

THE INFLUENCE OF WORK ENVIRONMENT AND WORK MOTIVATION ON EMPLOYEE PERFORMANCE AT BBPPMPV BUSINESS AND TOURISM

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Abstract. This study aims to analyze the influence of work environment and motivation on employee performance at BBPPMPV Business and Tourism. The research sample consisted of 65 employees taken through a random sampling method. Data were collected through a questionnaire covering variables of work environment, motivation, and employee performance. The analysis method used is multiple linear regression analysis with validity, reliability, classical assumption, and hypothesis testing. The results of the study indicate that the variables of work environment and work motivation have a positive and significant effect on employee performance. The work environment has an influence of 47.8%, while work motivation has an influence of 59.0%. The results of the determination coefficient test show that both variables together affect employee performance by 78.8%. Thus, it can be concluded that a conducive work environment and high motivation can improve employee performance at BBPPMPV Business and Tourism. This study provides implications that companies need to pay attention to both factors to improve employee productivity and performance.

Keywords: Work Environment; Motivation; Employee Performance; Multiple Linear Regression

I. INTRODUCTION

The role of Human Resources (HR) is very important in an organization, be it in the private sector, government, or BUMN. HR is the main factor in carrying out organizational activities and plays a role in increasing productivity to achieve predetermined goals. Therefore, HR must be managed properly to increase the effectiveness and efficiency of the company. Human resources are the main driver of all company activities, and the success of the company is highly dependent on human efforts in increasing work efficiency and effectiveness. Aspects related to HR, such as implementation of activities, supervision, and performance evaluation, greatly affect the success of the organization. Therefore, companies must pay attention to employees to ensure they demonstrate good performance in carrying out their duties and functions. Every organization realizes that future success depends on HR factors. Hasibuan (2017) stated that HR is a very important element in an organization because the quality of HR determines the organization's ability to achieve predetermined goals. In this case, the quality of HR is not only determined by technical abilities alone, but also by the attitude, motivation, and work spirit of each individual. Therefore, good HR management is the key to the organization's success in creating work efficiency and effectiveness. Employee performance is influenced by several factors, both from within the employee himself, such as the spirit to develop, and from outside, such as support from the company environment,

good relationships with colleagues and superiors. Robbins and Judge (2017) added that employee performance is influenced by a number of factors originating from within the individual himself and from the external work environment. Internal factors include employee motivation, ability, and personality, while external factors include support from the work environment, organizational culture, and the influence of superiors and colleagues. Motivation functions as the main driver in influencing individual performance, and a conducive work environment is very important to encourage high work enthusiasm. Sedarmayanti (2020) also stated that the work environment plays a major role in supporting employee performance. A good work environment includes adequate physical and social factors, such as comfortable workspace, cleanliness, security, and healthy interpersonal relationships between colleagues and superiors. This will create a conducive atmosphere, which supports employees to work optimally and maintain low stress levels. In a study conducted by Munardi et al. (2021), it was found that a conducive work environment can increase employee motivation, which ultimately affects performance. A good environment supports the creation of a mutually supportive atmosphere between employees and the organization, and can create harmonious interpersonal relationships. Work motivation is also an important factor that supports employee performance. Dessler (2015) stated that the implementation of a reward and recognition system for employee achievements, as well as providing opportunities for career development, can increase

their level of motivation. High motivation encourages individuals to achieve goals and make the best contribution to the organization.

This research was conducted at the Center for the Development of Quality Assurance for Vocational Education, Business and Tourism, which is part of the Ministry of Education, Culture, Research, and Technology. According to Sabilila & Wahyuni (2022), the work environment includes all tools, materials, and conditions around the workplace, as well as work methods both individually and in groups. Employee performance tends to be high if the work environment is supportive, including the relationship between subordinates and superiors and the physical environment of the workplace. A good work environment includes cleanliness, comfort, and safety of the workspace, good interpersonal relationships between coworkers, and effective workspace arrangements. Andriani et al. (2021) found that a conducive work environment and high motivation have a significant effect on employee performance, although other studies such as Prastyo & Santoso (2021) show that the relationship between the work environment and performance is not always significant. Likewise, in the study of work motivation, Eka Safitri Tiya et al. (2024) showed a positive and significant effect, while Irpan Sopian, Elfiswandi, and Lusiana (2022) found a negative and significant effect. On the other hand, Ekonomika et al. (2024) concluded that the influence of work motivation on performance was not significant.

Based on the background above, this study aims to determine and analyze the influence of the work environment on employee performance at BBPPMPV Business and Tourism, as well as to determine and analyze the influence of motivation on employee performance at the same agency. This study also aims to reveal how the two factors, work environment and motivation, jointly influence employee performance at BBPPMPV Business and Tourism.

Hypothesis

Ho1: It is suspected that there is no positive and significant influence of the work environment on employee performance at BBPPMPV Business and Tourism

P: It is suspected that there is a positive and significant influence of the work environment on employee performance at BBPPMPV Business and Tourism.

Ho2: It is suspected that there is no positive and significant influence of motivation on employee performance at BBPPMPV Business and Tourism.

Ha2: It is suspected that there is a positive and significant influence of motivation on employee performance at BBPPMPV Business and Tourism.

II. RESEARCH METHOD

Research design is a strategy used to achieve predetermined research objectives and serves as a guideline throughout the research process. Sugiyono (2010:53) states that research design is a guideline used to develop a strategy in choosing the right method. This design must be specific, clear, and detailed, and be a guideline in every step of the research (Sugiyono, 2018:37). In this context, research design

plays an important role in providing clear direction and structure during the research process.

Research is divided into three main types: descriptive, comparative, and associative. Descriptive research aims to describe the facts or characteristics of a population systematically and accurately. Comparative research compares one or more variables in two different samples, while associative research aims to determine the relationship between two or more variables to understand or control certain phenomena.

The method used in this study is a combination of quantitative and qualitative. Quantitative research focuses on data that can be measured and analyzed statistically, while qualitative research emphasizes in-depth understanding with data in the form of words or sentences. This study adopts a descriptive model with a quantitative approach to describe the influence of leadership style and work motivation on employee performance. This quantitative approach follows the philosophy of positivism, using random sampling techniques and research instruments designed to test hypotheses.

This study was conducted at BBPPMPV Business and Tourism by collecting primary data through questionnaires and interviews. Secondary data was also used to provide additional information regarding the history of the company and the number of employees. The questionnaire used was a structured questionnaire, where respondents chose the answer that corresponded to the available options. Respondents consisted of BBPPMPV Business and Tourism employees with a minimum of 40 people.

The population of this study was 192 employees who were sampled using a saturated sampling technique, namely all members of the population were used as samples. Sampling used the Slovin formula with an error rate of 10%, which means that the data taken has an accuracy rate of 90%.

For data collection, this study relies on observation, interviews, documentation, and questionnaires. Observations are carried out by directly observing phenomena in the field, interviews are used to obtain in-depth information from respondents, and documentation functions to collect evidence or supporting data. The questionnaire was chosen for efficiency in collecting data from a large number of respondents.

In analyzing data, this study uses validity and reliability tests to ensure that the instruments used are reliable and consistent. Normality test is conducted to ensure normal data distribution, while heteroscedasticity and multicollinearity tests are used to ensure that the regression model is free from interference. Multiple linear regression analysis is used to determine the effect of independent variables on dependent variables, and to test hypotheses through t-test and F-test.

This research design covers all stages from data collection, analysis, to hypothesis testing, which are carried out with the right method to produce valid and reliable results. The opinions of experts such as Sugiyono (2010) and others provide an important foundation in defining and compiling a good and valid research methodology.

III. RESULT AND DISCUSSION

Respondent Overview

The analysis of respondent response data in this study refers to the questionnaire that has been distributed to 65 respondents who are samples of BBPPMPV Business and Tourism employees.

a. Respondent Gender

The composition of employees based on gender consists of men (63.1%) with a total of 41 people, women (36.9%) with a total of 24 people. The composition of employees based on gender at BBPPMPV Business and Tourism is as follows:

b. Based on Age

The composition based on age level consists of 65 people aged 21-30 years (73.7%), 6 people aged 31-40 years (15.8%), and 2 people aged 41-50 years (5.3%).

Data Analysis Results

a. Data Instrument Test

1) Validity Test

The validity test is used to assess whether a questionnaire can actually measure what should be measured. A questionnaire is considered valid if the questions in it are able to accurately describe what the questionnaire wants to reveal or measure. If $r \text{ count} \geq r \text{ table}$ (2-sided test with sig. 0.05) then the instrument or statement items are significantly correlated to the total score (declared valid). The number of data (n) = 65, $DF = 65 - 2$, then obtained is 63 of 0.2441.

Table 1. Validity Test of Employee Performance Instrument (Y)

No Item Question	Rtable	Rcount	Significance	Decision
1	0,2404	0,799	0,000	Valid
2	0,2404	0,772	0,000	Valid
3	0,2404	0,851	0,000	Valid
4	0,2404	0,764	0,000	Valid
5	0,2404	0,869	0,000	Valid
6	0,2404	0,767	0,000	Valid
7	0,2404	0,750	0,000	Valid
8	0,2404	0,887	0,000	Valid
9	0,2404	0,862	0,000	Valid
10	0,2404	0,745	0,000	Valid
11	0,2404	0,728	0,000	Valid

Source: SPSS Data Processing Results

Based on the table above, it can be seen that the employee performance variable questionnaire (Y) consists of 11 question items, and all items have a significance value below 0.05 or it can be said that the Rcount value is greater than Rtable, so that all items are declared valid.

Table 2. Validity Test of Work Environment Instrument (X1)

No Item Question	Rtable	Rcount	Significance	Decision
1	0,2404	0,666	0,000	Valid
2	0,2404	0,817	0,000	Valid
3	0,2404	0,772	0,000	Valid
4	0,2404	0,688	0,000	Valid
5	0,2404	0,811	0,000	Valid
6	0,2404	0,686	0,000	Valid
7	0,2404	0,586	0,000	Valid

Source: SPSS Data Processing Results

Based on the table above, it can be seen that the work environment variable questionnaire (X1) consists of 7 question items, and all items have a significance value below 0.05 or it can be said that the Rcount value is greater than Rtable, so that all items are declared valid.

Table 3. Validity Test of Motivation Instrument (X2)

No Item Question	Rtable	Rcount	Significance	Decision
1	0,2404	0,742	0,000	Valid
2	0,2404	0,749	0,000	Valid
3	0,2404	0,817	0,000	Valid
4	0,2404	0,792	0,000	Valid
5	0,2404	0,754	0,000	Valid
6	0,2404	0,793	0,000	Valid
7	0,2404	0,787	0,000	Valid
8	0,2404	0,714	0,000	Valid
9	0,2404	0,714	0,000	Valid
10	0,2404	0,824	0,000	Valid
11	0,2404	0,815	0,000	Valid

Source: SPSS Data Processing Results

Based on the table above, it can be seen that the work motivation variable questionnaire (X2) consists of 11 question items, and all items have a significance value below 0.05 or it can be said that the Rcount value is greater than the Rtable, so that all items are declared valid.

2) Reliability Test

In this study, an instrument is declared reliable if the Cronbach's Alpha value is above 0.600. If the Cronbach's Alpha value of an instrument is below that value, the instrument is declared unreliable. In this test, the number of independent variable instruments to be tested is 16 instruments for motivation, 8 instruments for career development, and 9 instruments for employee performance that have been declared valid in the validity test that has been carried out previously. The results of the reliability test for each indicator of this research variable can be seen in the following table:

Table 4. Reliability Test Results

Variables	Cronbach's Alpha	Limitation	Description
Employee Performance	0,779	0,600	Reliable
Work Environment	0,777	0,600	Reliable
Motivation	0,776	0,600	Reliable

Based on the results of table 4. shows that each independent and dependent variable is declared reliable because it has a Cronbach's Alpha of more than 0.600 which means that the results can be accepted with a good value.

b. Classical Assumption Test

1) Normality Test

The normality test aims to test whether in the regression model, the dependent variable and the independent variable both have a normal distribution or not. If the histogram is normally distributed, the data obtained is declared normal, while if the PP plot is in the form of a diagonal line, the data obtained can be declared normally distributed.

Normal Probability Plots

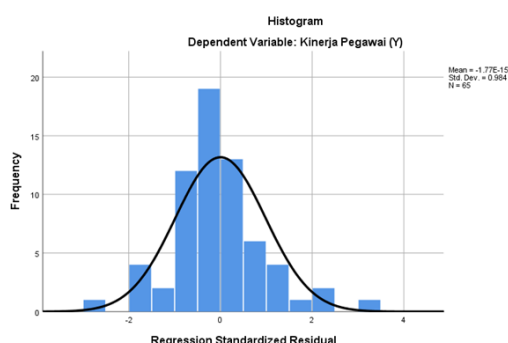


Figure 1. Normality Test Results

Source: SPSS Data Processing Results

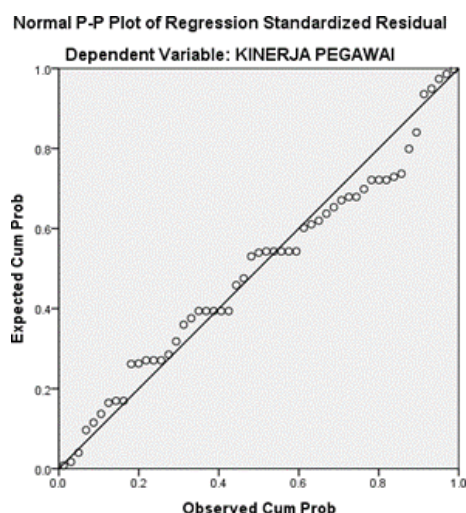


Figure 2. Histogram Graph

Source: SPSS Data Processing Results

2) Heteroscedasticity Test

This test is used to determine whether or not there is a deviation from the classical assumption of heteroscedasticity, namely the inequality of variance from the residuals for all observations in the regression model. In this study, a heteroscedasticity test was carried out by looking at the plot graph between the predicted value of the dependent variable ZPRED and its residual SRESID. To detect heteroscedasticity, it can be done by looking at the presence or absence of a certain pattern on the scatterplot graph between SRESID and ZPRED where the X and Y axes have been predicted and the Y axis is the residual (predicted Y - actual Y) that has been studentized. The results of the heteroscedasticity test in this study can be seen in the following figure:

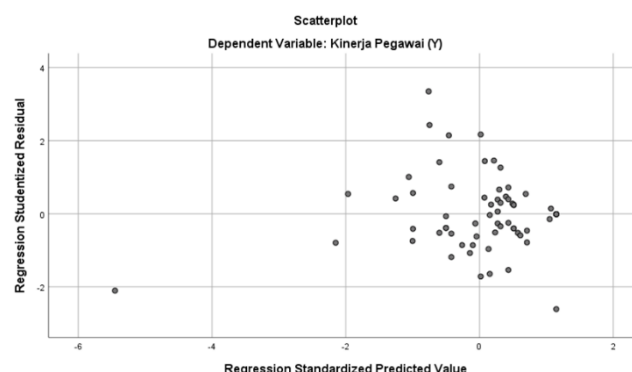


Figure 3. Heteroscedasticity Test Results

Source: SPSS Data Processing Results

Based on the figure above, the results of the heteroscedasticity test using scatterplot can be seen that there is no clear pattern, and the points are spread above and below the number 0 on the Y axis, so it can be concluded that there is no heteroscedasticity in the regression model or there is no equality of variance.

3) Multicollinearity Test

Multicollinearity Test is a test to see if there is a linear relationship between independent variables in the regression model. The test method that can be used is by checking the results of the Variance Inflation Factor (VIP) and Tolerance. If the Tolerance value is > 0.10 and VIF < 10, then the regression model does not have a multicollinearity problem.

Table 5. Multicollinearity Test Results

		Coefficients ^a					Collinearity Statistics	
Model		Unstandardized Coefficients	Standardized Coefficients	t	Sig.		Tolerance	VIF
1	(Constant)	5.881		2.068	.043			
	Lingkungan Kerja (X1)	.478	.164	.309	.2910		.303	3.297
	Motivasi Kerja (X2)	.590	.102	.614	.5785		.303	3.297

a. Dependent Variable: Kinerja Pegawai (Y)

Based on the table above "Coefficients" the tolerance value for the work environment variable is 0.303, and for the work motivation variable is 0.303, which means that the tolerance value for each variable is greater than 0.10. Furthermore, the VIF value for the work environment variable is 3.297, and for the work motivation variable is 3.297, meaning that the VIF value for each variable is below 10.00. Thus, it can be concluded that there is no relationship or correlation between

the dependent variable and the independent variable, or it can also be said that there is no multicollinearity in the regression model

c. Data Analysis Method

1) Multiple Linear Regression Analysis

In this study, the author uses multiple linear regression analysis with the intention of proving how the Work Environment (X1) and Motivation (X2) influence Employee Performance (Y).

Table 6. Multiple Linear Regression Test Results

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	5.881	2.844		.043
	Lingkungan Kerja (X1)	.478	.164	.309	.005
	Motivasi Kerja (X2)	.590	.102	.614	.000

a. Dependent Variable: Kinerja Pegawai (Y)

Source: SPSS Data Processing Results

$$Y = a + b_1.X_1 + b_2.X_2 + e$$

$$Y = 5.881 + 0.478 (X_1) + 0.590 (X_2) + e$$

The multiple linear regression equation is as follows:

a) Constant (a)

Based on the calculation above, the results of the multiple linear regression estimation show that the constant value (a) is 5.881, meaning that there is a unidirectional influence between the independent and dependent variables. This shows that if all independent variables including the work environment (X1), and work motivation (X2) have a value of 0% or do not change, then the value of the dependent variable (Y) is 5.881.

b) Work environment (X1)

The regression coefficient value $X_1 = 0.478$ is positive. This shows that if the work environment increases by 1%, the work environment will increase by 0.478 assuming other independent variables are considered constant.

c) Work motivation (X2)

The regression coefficient value $X_2 = 0.590$ is positive. This shows that if work motivation is 1%, work motivation will increase by 0.590 assuming other independent variables are considered constant.

2) Determination Coefficient Test

The determination coefficient is essentially to measure how far the model's ability to explain variations in the dependent variable. This coefficient is used to determine the magnitude of the influence of the Work Environment (X1) and Motivation (X2) variables on the Employee Performance (Y) variable.

Table 7. Results of the Determination Coefficient Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.888 ^a	.788	.782	3.138

a. Predictors: (Constant), Motivasi Kerja (X2), Lingkungan Kerja (X1)

Source: SPSS Data Processing Results

Based on the table above, the influence value $R = 0.888$ and the determinant coefficient value $R^2 = 0.788$, which means that the work environment and work motivation have an influence of 78.8% on employee performance.

d. Hypothesis Testing

1) Partial Regression Test (T Statistic Test)

In this study, the t test is used to test whether there is a significant partial influence of each independent variable (X) with the dependent variable (Y), namely the significant influence of the Work Environment (X1) and Motivation (X2) significantly on Employee Performance (Y). To determine the value of the t statistic table, a significance level of 5% (0.05) is determined with degrees of freedom $df = (n-k-1)$, where n = number of observations and k = number of variables. Results of the t test (partial test).

Table 8. Results of the T Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.888 ^a	.788	.782	3.138

a. Predictors: (Constant), Motivasi Kerja (X2), Lingkungan Kerja (X1)

Source: SPSS Data Processing Results

Based on the table above from the results of the t-test (partial test) shows that the significance value of the influence of the work environment on employee performance is a significance value of 0.005 or less than 0.05 so it can be concluded that the work environment variable affects employee performance or in other words H_{a1} is accepted and H_{o1} is rejected. In the work motivation variable, a significant value of 0.000 is obtained or it can be said that the significant value is less than 0.05 so it can be concluded that the work motivation variable has a significant effect on employee performance or in other words H_{a2} is accepted and H_{o2} is rejected.

This study was conducted to analyze how motivation and career development affect employee performance. This study involved 65 respondents who were employees at BBPPMPV Business and Tourism. Based on the data that has been obtained and the results of the tests carried out, several conclusions can be drawn regarding the problems studied.

1. The Influence of Work Environment on Employee Performance

The Work Environment variable has a positive and significant effect on Employee Performance at BBPPMPV Business and Tourism because the calculated t value is greater than the t table with a value of $2.910 > 1.998$. In addition, it is known that the sig. value is 0.005 where the sig. value is smaller than 0.05 or $0.005 < 0.05$ then H_o is rejected and H_a is accepted, meaning that the Work Environment has a positive and significant effect on Employee Performance at BBPPMPV Business and Tourism.

2. The Influence of Motivation on Employee Performance

The Work Motivation variable has a positive and significant effect on Employee Performance at BBPPMPV

Business and Tourism because the calculated t value is greater than the t table with a value of $5.785 > 1.998$. In addition, it is known that the sig. value is 0.000 where the sig. value is smaller than 0.05 or $0.00 < 0.05$ then H_0 is rejected and H_a is accepted, meaning that Work Motivation has a positive and significant effect on Employee Performance at BBPPMPV Business and Tourism.

IV. CONCLUSIONS

Basically, there are many factors that can affect employee performance. Each organization has different superior and dominant factors that affect employee performance. As in the results of this study, based on the results of data analysis and discussions that have been carried out, it can be concluded that The work environment has a positive and significant effect on Employee Performance at the Center for the Development of Quality Assurance for Vocational Education, Business and Tourism. This means that the better the Work Environment provided by the company, the more employee performance will increase. This influence has been proven to be strong and consistent, so that the Work Environment can be considered an important factor in improving employee performance. Work motivation The Work Motivation variable has a positive and significant effect on Employee Performance at the Center for the Development of Quality Assurance for Vocational Education, Business and Tourism. This means that the better the Motivation provided by the company, the more employee performance will increase. This influence has been proven to be strong and consistent, Motivation can be considered an important factor in improving employee performance..

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