The Influence of Motivation and Physical Work Environment on Employee Performance

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ARTICLE INFO	ABSTRACT
Research Paper *Article history:* *Received : February, 2025* *Revised : March, 2025* *Accepted : April, 2025* **Keywords:** *Work Motivation; Physical Work Environment; Employee Performance* doi	*The aim of this research is to determine the influence of work motivation and physical work environment on employee performance at PT Pos Indonesia Ciputat Branch, South Tangerang, both partially and simultaneously. This research method uses quantitative methods with a sample size of 53 respondents, the data analysis techniques used are: validity test, reliability test, normality test, multicollinearity test, autocorrelation test, heteroscedasticity test, simple linear regression test, multiple linear regression test, coefficient test simple correlation, multiple correlation coefficient test, coefficient of determination analysis test, t test and f test. Based on the results of the t test, it was found that Work Motivation (X1) had a positive and significant effect on Employee Performance (Y). at PT Pos Indonesia Ciputat Branch, South Tangerang. Based on the result of the analysis the Work Environment (X2) is 0.000, has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia Ciputat Branch, South Tangerang. Based on the results of the f test, Work Motivation (X1) and Work Environment (X2) simultaneously have a positive and significant influence on Employee Performance (Y) PT Pos Indonesia Ciputat Branch, South Tangerang.*

INTRODUCTION

Rapid technological developments bring changes in life accompanied by increasingly tight business competition, so that only companies that have competitive advantages are able to win the competition, and seize opportunities to grow further. Facing this reality, Human Resources (HR) is the main factor in forming competitive advantages and becoming the key to progress in the future. Human resources (HR) are one of the important factors that determine the success of an organization. Every organization always strives to obtain human resources that are able to help in achieving goals.

Based on the vision of PT. Pos Indonesia, namely striving to become a world-class communication consulting service provider company, which cares about the environment, is managed by professional human resources, so that it is able to provide the best service to the community and grow and develop in accordance with a healthy business concept, it is considered very important to improve the performance of each employee in order to achieve the vision of PT. Pos Indonesia. However, in improving employee performance, it seems to be inversely proportional to what is expected by PT. Pos Indonesia.

The phenomenon that occurs in employees of PT. Pos Indonesia is a company engaged in communication consulting services. Pos Indonesia Ciputat Branch, South Tangerang, One of the influences is work motivation. Without work motivation, an employee will not be able to fulfill his/her duties according to standards, because what is his/her motive and motivation is not fulfilled. Motivation for employees is also very important, because employees who are satisfied with what they get will continue to try to work well. Conversely, if employees are not satisfied with what they get, then they will be lazy and bored at work. This can be a problem for PT. Pos Indonesia Ciputat Branch, South Tangerang.

Motivation that reflects the magnitude of a person's achievement is doing the tasks given to him/her. This encourages employees to socialize with their coworkers and realize the company's goals. This shows success because successful people are motivated and successful in doing their jobs.

The physical work environment problems that occur at PT. Pos Indonesia Ciputat Branch, South Tangerang can be shown through the arrangement of space between the warehouse and the receipt of packages which is not neatly arranged, so that it looks narrow and the space for movement is not wide enough. The air around the company is also mixed with dust from various goods in the warehouse. The air temperature that does not support employees of PT. Pos Indonesia Ciputat Branch, South Tangerang can hinder employee concentration in working. Office conditions are also one of the things that affect employee activities at work. Inadequate workspaces and toilets, inadequate equipment and tools are very much felt by employees. PT. Pos Indonesia Ciputat Branch, South Tangerang The quality and comfort of work greatly affect the process of employee activities in completing their tasks.

The work environment is a place for a number of groups where there are several supporting facilities to achieve company goals in accordance with the company's vision and mission.

A stable work environment so that employees can consistently accept each other's obstacles. Poor ventilation, discomfort, heat exhaustion, excessive density, and other workplace problems can make employees more susceptible to disease, more easily stressed, and less able to focus. Neat, which can have a negative impact on workers' feelings of comfort in the workplace and has the potential to reduce performance. Employee work performance is the result achieved by employees in their work according to certain criteria that apply to a particular job.. Kinerja karyawan adalah sebagai fungsi dari interaksi antara kemampuan dan motivasi. Work performance is one of the most important factors for obtaining optimal work results..

The work performance phenomenon at PT Pos Indonesia Ciputat Tangerang Selatan Branch is work performance shown through behavior that is directed at ignoring work, arriving late to work, lack of communication between employees, so that it affects quality, quantity and

punctuality. To improve good performance, self-introspection must be carried out in order to achieve better performance in the future.

In 2021, the work quality at PT. Pos Indonesia Ciputat Tangerang Selatan Branch reached 82% Quality, Work Quantity reached 81%, Punctuality reached 88%, Cooperation reached 85%, and Independence reached 85%. In 2022, the Performance Assessment at PT. Pos Indonesia Ciputat Tangerang Selatan Branch experienced an increase, namely, Work Quality reached 89%, Work Quantity reached 85%, Punctuality reached 87%, Cooperation reached 88%, Independence reached 89%.

Meanwhile, in 2023, Employee Performance Assessment has begun to decline, namely Work quality reaching 86%, Work quantity reaching 86%, Punctuality reaching 82%, Effectiveness reaching 89%, Independence reaching 88%. So it can be concluded that in 2021 to 2023, Employee Performance Assessment at PT. Pos Indonesia Ciputat Tangerang Selatan Branch is unstable and has decreased. In accordance with what is stated in the table above, it can be concluded that employee performance at the company is still not optimal. Caused by employees who are less effective and efficient in completing their tasks..

LITERATURE REVIEW

Work Motivation

According to Hasibuan in Ninik Anggraini (2024:3) motivation is a desire that arises from within a person or individual because they are inspired, encouraged, and driven to carry out activities with sincerity, joy, and earnestness so that the results of the activities they do get good and quality results. According to Enny (2019:17) Motivation is one of the most important factors in every effort of a group of people who work together to achieve a certain goal. Because each individual has feelings or desires and desires that greatly affect the abilities of each individual, so that the individual is motivated to behave and act.

Work Environment

According to Budiasa (2021;39), the work environment is everything that is around employees when working, both physical and non-physical, directly or indirectly, which can affect the employee's self and work while working.

According to Afandi (2021:66) the work environment is something that exists in the environment of workers that can affect them in carrying out their duties such as temperature, humidity, ventilation, lighting, noise, cleanliness of the workplace and inadequate work equipment. The work environment can be interpreted as all the equipment facing, the surrounding environment where a person works, work methods, as an influence on work both individually and as a group.

Performance

According to Aswin and friends (2019) performance is the result of work of a quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Kasmir (2019:184) performance is the result of work and work behavior that has been achieved in fulfilling the tasks and responsibilities given during a certain period of time.

According to Nurjaya (2021:15) states that performance is the level of achievement of results from carrying out certain tasks.

METHOD

This type of research method uses a quantitative research method with an associative quantitative approach. The purpose of this study was to determine the effect of motivation and physical work environment on employee performance at PT Pos Indonesia, Ciputat Branch,

South Tangerang. This research was conducted at PT Pos Indonesia, Ciputat Branch, Jl.R.E. Martadinata No. 17 Pondok Cabe Udik, East Pamulang, South Tangerang. This research was conducted at PT Pos Indonesia, Ciputat Branch, South Tangerang, Jl. R.E. Martadinata No. 17 Pondok Cabe Udik, East Pamulang, South Tangerang. This research was conducted in October 2023 - December 2023. In this study, the population was all employees at PT Pos Indonesia, Ciputat Branch, South Tangerang, totaling 53 people. Sampling in this study used the saturated sampling method. Data Collection Techniques in this study used Questionnaires and Documentation.

RESULT AND DISCUSSION

Classical Assumption Test
Normality Test

Tabel 1. One-Sample Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test

|		Unstandardizeid Reisidual
N		53
Normal Parameiteirs[a, b]	Meian	,0000000
	Std. Deiviation	4,49838358
Most Eixtreimei Diffeireinceis	Absolutei	,106
	Positivei	,057
	Neigativei	-,106
Teist Statistic		,106
Asymp. Sig. (2-taileid)		,198[c]

Source: SPSS Version 25 output attachment 6

Based on the results of the normality test using Kolmogorov Smirnov, the significance value is 0.198 > 0.05, so it can be concluded that the residual value is normally distributed.
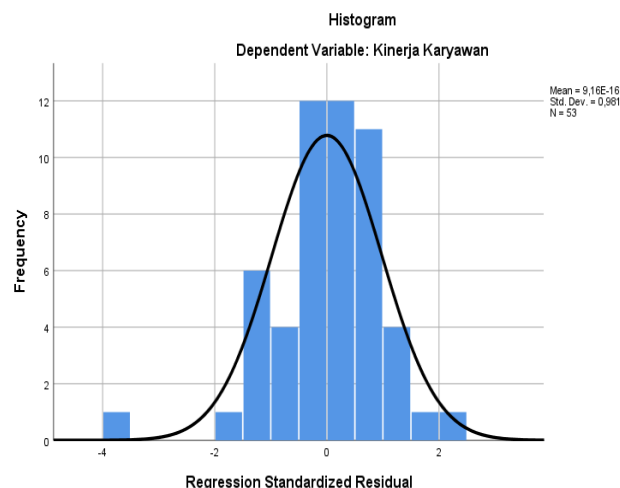
Figure 1. Normality Test Using Histogram Method

In Figure 1 above, it shows that the curve forms a cone, this provides an explanation that the data has been distributed normally. To be able to provide confidence, it will be done by using the normal probability plot.
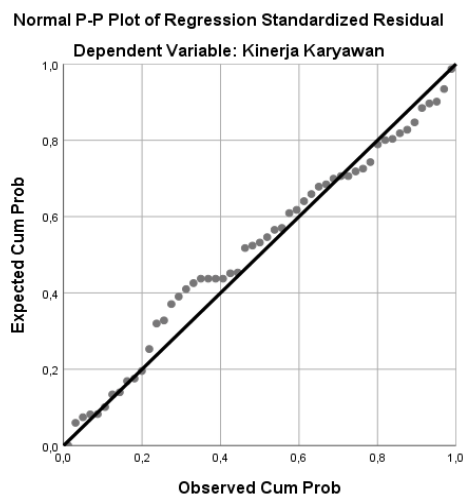
Figure 2. P-Plot

In Figure 2 above, it can be concluded that the regression model has met the normality assumption, so that the data in the regression model of this study is normally distributed.

Table 2. Multicollinearity Test Results
Coefficients[a]

Modle		Collinearity Statistics	
		Tolerance	VIF
1	Motivation Work	,827	1,209
	Work environment	,827	1,209

a. Dependent Variable: Performance
Source: SPSS Version 25 output attachment 7

Based on table 2 the tolerance value of the Work Motivation variable (X1) is 0.827 and the Work Environment variable (X2) is 0.827, which means that there is no multicollinearity because the tolerance value is greater than 0.10. From the VIF value, the value of the Work Motivation variable (X1) is 1.209 and the Work Environment variable (X2) is 1.209, meaning that the value is less than 10.0, so it can be concluded that the influence of Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y) does not have a multicollinearity problem.

Uji Autokorelasi

Table 3.Autocorrelation Test Results
Modle Summary[b]

Modle	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,672[a]	,451	,429	4,587	2,627

a. Preidictors: (Constant), Work environmen, Motivation Work
b. Dependent Variable: Employee performance
Source*: SPSS Version 25 output attachment 8*

Based on the test results in table 3 above, this regression model has no conclusion, this is proven by the Durbin-Watson value of 2.627 which is between the interval 2.460 - 2.900.

Table 4. Trial Results
Runs Test

	Unstandardized Reisidual
Test Value[a]	,36861
Cases < Test Value	26
Cases >= Test Value	27
Total Cases	53
Number of Runs	28
Z	,141
Asymp. Sig. (2-tailed)	,888

a. Meidian
Source: SPSS Version 25 output attachment 8

Based on table 4 above, the Asymp. Sig. (2-tailed) value is 0.888, or greater than (>) 0.05, so it can be concluded that there are no symptoms or problems of autocorrelation in the regression model. Thus, the autocorrelation problem that cannot be resolved with the Durbin Watson Test can be overcome with the Run Test, so that the linear regression analysis can be continued.

Heteroscedasticity Test

Table 5. Heteroscedasticity Test Results
Coefficients[a]

Modle		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	T	Sig.
1	(Constant)	9,657	2,816		3,430	,001
	Motivation Work	-,002	,056	-,005	-,033	,974
	Work environment	-,149	,067	-,327	-2,231	,030

a. Dependent Variable: ABS_RES2
Source: SPSS Output Veirsi 25 attachment 9

Based on table 5 above, the calculation results show that the significance value of the Work Motivation variable (X1) is 0.9.74 and the significance value of the Work Environment variable (X2) is 0.030, meaning that the value is greater than 0.05. It can be concluded that for the regression mode of the influence of Work Motivation (X1) Work Environment (X2) on Employee Performance (Y) there is no heteroscedasticity problem, as evidenced by a significance value greater than 0.05.

Quantitative Analysis Test
Multiple Linear Regression

Table 6. Multiple Linear Regression Test Results
Coefficients[a]

Modle		Unstandardized Coeifficients B	Std. Error	Standardized Coeifficieints Beta	t	Sig.
1	(Constant)	13,566	4,485		3,025	,004
	Motivation Work	,162	,090	,209	1,814	,076
	Work environment	,517	,107	,558	4,843	,000

a. Dependent Variable: Performance Employe
Source: SPSS Output Veirsi 25 attachment 11

From the equation above, the regression equation is obtained as follows:

Y = a + b1 X1 + b2 X2 + e

Y = 13.566 + 0.162 X1 + 0.517 X2

Based on the regression equation in table 4.20 above, it can be explained as follows:

The constant value of 13.566 means that if the variables Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y) are equal to zero, then the Employee Performance variable (Y) will remain at 13.566

The value of Work Motivation (X1) obtained is 0.162, stating that for every 1% increase in the Work Environment value, the participation value of the Employee Performance variable decreases by 0.162 assuming other variables remain the same.

The Work Environment (X2) value obtained is 0.517, indicating that for every 1% increase in the Work Environment value, the participation value of the Work Environment variable increases by 0.517, assuming that other variables remain the same.

Correlation Coefficient Test
Table 7. Results Correlation Coefficient Test
Modle Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change
1	,672ᵃ	,451	,429	4,587	,451	20,572	2	50	,000

a. Predictors: (Constant), Work Environment, Work Motivation

Source: SPSS Version 25 output attachment 13

Based on the test results in table 7 above, the correlation coefficient value obtained was 0.672, where this value is in the interval 0.600 - 0.779, meaning that the two variables have a strong level of relationship.

Coefficient of Determination Test
Table 8. Results of Simultaneous Determination Coefficient Test of Work Motivation Variables (X1) and Work Environment (X2) on Employee Performance (Y)
Modle Summary

Modle	R	R Square	Adjusted R Square	Std. Error of the Eistimate
1	,672ᵃ	,451	,429	4,587

a. Predictors: (Constant), Work Environment, Work Motivation

Source: SPSS Version 25 output attachment 14

Based on table 8 above, the coefficient of determination or r square value is 0.429 or 42.9%. It can be concluded that the influence of the variables Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y) is 42.9%. the remaining 57.1% is influenced by other variables not examined in this study.

Hypothesis Testing
t-Test (Partial)
Table 9. Results of Hypothesis Testing with the t-Test of Work Motivation (X1) on Employee Performance (Y)
Coefficientsᵃ

Modle		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	27,850	4,055		6,868	,000

Motivation Work	,343	,098	,441	3,504	,001

a. Dependent Variable: Employee Performance

Source: SPSS Version 25 output attachment 15

From the results of table 9 the results of the study that have been conducted through the t-test obtained a t-count value of 3.504> 2.007 and a significance value for the Work Motivation variable (X1) of 0.001, a significant value smaller than the probability value of 0.05 or 0.01<0.005, meaning that the Work Motivation variable (X1) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia, Ciputat Branch, South Tangerang.

Table 10. Results of Hypothesis Testing with the Work Environment t-Test (X2) on Employee Performance (Y)

Coefficients^a

		Unstandardized Coefficients		Standardized Coefficients		
Modle		B	Std. Eirror	Beta	t	Sig.
1	(Constant)	16,821	4,202		4,004	,000
	Work environment	,597	,099	,644	6,019	,000

a. Dependent Variable: Kinerja Karyawan

Source: SPSS Version 25 output attachment 15

From the results of table 10 the results of the study that have been conducted through the t-test obtained a t-count value of 6.019>2.007 and a significance value for the Work Environment variable (X2) of 0.000, the significance value is smaller than the probability value of 0.05 or 0.000<0.05, meaning that the Work Environment variable (X2) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia, Ciputat Branch, South Tangerang.

F Test (Simultaneous)

Table 11. Results of Hypothesis Testing with F Test The Effect of Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y)

ANOVA^a

Model		Sum of Squares	Df	Meian Square	F	Sig.
1	Regression	865,870	2	432,935	20,572	,000^b
	Residual	1052,244	50	21,045		
	Total	1918,113	52			

a. Dependent Variable: Employee performance

b. Predictors: (Constant), Work Environment, Work Motivation

Source: SPSS Output Version 25 attachment 16

Based on the results of the study in table 11 above from the results of the F test, the calculated F value was 20.572> 3.18 and a significance value of 0.000 <0.05. So it can be concluded that the variables of Work Motivation (X1) and Work Environment (X2) simultaneously have a positive and significant influence on Employee Performance (Y) at PT Pos Indonesia Ciputat Tangerang Selatan Branch.

Research Discussion

The Influence of Work Motivation (X1) on Employee Performance (Y)

The results of the simple linear regression analysis obtained the following regression equation:

Y = a + bX

Y = 27.850 + 0.343 X

The equation can be translated:

The constant value of 27.850, means that the consistent value of the Employee Performance variable (Y) is 27.850

The regression coefficient value of Work Motivation (X1) of 0.343 states that for every 1% increase in the Work Environment value, the participation value increases by 0.343. The regression coefficient is positive so that it can be stated that the direction of the influence of the Work Motivation variable (X1) on Employee Performance (Y) is positive.

From the results of the t-test, the calculated t value is 3.504> 2.007 and the significance value for the Work Motivation variable (X1) is 0.001, the significant value is smaller than the probability value 0. 05 or 0.01<0.005 means that the Work Motivation variable (X1) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia Ciputat Branch, South Tangerang. The results of this research are also in accordance with research conducted by researcher Umm Chair (2020), namely that motivation has a significant effect on employee performance. The research results show a linear regression equation of y = 9.186 + 0.590 (x) for the employee performance variable of 0.590. Then the correlation coefficient shows a high relationship between motivation and employee performance with a value of 0.610. The coefficient of determination obtained is 0.372, which means that the influence of work motivation on employee performance is 37.2

The Influence of Work Environment (X2) on Employee Performance (Y).

The results of the simple linear regression analysis obtained the following regression equation:

Y = a + bX

Y = 16.821 + 0.597 X

The equation can be translated:

The constant value of 16.821, means that the consistent value of the Employee Performance variable (Y) is 16.821.

The regression coefficient value of the Work Environment (X2) of 0.597 states that for every 1% increase in the Work Environment value, the participation value increases by 0.597. The regression coefficient is positive so that it can be stated that the direction of the influence of the Work Environment variable (X2) on Employee Performance (Y) is Positive.

From the results of the t-test, the calculated t value was obtained as 6.019>2.007 and the significance value for the Work Environment variable (X2) was 0.000, the significance value was smaller than the probability value of 0.05 or 0.000<0.05, meaning that the Work Environment variable (X2) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia, Ciputat Branch, South Tangerang. The results of this study are also in accordance with the research conducted by researcher Heirwin Tri Munardi (2021), namely the results of the hypothesis obtained that the Work environment has a positive and significant effect on employee performance at PT National Finance, this is evidenced by the calculated t value of 10.830> ttable 2.024. This shows that the better the condition of the employee's Work environment, the more it will improve employee performance**.**

3. The Influence of Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y).

The results of the multiple linear regression analysis. The regression equation obtained is as follows:

Y = a + b1 X1 + b2 X2 + ei

Y = 13.566 + 0.162 X1 + 0.517 X2

Based on the regression equation in table 4.19 above, it can be explained as follows:

The constant value of 13.566 means that if the variables Work Motivation (X1) and Work Environment (X2) on Employee Performance (Y) are equal to zero, then the Employee Performance variable (Y) will remain the same, namely 25.469

The value of Work Motivation (X1) obtained is 0.162, stating that for every 1% increase in the value of the Work Environment, the participation value of the Employee Performance variable decreases by 0.162 assuming other variables remain the same.

The Work Environment (X2) value of 0.517 is obtained, stating that for every 1% increase in the Work Environment value, the participation value of the Work Environment variable increases by 0.517 assuming other variables remain the same.

Based on the results of the F test, the calculated F value was obtained at 20.572> 3.18 and a significance value of 0.000 <0.05. So, it can be concluded that the Work Motivation (X1) and Work Environment (X2) variables simultaneously have a positive and significant effect on Employee Performance (Y). at PT Pos Indonesia, Ciputat Branch, South Tangerang. The results of this study are also in accordance with the research conducted by researchers Mulyadi et al. (2021), namely that motivation and work environment simultaneously have a significant effect on employee performance with a regression equation of Y = 7.031 + 0.466X2 and a contribution of 65.2% of the hypothesis test. The calculated F value was obtained> F table or (54.241> 2.760).

CONCLUSION

From the results of the research that has been conducted through the t-test, the calculated t value is 3.504>2.007 and the significance value for the Work Motivation variable (X1) is 0.001, the significant value is smaller than the probability value of 0.05 or 0.01<0.005, meaning that the Work Motivation variable (X1) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia, Ciputat Branch, South Tangerang.

From the results of the research that has been conducted through the t test, the calculated t value is 6.019>2.007 and the significance value for the Work Environment variable (X2) is 0.000, the significance value is smaller than the probability value of 0.05 or 0.000<0.05, meaning that the Work Environment variable (X2) has a positive and significant effect on the Employee Performance variable (Y). at PT Pos Indonesia, Ciputat Tangerang Selatan Branch.

From the results of the F test, the calculated F value is 20.572>3.18 and the significance value is 0.000<0.05. So it can be concluded that the Work Motivation (X1) and Work Environment (X2) variables simultaneously have a positive and significant effect on Employee Performance (Y). at PT Pos Indonesia, Ciputat Tangerang Selatan Branch.

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