

# **The Influence of Motivation, Communication and The Work Environment on Employee Performance at PT Samudera Raya Berjaya**

**Deni Faisal Mirza, Lidya Rosa\*, Harta Louis Pantun, Stevanny & Vincent Leonardo Tannu Wijaya**

Universitas Prima Indonesia  
*\*e-mail: lidyarosa1999@gmail.com*

## **Abstract**

The purpose of this study is to analyze the decline in employee performance at PT Samudera Raya Berjaya. HR plays an important role in achieving the goals of an organization or company. Therefore, human resources are required to be professional and efficient in facing the challenges and opportunities that exist. In this case the organization or company must pay attention to the motivation, communication and work environment of each employee. Motivation shows the encouragement or enthusiasm given by superiors to support employee performance. In addition, communication must be good and good between fellow employees and superiors so that they can get good performance and finally, a bad work environment can also affect employee discomfort in working so that causing decreased employee performance. The validity test is used with a population of 100 people and 30 people from companies engaged in the same industry. The method used is quantitative with quantitative descriptive research, using interviews, distributing questionnaires and documentation study. Multiple liner regression, coefficient of determination and simultaneous testing will be used in the analysis method. (Test - F)  $F_{count} (174.204) > F_{table} (2.70)$  and partially (Test - t)  $t_{count} | 3,415 | > t_{table} | 1.98 |$ ,  $t_{count} | 6,191 | > t_{table} | 1.98 |$ ,  $t_{count} | 4,433 | > t_{table} | 1.98 |$ . It can be concluded that motivation, communication, and work environment simultaneously and partially have a positive effect on employee performance.

*Keywords: Motivation, Communication, Work Environment and Performance.*

## **1. Introduction**

In the era of globalization, there are many organizations and companies that focus on improving employee performance. In this case, the company must be able to examine what are the possible biased factors affecting employee performance. To solve this problem, HR is the main point that must be considered how its development is because good human resources will greatly help the company in maximizing performance.

This research was conducted at PT Samudera Raya Berjaya, which is a company serving Import and Export Clearance Services at the Belawan Customs and Excise Office. Based on the initial results of the research conducted, it can be concluded that the performance in the company has decreased which is marked by an increase in work errors, a decrease in the accuracy of employees' work in carrying out their duties and a lack of cooperation between employees within the company.

In addition to work motivation, work communication can also be a factor in reducing employee performance in this company or organization. The communication that is carried out between employees is still ineffective, which triggers an increase in work errors due to lack of understanding of the communication that is carried out, lack of support for communication tools so that they cannot help employees in carrying out their duties such as office telephones which are decreasing in number. This triggers the difficulty of employees working together in teams.

The work environment is thought to play an active role in reducing employee performance. Where the problem of the employee's work environment is that the cleanliness in the company area is still not well maintained, there is conflict between co-workers so that it is not conducive, ventilation is still not good or not in some rooms, some rooms have air conditioning that is not cold due to poor AC service. not routine so that sometimes the hot air damages the employee's concentration at work. This unfavorable environment causes a decrease in employee performance in the company.

Based on the company problems described above, the researcher wanted to conduct a study entitled "The Influence of Motivation, Communication and Work Environment on Employee Performance of PT Samudera Raya Berjaya".

## **2. Literature Review**

### **Motivation**

According to Bangun (2012: 313), "Motivation can be defined as an action to influence someone to be able to behave someone in order to act or behave (to behave) regularly". According to Sunyoto (2013: 1), "Work motivation is a situation where the situation encourages employees to complete their work to achieve their desires". So in the company there must be something that encourages employees to work so that employee performance does not decrease. According to Priansa (2018: 202), "Work motivation is an action and a factor that can influence employees to perform according to their work. Work motivation is a process that shows individual or individual intensity, direction and is active in achieving company goals. According to Sopiah (2018: 169), "There are 3 motivational characteristics, namely: 1) Effort, 2) Willpower, and 3) Direction and goals.

### **Communication**

According to Fahmi (2016: 163), "Communication is a message that is conveyed which is used by one party to another from messages directly or from the media or indirectly". According to Sopiah (2018: 141), "Communication is defined as the storage or exchange of information from sender to receiver, either verbally, in writing or using communication tools". According to Supomo (2018: 158), "Communication is a process of information obtained by one party to another, in order to know and understand what is the content of the core information conveyed". According to Siswandi (2011: 172), "Effective communication with the following five things:

1. The sender of the message, there are important things in conveying it so that the party receiving the message can understand what the sender wants.
2. Message or news, explaining in spoken, coded or coded form.
3. Media, the method of delivering information from the sender of the news to the recipient of the news.
4. Recipients, recipients of news, messages or information must be able to understand or understand news, messages or information as understood by the sender of the information message. "

## **Work Environment**

According to Sunyoto (2012: 43), "The work environment is a situation and conditions that exist around workers and can affect workers themselves in completing their assigned tasks". According to Steve (2012: 37), "The work environment is all that is related to employees at work. Everything that is in the workplace is a work environment". According to Sedarmayanti (2015: 27), "A work environment condition that will be considered good or appropriate if employees within the company can carry out activities optimally, healthy, safe and comfortable". According to Darodjat (2015: 168), "There are indicators that can be used as benchmarks for an ideal work environment, namely:

1. healthy policies
2. competent supervision
3. pleasant friends
4. comfortable working environment

## **Employee Performance**

According to Sutrisno, (2013: 177), "Employee performance is the result of employee work that can be monitored from the aspects of quality, quantity of working time and cooperation to achieve goals that have been ordered by a company". According to Amir (2015: 81), "Performance is defined as an abstract concept and it requires a certain meaning to mention the attributes must be detailed and complete". According to Kasmir (2016: 182), "Performance is the result obtained in completing work and responsibilities given within a certain time". According to Moeheriono (2014: 113), "There are employee performance indicators that are divided into six categories, namely:

1. Effective
2. Efficient
3. Quality
4. Timeliness
5. Productivity
6. Safety

## **Theory of Influence of Motivation on Employee Performance**

According to Priansa (2016: 213), "Theory X still has to be used, especially in certain types of employees who have characters who are more effectively motivated and provide better performance results with an authoritative leadership style".

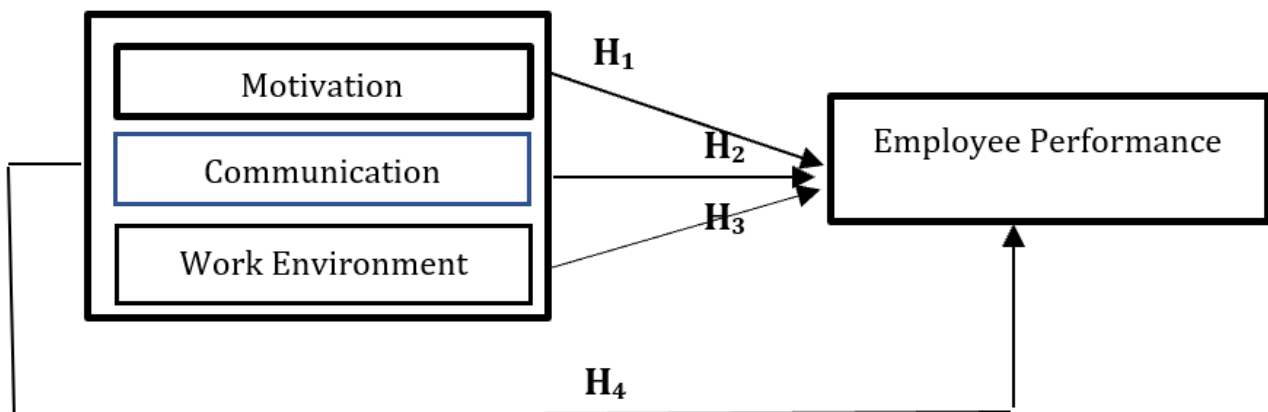
## **Theory of Communication Influence on Employee Performance**

According to Robbins and Coulter (2013: 77), "Communication is the movement and understanding of meaning. Transference of meaning means that if information or ideas have not been conveyed, communication has not taken place."

## **Theory of Work Environment Influence on Employee Performance**

According to Badriyah (2016: 184) "Employee performance can influence various factors both related to humans and the work environment, both internally and externally."

**Conceptual Framework**



**Figure 1. Research Framework**

**Hypothesis**

According to Suryabrata (2013: 21), "The research hypothesis is a temporary answer to research problems, the truth of which still has to be tested empirically". Based on the formulation of the problem that has been described, the hypothesis is a temporary conclusion how the influence of two independent variables on one dependent variable. The hypothesis of this research is:

H1: Motivation affects partially and significantly on employee performance at PT Samudera Raya Berjaya.

H2: Communication affects partially and significantly on performance on employees of PT Samudera Raya Berjaya.

H3: The work environment partially and significantly affects performance employees at PT Samudera Raya Berjaya

H4: Motivation, communication and work environment influence simultaneously on the performance of employees at PT Samudera Raya Berjaya.

**3. Methods**

This research was conducted at PT Samudera Raya Berjaya. Addressed at Jln Sabarudin no 30C. The research period starts from April 2020 to January 2021. The research approach can be based on a quantitative approach because it has a very clear and regular flow. This type of research is a descriptive quantitative research. This study aims to find solutions to problems, the type of information studied using descriptive research, namely case studies, correlation, comparison, prediction and evaluation. The nature of this research is descriptive explanatory. In this study, researchers will try to show the relationship between the effects of variables.

According to Sujarweni (2015: 80), "Population is the entire amount consisting of subjects who have characteristics". The population in this study were permanent employees at PT Samudera Raya Berjaya with 135 employees. According to Sugiyono (2017: 124), "The way to determine the number of research samples is to use Slovin:

$$n = N / ((1 + \frac{Ne}{e^2}))$$

Information: n = sample size, N = population size, e = percentage of leeway not careful due to sampling error that can be tolerated by 5%, then:

$$n = 135 / ((1 + 135 \frac{(0.05)}{e^2})) = 100.93$$

The results of the above calculations, the research sample is 100 people from a population of 135 randomly, 100 people as the sample, while as many as 30 employees who will test the validity and reliability are taken outside the sample so that the total respondents are 100 people. Data collection techniques used are: 1) Interview (Interview): This technique is carried out by direct question and answer sessions with employees of PT Samudera Raya Berjaya. 2) Questionnaire (Questionare): This technique is made in the form of a questionnaire that will be given to PT Samudera Raya Berjaya employees 3) Documentation study: This technique is carried out by collecting company data related to needs such as data data concerning the title of our research. According to Algifari (2015: 9), "There are many ways that can be used to collect data, for example a researcher comes directly to an agency to be studied, through a questionnaire, or from reports published by an agency". If data is received directly from the institution to be studied, either directly coming to the object or through a questionnaire, then the data is called primary data. Meanwhile, data obtained from reports from an organization is called secondary data.

### **Test the Validity and Reliability of Variable Instruments**

According to Ghozali (2016: 52), "Test the validity to calculate whether a questionnaire is valid or not". Tests to determine the significance or insignificance by comparing the rcount value with the table value for degree of freedom = n-k (alpha 0.905). 1) If rcount > 0.361 and is positive, it is accepted. 2) If rcount < 0.361 and is negative then it is rejected. According to Torang (2016: 291), "The reliability test aims to measure the questionnaire which is an indicator of the variable". A variable can be said to be reliable if it uses Cronbach Alpha > 0.60.

### **Normality Test**

According to Siregar (2014: 153), "The normality test is carried out in order to find out whether the data population is normally distributed or not". Normality of the data can be observed using the Kolmogorov Smirnov normal test, namely if sig > 0.05 then the distribution is normal and if sig < 0.05 the distribution is not normal.

### **Multicollinearity Test**

According to Ghozali (2016: 103), "After the normality test was carried out, the researcher conducted a multicolonierity test aimed at testing the regression model whether there was a relationship between independent variables (independent). This was indicated by the tolerance value  $\geq 0.10$  or equal to the VIF value  $\leq 10$ ".

### **Heteroscedasticity Test**

The purpose of this test is to test whether in the regression model there is an inequality of variance from the residuals of one observation to another. There are several ways to detect the presence or absence of heteroscedasticity, namely: 1) Scatterplot Graph: If there is no clear pattern and the dots spread above and below the number 0 in source Y, then heteroscedasticity does not occur. 2) Glejser test: The criteria for the Glejser test are if sig > 0.05 then heteroscedasticity does not occur and if sig < 0.05 then heteroscedasticity occurs. (Ghozali, 2016: 134)

### **Research Model**

According to Siregar (2014: 405), "Multiple regression is a development of simple linear regression which is the same tool used in predicting future demand, according to data based on past data or to understand the effect of one or more independent variables on one variable. which is not free". Formula :

$$Y = a + b1X1 + b2X2 + b3X3 + e$$

Information: Y = Employee Performance; X1 = work motivation; X2 = communication; X3 = work environment; a = constant; b<sub>1,2,3</sub> = regression coefficient; e = Error (5%).

### **Coefficient of Determination**

According to Algifari (2015: 200), "the coefficient of determination can be used as a guide to find out how far the independent variable can explain the dependent variable". For each additional one independent variable, the coefficient of determination will increase even though this variable has a significant effect on the adjusted R<sup>2</sup> variable when evaluating which is the best regression model, unlike R<sup>2</sup>, the adjusted R<sup>2</sup> value can fluctuate if when the independent variable is added to the model.

### **Simultaneous Hypothesis Testing (F-Test)**

According to Sunyoto (2012: 137), "The purpose of the F test is to see the effect of the independent variables simultaneously in one model.

The research criteria for the F test, namely

H<sub>0</sub> is accepted if  $F_{count} \leq F_{table}$ , the significant level is  $\alpha = 5\%$

H<sub>a</sub> is accepted if  $F_{count} > F_{table}$ , the significant level is  $\alpha = 5\%$

### **Partial Hypothesis Testing (t-test)**

According to Sunyoto (2012: 135-136), "The purpose of using the t-test is to see the effect of each independent variable on the dependent variable". The decision making criteria are.

H<sub>0</sub> is accepted if  $t_{table} \leq t_{count} \leq t_{table}$  (with a significant level  $\alpha = 5\%$ ).

H<sub>a</sub> is accepted if  $t_{count} < t_{table}$  or  $t_{count} > t_{table}$  (with a significant level  $\alpha = 5\%$ ).

## **4. Results and Discussion**

### **Company Overview PT Samudera Raya Berjaya**

PT Samudera Raya Berjaya was founded in 2008 with the beginning of the business field at PPJK (Customs Service Management Company), which is to provide import and export clearance management services at the Belawan Customs & Excise Customs office. The company's vision is to become the most trusted and best logistic company in Indonesia with professional performance. The company's mission is to provide the best facilities in the field of logistics, the best in the field of logistics to increase efficiency in facing global competition, to become a reliable partner in establishing cooperative relationships with various parties and to become an innovative and creative company.

### **Respondent Characteristics**

The results of data collection carried out on 100 employees obtained the characteristics of the respondents based on the aspects which can be seen in the table below.

**Table 1. Characteristics of Respondents by Gender**

No	Gender	Total Respondent	Percentage
1	Woman	76	76
2	Men	24	24
<b>Total</b>		<b>100</b>	<b>100</b>

Based on table 1, it can be concluded that the number of female employees (76%) is more than male employees (24%) because companies need more female workers than men.

**Table 2. Characteristics of Respondents by Education**

No	Education	Total Respondent	Percentage
1	SD	8	8
2	SMP	24	24
3	SMA	37	37
4	D3/S1	29	29
5	S2	2	2
<b>Total</b>		<b>100</b>	<b>100</b>

Based on table 2. above, it can be seen that employees who have the latest education are SD 8%, SMP 24%, SMA 37%, D3 / S1 29%, and S2 2%.

**Table 3. Characteristics of Respondents by Age**

No	Age	Total Respondent	Percentage
1	< 20	4	4
2	21 – 30	37	37
3	31 – 40	28	28
4	41 – 50	25	25
5	> 50	6	6
<b>Total</b>		<b>100</b>	<b>100</b>

Based on the table above, it can be seen that employees who have age <20 4%; 21-30 years 37%, 31-40 28%, 41-50 25% and > 50% 6%.

**Research Model**

Multiple linear regression analysis will be used in testing the hypothesis, the regression model can be seen in the table below:

**Table 4. Results of Multiple Linear Regression Analysis**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error			
	(Constant)	3.626	1.291	2.808	.006
1	Motivation	.247	.072	.222	.3415
	Communication	.449	.073	.425	6.191
	Work Environment	.288	.065	.352	4.433

$$Y = 3,626 + 0,247 X1 + 0,449 X2 + 0,288 X3$$

The T-table value for probability 0.05 at degrees of freedom (df) = 100-4 = 96 is 1.98, it can be explained as follows:

1. Motivation t-test 3,415 > t-table 1,98 and significant 0,001 < 0,05
2. Communication tcount test 6.191 > ttable 1.98 and significant 0.000 < 0.05
3. Work environment tcount 4,433 > ttable 1,98 and significant 0,000 < 0,05

The three variables X above have a significant effect on employee performance at the company PT Samudera Raya Berjaya. The purpose of the multiple linear regression equation is:

1. A constant of 3,626 means that the performance is worth 3,626 when the motivation is 0 (none).

2. The regression coefficient X1 is 0.247 and is positive, which states that an increase of 1 unit of motivation will increase performance by 0.247.
3. The regression coefficient X2 is 0.449 and is positive, which states that an increase in 1 communication unit will increase the performance by 0.449.
4. The regression coefficient X3 is 0.288 and has a positive value, which states that an increase in one work environment will increase the performance by 0.288.

The coefficient of determination aims to find out how much the independent variable is able to explain the effect of the dependent variable with the Adjusted R Square number value.

**Table 5. Determination Coefficient Test**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.919 <sup>a</sup>	.845	.840	1.724

The test results of the adjusted R Square of 0.840 (84%) of the dependent variable employee performance can be explained by the independent variables of motivation, communication, and work environment and the remaining 16% (100% -84%) is explained by the variable - other variables outside the research model.

Simultaneous hypothesis testing is needed to determine whether the regression model is correct or not. This test uses the number F.

**Table 6. Simultaneous Test**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1553.943	3	517.981	174.204	.000 <sup>b</sup>
	Residual	285.447	96	2.973		
	Total	1839.390	99			

Table 6, the value – F table at the significance level of 0.05 is 2.70, thus the results of the SPSS calculation are F count (174.204) > F table (2.70) and significant probability is 0.000 < 0.005 means Ha is accepted and Ho rejected, so it can be concluded that there is a simultaneous influence between motivation, communication and work environment has a significant effect on employee performance at PT Samudera Raya Berjaya.

## 5. Conclusion

Based on the results and discussion, it can be concluded that the research entitled "The Effect of Motivation, Communication and Work Environment on Employee Performance at PT Samudera Raya Berjaya". The results of the calculation of the partial hypothesis test are obtained from the value of t count > t-table or 3,415 > 1.98 and have a significant value of 0.001 < 0.05. In conclusion, motivation has a positive and significant effect on employee performance at PT Samudera Raya Berjaya. The result of the calculation of the partial hypothesis test is obtained from the value of t count > t table or 6.191 > 1.98 and is significant to obtain 0.000 < 0.05. The conclusion is that partially communication has a positive and significant effect on employee performance at PT Samudera Raya Berjaya. The result of the calculation of the partial hypothesis test is obtained from the value of t count > t table or 4.433 > 1.98 and is significant to obtain 0.000 < 0.05. The conclusion is that partially the work environment has a positive and significant effect on employee performance at PT Samudera Raya Berjaya. The results of the calculation of hypothesis testing simultaneously are obtained from the value of F count (174,204) > F table (2.70) and the significant probability is 0,000 < 0.005 which means that



Ho is rejected and Ha is simultaneously accepted, motivation, communication and work environment have a positive effect and significant to the performance of employees at PT Samudera Raya Berjaya.

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