

Enhance Effect of Performance, Motivation and Leadership in the Work Environment

Muhammad Isa Indrawan

Faculty of Social Science, Magister of Management, Universitas Pembangunan Panca Budi Medan, Indonesia
muhammadisaindrawan@pancabudi.ac.id

Abstract

This study examines and finds out more clearly the effect of motivation, leadership, and work environment on employee productivity at PT Cipta Mapan Logistik (Linc Group) Medan Branch. As for the problem that the author raised, namely: whether motivation, leadership, and work environment have a significant simultaneous and partial effect on the work productivity of employees at PT Cipta Mapan Logistik (Linc Group) Medan Branch. The method used in this study is a quantitative method involving 55 respondents. Data collection was carried out using the distribution of questionnaires. The data obtained were analyzed using statistical formulas, using multiple linear regression analysis carried out with the SPSS Version 16 program. The leadership variable has the most significant influence on employee productivity of 0.275. The analysis results using the coefficient of determination show that 75.4% of the variation in employee productivity can be explained by motivation, leadership, and work environment at a 0.5% confidence level. At the same time, the remaining 24.6% is explained by other variables not included in this study. The results of the quantitative analysis show that motivation, leadership, and work environment have a significant effect on employee productivity. Based on the research results, the hypothesis is accepted, which states that there is a substantial influence between motivation, leadership, and work environment on the work productivity of PT. Cipta Mapan Logistik (Linc Group) Medan Branch.

Keywords

motivation; leadership; work environment; employee productivity



I. Introduction

Employees are one of the essential resources for a company. In contrast to other resources, employees are specific resources because they have behavior, feelings, reason, and life goals. An employee can be productive if he can work consistently, produce a good performance, and even strive to be even better. For a company, an employee's productivity will significantly affect the development of the company itself because a company will be more developed if it has employees who are professional, skilled, and have a high work ethic. Productivity is one component that every company must own. All management activities related to productivity to achieve organizational goals.

In implementing productivity targets, the workforce plays a vital role in the organization. These workers act as planners, implementers, movers, and supervisors. A worker is said to have work productivity if the specified workload is achieved if the realization of work results is higher than that set by the company. According to Sinungan (2014: 17) argues that productivity is a universal concept that aims to provide more goods and services that are It will be used by many people, using less and less natural resource

One of the factors that can affect employee productivity is work motivation. According to Hasibuan (2011: 141), the word motivation comes from the Latin word *movere*, which means encouragement or driving. Motivation is the driving force that causes a member of the organization to be willing and willing to mobilize abilities in the form of energy and time to carry out various activities that are their responsibility and carry out their obligations to achieve predetermined organizational goals objectives.

Motivation is a factor that encourages someone to do a particular activity. Therefore motivation is often interpreted as a factor driving a person's behavior. Every activity carried out by someone must have something that encourages them. In other words, the driving factor of a person's behavior is a need related to that person. Everyone's needs are different. This is because the mental processes that each person goes through are also other. The mental process is the formation of perceptions in the person concerned. The process of forming this self-perception is essentially a person's learning process of everything seen and experienced from the environment around him.

In increasing the productivity of their employees, government institutions and private institutions must have different ways and strategies. Organizations must understand the character and needs of employees. Accuracy in providing motivational products is something that determines the morale of employees in terms of increasing productivity. If the organization has offered precise motivation to its employees, it is indirectly possible to establish a comfortable working climate and atmosphere.

Employee performance is closely related to the results of one's work in an organization or company. The results of the work can involve quality, quantity, and timeliness, but performance evaluation in a company's organization is key in employee development. Performance evaluation is in principle a manifestation of an employee's performance appraisal form (Irfansyah, 2020). Muhammad (2019) states leadership style is a pattern of behavior of a typical leader when he influences his people, what is chosen by the leader to be done, the way the leader acts in influencing the group to form the leadership of his leader.

Another factor that can affect employee productivity is leadership. According to Robbins (2015: 249), leadership can influence a group towards achieving a set vision or goal. In supporting the increase in employee work productivity, the thing that affects the behavior/actions of the leadership Leadership becomes a vital role in increasing employee productivity. Through leaders, the work productivity of employees can improve or even decrease. Leaders must be wise in looking at the conditions and work situations of employees. If the intensity of employee morale begins to decline, the leader acts as a motivator to revive the work spirit to increase work productivity.

About employees, the role of the leader is essential because the attitude of the leader in dealing with employees will affect employee behavior. A leader must also create a climate of cordial working relationships among members of the organization. By applying the principles of leadership style to the organizational situation, employee productivity will be increased.

Work productivity cannot be realized by chance but through an increase in the factors that influence it, including the work environment, physical work environment, and a non-physical work environment. Sedarmayanti (2010:21) defines the work environment as the overall tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and as groups. Increased productivity can be done through the competence of the workforce and work equipment that is suitable for the job to minimize wasted work time.

Sedarmayanti (2010:21) states two types of work environments, namely physical work environment and non-physical work environment. The physical work environment in a company is a working condition to provide a comfortable working atmosphere and situation for employees in achieving the goals desired by the company. In addition to the physical work environment, the non-physical work environment also affects employee performance. The non-physical work environment is all conditions related to work relations, both relationships with superiors and relationships with co-workers or relationships with subordinates. If employees cannot create a good work environment among other employees, it will interfere with employee performance. Companies with an excellent and comfortable work environment will make it easy for their employees to improve their performance.

Based on the results of a pre-survey of several PT Cipta Mapan Logistik (Linc Group) Medan Branch employees, it is known that the employee productivity assessment system is still subjective (based on the likes or dislikes of employees). At the same time, this assessment will affect many things for employees, namely in determining incentives/salaries, promotions, and promotions.

Related to employees' work productivity, it can be found in reality on the ground that the productivity level of employees is not yet at its maximum state. There are still many PT Cipta Mapan Logistik (Linc Group) Medan Branch employees who are less motivated to carry out their obligations. It can also be caused by a stagnant work situation and just a daily routine. Employees feel bored with work situations that seem flat and tend to think that they will not provide anything satisfying if they are done as well as possible and quickly.

In supporting the increase in work productivity, the leadership factor is also an essential thing to consider. The facts found in the field are often that leaders are authoritarian as a term directed to leaders who like to force their will on subordinates, while ideas and ideas from associates are generally never accepted as input for decision making. This kind of leader is not the leader expected by many organization members, so that it can affect their work productivity.

Managers at PT Cipta Mapan Logistik (Linc Group) Medan Branch tend to make their own decisions in their departments. Communication that occurs between managers and subordinates is done in one direction. This may be due to work routines and rigid standard operating procedures, so managers are afraid that the achievement of predetermined work results will not be fulfilled.

Another factor that can affect work productivity is the work environment. Based on the results of a pre-survey with several PT Cipta Mapan Logistik (Linc Group) Medan Branch employees, there are still problems in the physical work environment such as noise that can interfere with concentration at work as a hot workspace. A work environment that is not conducive often even hampers or affects employee productivity. A satisfying work environment for employees can improve performance and encourage productivity otherwise. An inadequate work environment can reduce performance and eventually will also reduce work productivity.

II. Research Methods

Research is one of the essential things in the development of science and education and a critical part of the development of human civilization. Without research, science will never develop; no country has evolved and succeeded in action without many research activities. The definition of research according to several experts quoted in the book *Research Methodology*, Sujarweni, V. Wiratna (2014: 2), namely:

1. According to Penny, research is systematic thinking about various types of problems whose solution requires gathering and interpreting facts.
2. Kerlinger says that research is a systematic, controlled, empirical, and critical investigation of natural phenomena guided by theories and hypotheses about the alleged relationships between these phenomena.
3. According to the Big Indonesian Dictionary, research is a careful examination or activity of collecting, processing, analyzing, and presenting data that is carried out systematically and objectively to solve a problem or test a hypothesis to develop general principles.
4. According to Woody, research is a method to find the truth. Besides that, it is also critical thinking.

The research approach used in this study is quantitative, namely research that aims to determine the relationship between two or more variables. With this research, a theory will be built that functions to explain, predict and control a symptom (Rusiadi, 2013:14). The data collection technique is a method used by researchers to uncover or capture quantitative information from respondents according to the scope of research. In this study, the data collection techniques used are:

1. Field Method (Field Research)

The field method is data collection done by looking directly at the object of interest in the field to obtain data or information. The techniques applied in collecting data are:

a. Questionnaire

Questionnaires are data collection techniques that are carried out by giving a set of questions or written statements to respondents to be answered (Sugiyono, 2013:199). This type of questionnaire is a closed questionnaire in which the answers have been provided. Respondents have to choose in the column fed by putting a checklist (√).

b. Observation

Sugiyono (2013) suggests that Observation is a complex process composed of various biological and psychological processes. Two of the most important are the processes of Observation and memory.

2. Literature Research (Library Research)

The literature study collects data or information needed by studying, reading books, references, internet, and company documents directly related to the problems discussed. To analyze the data of this study, the following techniques were used Validity and Reliability Test. For hypothesis testing, the data were statistically processed using the SPSS version 16 program. In this study, the questionnaire was tested in several stages, including validity test.

According to Situmorang & Lufti (2012: 76), validity indicates the extent to which a measuring instrument measures what it wants to measure. This test is carried out to measure whether the data that has been obtained after the research is valid data with the measuring tools that have been provided (questionnaire). Valid means that the data obtained through the questionnaire can answer the research objectives. Validity testing is carried out with the following criteria:

- 1) If count > table, then the question is declared valid
- 2) If count < table, then the question is declared invalid.
- 3) The value of count can be seen in the corrected item-total correlation column.

After the questionnaire is compiled and tested for validity, it is not necessarily valid data collected in practice. A measurement is said to be good if it measures the objective accurately or correctly. It is said to be consistent if several sizes on the same subject obtain no different results. Factor analysis is done by correlating the number of factor scores with the total score. If the correlation of each factor is positive and the magnitude is 0.361 and above, then the element is a strong construct. So based on the factor analysis, it can be concluded that the instrument has good construction validity (Sugiyono, 2013:178). The number of sample members used for validity testing amounted to 30 people outside of the research sample, namely employees from PT. Cipta Mapan Logistik (Linc Group) Medan Branch.

The coefficient of determination (R^2) is used to see how much influence the independent variable has on the dependent variable. In other words, the coefficient of determination is used to measure the impact of the independent variable on the dependent variable. In the SPSS output, the coefficient of determination is located in the Model Summary^b table and is written R Square. The amount of R Square ranges from 0 (zero) to 1 (one). The determination formula is $R^2 \times 100\%$.

III. Results and Discussion

Over the years, growth at the Linc Group has been driven by unique characteristics and customer needs. By analyzing and understanding the Linc Group from complexity and several factors, Linc Group can expand and develop competencies to provide the best and most effective solutions. As the leading company of the Linc Group, Linc Logistics started its business in the supply chain industry. With decades of experience, Linc Logistics always provides the best, reliable and timely supply chain services.

Linc Logistics continues to maintain its international standards in carrying out its operations by reviewing, auditing, and upgrading the quality of service standards by obtaining ISO 9001, ISO 14001:2004, and OHSAS 18001. Armed with our certificates and expertise, we believe Linc Group can continue to grow into a company major in the supply chain sector in Indonesia.

a. Effective Solution

We understand customers, and each customer has different challenges and solutions. Our ability to always solve various problems has led Linc Logistics to successfully maintain tangible evidence of our presence in the last few years.

b. Trusted

Supported by a solid and experienced team, Linc Logistics ensures that every stage of the work is monitored and executed correctly. Accuracy, transparency, and delivery are the keys to services and solutions from Linc Logistics.

c. High Dedication and Expertise

Linc Logistics offers the best solutions based on past failures and successes. With experience and knowledge in the supply chain business, they made us a leader in this industry. Linc Logistics wants to ensure that we are the right choice in the supply chain services and solutions trade by using new methods and the latest technology to learn to face new challenges. Linc Logistics provides the best inventory management solutions,

which can transform logistics into the strength of your brand. With facilities spread across cities in Indonesia, Linc Logistics can provide distribution solutions based on cost-effectiveness, give the best customer service, and build brand identity.

The distribution center of Linc Logistics is located in Cibitung with world-class facilities and is supported by a sophisticated information technology system. Our distribution center is equipped with a Warehouse Management System (WMS) whose function is to monitor inventory availability anywhere and anytime for business partners.

In this study, primary data was obtained from 55 respondents to find out their opinions or responses about the influence of motivation, leadership, and work environment on employee productivity at PT Cipta Mapan Logistik (Linc Group) Medan Branch. The characteristics of the respondents that will be described below reflect how the condition of the respondents being studied includes gender, age, and last education.

1. Characteristics of Respondents by Gender

Table 1. Distribution of Respondents by Gender

No	Genders	Frequency (F)	Percentage (%)
1	Male	38	69,1 %
2	Female	17	30,9 %
Total		55	100 %

From table 1, it is found that the respondents who were used as samples consisted of 38 men (69.1%) and 17 women (30.9%). It can be concluded that the company recruits more male employees than women considering the company is engaged in warehousing services.

2. Characteristics of Respondents Based on Last Education Level

Table 2. Distribution of Respondents Based on Last Education Level

No	Education Level	Frequency (F)	Percentage (%)
1	SMA	23	41,8%
2	D3	11	20%
3	S1	21	38,2%
Total		55	100 %

Based on Table 2, the majority of respondents were high school graduates, namely 23 people (41.8%), 21 people graduated from bachelor degree (38.2%), and D3 as many as 11 people (20%). To find out the feasibility of the items in the list of questions (questionnaires) that have been presented to the respondents, it is necessary to test the validity. If the validity of each question is greater ($>$) 0.30, then the question items are considered valid (Rusiadi, 2013). To find out the feasibility of the items in the list of questions (questionnaires) that have been presented to the respondents, it is necessary to test the validity. If the validity of each question is greater ($>$) 0.30, then the question items are considered valid (Rusiadi, 2013).

Table 3. Testing Validity Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
p1	121.67	136.409	.567	.960
p2	121.67	137.928	.578	.959
p3	121.65	142.082	.405	.960
p4	121.45	137.919	.680	.959
p5	121.82	136.929	.566	.960
p6	121.67	137.928	.578	.959
p7	121.65	142.082	.405	.960
p8	121.45	137.919	.680	.959
p9	121.53	136.809	.704	.958
p10	121.42	137.396	.664	.959
p11	121.75	136.786	.687	.959
p12	121.49	136.180	.791	.958
p13	121.62	137.055	.692	.959
p14	121.89	131.210	.745	.958
p15	121.75	136.786	.687	.959
p16	121.49	136.180	.791	.958
p17	121.91	130.492	.681	.959
p18	121.96	128.925	.738	.959
p19	121.80	130.570	.727	.959
p20	121.58	137.989	.637	.959
p21	121.56	136.436	.816	.958
p22	121.75	136.786	.687	.959
p23	121.49	136.180	.791	.958
p24	121.82	138.114	.444	.961
p25	121.58	138.655	.690	.959
p26	121.56	137.991	.626	.959
p27	121.60	137.578	.743	.958
p28	121.56	136.769	.858	.958
p29	121.53	137.402	.766	.958
p30	121.56	136.769	.858	.958

Based on the table above, it can be described that the validity value is in the Corrected Item-Total Correlation column, which means the correlation value between the scores of each item and the total score in the tabulation of respondents' answers. The results of the validity test of 30 (thirty) questions on the variables of motivation, leadership, work environment, and work productivity can be declared valid (valid) because all coefficient values are above 0.30.

Reliability Test

Entika (2019) states a person who need to achieve an objective accordingly, that particular person change the behavior added with commitment, enthusiasm and persistence Before analyzing the research data, the researcher first tests the validity and reliability of the research data. Reliability is the degree of accuracy, precision or accuracy shown by the measuring instrument. Questionnaire items are said to be reliable or reliable if someone's answer to the questionnaire is consistent. In this study to determine whether the questionnaire is reliable or not by using Cronbach's alpha. The questionnaire is said to be reliable if Cronbach's alpha > 0.60 and unreliable if it is equal to or below 0.60 . The reliability of the questionnaire questions that have been submitted by the author to the respondents in this study will be seen in the Reliability Statistics table which is presented in the table below:

Table 4. Testing Reliability

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.960	.965	30

Based on Table 4. above, it can be explained that all of the question constructs show Cronbach's Alpha all variables above 0.60 so that all variables are declared Reliable.

IV. Conclusion

Based on the data analysis and the results of the discussion, it can be concluded that the research results are as follows:

1. The results of simultaneous hypothesis testing show that the calculated F value is $53.002 > F$ table 3.20 and the significant probability is much smaller than 0.05 , namely $0.000 < 0.05$. Then H_0 is rejected and H_a is accepted. It can be concluded that motivation, leadership and work environment simultaneously affect the productivity of employees of PT Cipta Mapan Logistik (Linc Group) Medan Branch. Thus the previous hypothesis is accepted. In other words, motivation, leadership, and work environment have a positive impact on employee productivity.
2. The results of partial hypothesis testing are known for motivation to have a tcount value of $2.039 > t$ table 2.011 and a significant probability value of $0.047 < 0.05$, then H_0 is rejected and H_a is accepted. This shows that motivation has a positive and significant effect on employee work productivity. The results of partial hypothesis testing are known for the work quality variable that has a tcount value of $2.605 > t$ table 2.011 and a probability value of $0.012 > 0.05$ then H_0 is rejected and H_a is accepted. This shows that leadership has a positive and significant effect on employee work productivity. The results of partial hypothesis testing are known for the work environment variable having a tcount value of $2.946 > t$ table 2.011 and a probability value of $0.005 > 0.05$ then H_0 is rejected and H_a is accepted. This shows that the work environment has a positive and significant effect on employee work productivity. The results of the analysis of the coefficient of determination show that 75.7% of employee work productivity can be obtained and explained by motivation, leadership, and work environment. While the remaining 24.3% is explained by other factors or variables outside this research model.

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