work Environment is -0.016.
7. The influence of other variables on the variables studied is equal to (e) = 1-0.450=0.550.

H1, it is suspected that motivation affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency. Motivation Variable (X1) is 3.630 > 2.02269. So it can be concluded that the motivation variable influences the performance of employees at the Child Empowerment and Protection Service of Indragiri Hulu Regency.

H2, it is suspected that work discipline affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency. Work Discipline Variable (X2) is 0.867 < 2.02269. So, it can be concluded that the Work Discipline variable does not significantly influence the performance of employees at the Child Empowerment and Protection Service of Indragiri Hulu Regency.
H3, it is suspected that the work environment affects employee performance at the Women's Empowerment and Child Protection Service of Indragiri Hulu Regency. Work Environment Variable (X3) 3.813 > 2.02269. So, it can be concluded that the Work Environment variable influences the performance of employees at the Child Empowerment and Protection Service of Indragiri Hulu Regency.

DISCUSSION

Motivation Influences Employee Performance
Research conducted by this researcher shows that motivation has an influence on employee performance, this is in line with research conducted by Ary Sutrischastini (2015) and Febriyani Finda Kapahang, Arie Rorong, Gustaf Tampi (2015) with the results of both studies showing that motivation has an influence on employee performance.

Employee Performance is Unaffected by Work Discipline
Research conducted by this researcher shows that Work Discipline has no effect on employee performance, this is not the case with research conducted by Sari and Juli (2021) and Opan (2019) with the results of both studies showing that Work Discipline has no effect on employee performance.

The Work Environment Influences Employee Performance
Research conducted by this researcher shows that motivation influences employee performance, this is in line with research conducted by Rosminah (2021) and I Ronald Donra Sihaloho, Hotlin Siregar (2019) with the results of both studies showing that the work environment influences employee performance.

CONCLUSIONS AND RECOMMENDATIONS

Conclusions
Based on the findings of a study on the impact of the factors Motivation, Work Discipline, and Work Environment on employee performance at the Indragiri Hulu Regency Child Empowerment and Protection Service, it is possible to conclude:
1. Motivation influences the performance of employees at the Indragiri Hulu Regency Child Empowerment and Protection Service.
2. Work discipline does not affect the performance of employees at the Indragiri Hulu Regency Child Empowerment and Protection Service.
3. The work environment influences the performance of employees at the Child Empowerment and Protection Service of Indragiri Hulu Regency.

Recommendations
Based on the study findings mentioned above, the author makes the following recommendations:
1. Leaders should pay attention to employee motivation at work by applauding employees who have completed their task.
2. Employee work discipline has to be strengthened further by imposing strong punishments on workers who are not disciplined at work, so that employees follow all current agency standards.
3. The leadership must enhance the employee work environment by establishing a comfortable working environment so that employees may increase their performance.

4. Leaders must be able to sustain staff performance by completing tasks on schedule.

FURTHER STUDY

Every research has limits, and this one is no exception. For researchers who will examine similar problems, it is best to examine the influence of employee performance with other significant factors and use data that is more varied and processed with various other methods. The goal is to guarantee that the findings acquired are more diverse in order to improve the performance of personnel in government institutions, particularly at the Indragiri Hulu Regency's Child Empowerment and Protection Service.

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