

The Effect of Communication, Motivation, Physical Work Environment and Non-Physical Work Environment on Performance of Employees of the Regional Disaster Management Agency of Labuhanbatu Regency

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Abstract

This research was conducted at the Regional Disaster Management Agency of Labuhanbatu Regency, with the aim of knowing the effect of communication, motivation, physical work environment and non-physical work environment on employee performance. This study uses quantitative methods, with several analytical techniques such as classical assumption test, multiple linear regression test, hypothesis testing and coefficient of determination test. All hypotheses in the study are declared valid, can be proven by the following description, the communication variable (X1) has a value of tcount (3.79) > ttable (1.66) which means Ha is accepted and Ho is rejected, thus it can be concluded that the variable communication (X1) has a positive and significant effect on employee performance. The motivation variable (X2) has a value of tcount (4.06) > ttable (1, 66) which means Ha is accepted and Ho is rejected, thus it can be concluded that motivation (X2) has a positive and significant effect on employee performance. The physical work environment (X3) has a value of tcount (5.05) > ttable (1.66) which means Ha is accepted and Ho is rejected, thus it can be concluded that the physical work environment (X3) has a positive and significant effect on employee performance. The non-physical work environment (X4) has a value of tcount (8.95) > ttable (1.66) which means Ha is accepted and Ho is rejected, thus it can be concluded that the non-physical work environment (X4) has a positive and significant effect on performance. employee. The F test results show the Fcount value of 147.44 > Ftable 2.48, from these results, it can be concluded that communication, motivation, physical work environment.

Keywords

Communication; motivation; physical work environment; non-physical work environment; employee performance



I. Introduction

Quality human resources are a basic need for every organization, this is because the organization's operational activities cannot be separated from human resources. Understanding the importance of the quality of human resources, it is an obligation for organizations to improve the quality of their human resources. Improving the quality of human resources, it is expected that employees can work productively and professionally in order to achieve the expected performance in accordance with the organization's work standards and support the implementation of effective and efficient work for the organization. Human Resources (HR) is the most important component in a company or organization to run the business it does. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). Development is a change towards improvement. Changes towards improvement require the mobilization of all human

resources and reason to realize what is aspired (Shah et al, 2020). The development of human resources is a process of changing the human resources who belong to an organization, from one situation to another, which is better to prepare a future responsibility in achieving organizational goals (Werdhiastutie et al, 2020). Employee performance can be influenced by several things, such as communication between employees. Communication is an activity of delivering information that comes from words, writing (Nurismilida. et al., 2019). Communication is usually described as the process of sending messages through different platforms and it usually consists of verbal or nonverbal sentiments (Kalogiannidis & Papaevangelou, 2020). Verbal communication in its delivery is done using language that has meaning, while nonverbal communication in its delivery is only done through expressing feelings through facial expressions, gestures, etc. (Nurismilida. et al., 2019). Good communication can make the work done more smoothly, and vice versa. From the results of a presurvey conducted at the Regional Disaster Management Agency of Labuhanbatu Regency, it was found phenomena related to communication, such as difficulties when carrying out verbal communication between subordinates and leaders because the leader was not always present every day. This results in a decrease in employee performance, because when they experience difficulties related to work, subordinates cannot immediately notify their superiors on the same day, but have to wait the next day until the leader is present, so the work that should be completed immediately becomes abandoned.

Employee performance depends on individual skills, education, and most importantly the level of motivation provided by the leader. Motivation is an important inner control tool and must be met in order to achieve benefits such as increasing employee commitment, increasing organizational productivity, and increasing employee performance (Jaiswal, 2019). At the Regional Disaster Management Agency of Labuhanbatu Regency, there are problems with human resources related to motivation, namely there are some employees who are lazy and procrastinate on work that should be completed at that time, this can result in decreased work productivity. generated, because the remaining time will reduce the level of efficiency and effectiveness of its performance.

The work environment also has a significant influence on improving employee performance. The work environment is described as the physical and emotional aspects of the workplace environment that encourage commitment, productivity, and job satisfaction, a conducive work environment plays an important role in increasing employee job satisfaction, especially in government-owned organizations (Akinwale & George, 2020). An attractive and supportive work environment is very important for employee performance, the work environment has many characteristics that can affect physical and mental health, a quality workplace is very important to keep employees working effectively, as a profit-oriented organization, creates a work environment good is a must (Kafui Agbozo, 2017). The work environment can be grouped into a physical work environment and a non-physical work environment. Physical work environment is defined as working conditions, employee rights, employee voice, safe working conditions, cooperative team members and friendly leadership (Akinwale & George, 2020). The physical work environment is defined as a physical or tangible work environment in the setting in which work is carried out, including such things as machinery, office layout, temperature, ventilation and lighting, noise levels as well as the work space, aspects of the work environment. from work such as heat, noise, and lighting have been shown to affect a number of psychological processes in both direct and indirect ways (Kafui Agbozo, 2017).

At the Regional Disaster Management Agency of Labuhanbatu Regency there are several problems related to the physical work environment, such as inadequate office

equipment in the sense that the number is not in accordance with the number of existing employees, this makes employees have to take turns using them at work, thus hampering performance. of employees, and also the atmosphere of the workspace that is too crowded, between one employee and another employee has a distance that is too close, thus triggering a noisier atmosphere, this of course will disturb other employees who are working, with such conditions of course it can reduce employee performance. While the non-physical work environment is a work environment that includes all conditions related to work relations, good relations with superiors (Kurniawaty et al., 2019). At the Regional Disaster Management Agency of Labuhanbatu Regency there are phenomena related to the non-physical work environment, such as poor relations between co-workers, some employees are suspected of having personal problems which lead to a lack of cohesiveness at work, this of course can have a negative effect on employee performance.

1.1 Research purposes

Based on the formulation of the problem, the objectives of this research are: 1) to find out how the influence of communication on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency; 2) to find out how the influence of motivation on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency; 3) to find out how the influence of the physical work environment on the performance of employees at the Regional Disaster Management Agency of Labuhanbatu Regency; 4) to find out how the influence of the non-physical work environment on the performance of employees at the Regional Disaster Management Agency of Labuhanbatu Regency; 5) to find out how the influence of communication, motivation, physical work environment and non-physical work environment on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency.

II. Review of Literature

In Stephen's opinion quoted by (Kalogiannidis & Papaevangelou, 2020) Communication is the most important factor in the case of mobilizing and organizing and directing work to achieve the goals, mission, and vision of the organization. Communication within the organization is defined as a process of disseminating or transmitting information related to the organization from one employee to another employee or from one stakeholder to another interrelated organization. (Kalogiannidis & Papaevangelou, 2020). Communication can be measured through several indicators, such as: 1) the ease of obtaining information; 2) communication intensity; 3) communication effectiveness; 4) the level of understanding of messages between individuals; 5) attitude change after receiving information (Falah, 2021).

Motivation is one of the main aspects in every organization that can encourage human resources (employees) to put extra effort (Shah et al., 2018). According to the views of Sansone and Harackiewicz described by (Pang & Lu, 2018), motivation is an internal mechanism that guides behavior, which can then be referred to employees in order to improve their performance. The definition of motivation in relation to employee performance can be simply defined as a factor, element, or desire that encourages employees to pursue and achieve work goals and tasks and is the reason why employees act and behave in certain ways that can be influenced.(Jaiswal, 2019).(Jufrizen & Hadi, 2021)states that the indicators of motivation consist of: 1) the desire and desire to do work;

2) there is an urge to carry out activities; 3) the expectations and aspirations of the employees; 4) the existence of an interesting work environment and work; 5) there is a need to carry out activities.

According to Sedarmayanti's opinion, quoted by (Mafra, 2019) The physical work environment is all things in the physical form found around the workplace that can affect employees either directly or indirectly. The physical work environment can be measured through several indicators such as; 1) air circulation, the work room must have clean air circulation; 2) work space atmosphere, including good lighting/lighting and peace of mind at work; 3) cleanliness, the existence of a clean work space; 4) office equipment, facilities available must be complete to support employee performance; 5) Lighting(Leuhery & Manuhutu, 2018). The non-physical work environment is all conditions that occur around employees related to work relationships, both relationships with superiors and with fellow co-workers. (Mafra, 2019). A healthy and good work environment will automatically affect the achievement of employee performance. Indicators of the non-physical work environment include: 1) Supervision; 2) Work atmosphere; 3) Good treatment; 4) Relations between employees; 5) Reward system (Fitriani et al., 2019).

Employee performance is usually defined as the behavior shown by an employee when performing certain tasks assigned by the leadership of the organization, this is also related to the results produced by certain employers in an organization.(Kalogiannidis & Papaevangelou, 2020).(Suharto., Subagja, Iwan Kurniawan., & Pranoto, 2020)defines employee performance as the ability of job requirements, where a job target can be completed immediately or does not exceed the time limit provided so that the goals will follow company morals and ethics. The performance indicators in this study are based on the volume of work that can be completed by employees during certain working hours, the quality of service that can be realized without causing complaints from the public who use public services, the entire time series when carrying out a process, the length of time used in doing the work. that has been given, the attitude or action taken by the employee (Mendonça et al., 2021).

III. Research Method

This research was conducted at the Regional Disaster Management Agency of Labuhanbatu Regency, by making all of its employees as a population, namely 90 employees. Sampling was done by saturated sampling technique. According to Sugiyono's opinion, quoted by (Firmansyah & Ahmad, 2019) Saturated sampling is defined as a sampling technique where all members of the population are used as samples, this is because the total population is relatively small or under 100. The data collection in this study was obtained through primary and secondary data sources. Primary data was obtained through distributing questionnaires with a Likert scale to related employees. This study used quantitative methods, with analytical toolssoftwareIBM SPSS Statistics 25, and uses several analytical techniques such as validity tests and reliability tests on questionnaire question items, classical assumption tests, multiple linear regression, hypothesis testing, and the coefficient of determination.

IV. Result and Discussion

4.1 Results

Before testing the data in the study, the validity and reliability of the questionnaire was first tested. The validity test was carried out on 30 employees of the Regional Disaster Management Agency of Labuhanbatu Regency, using the significant criteria > 0.5 (Ghazali, 2018).

Table 1. Validity Test Results

Variable	Total Correlation	Sig Criteria	Information
X1.1	,684	0.5	Valid
X1.2	,765	0.5	Valid
X1.3	,633	0.5	Valid
X1.4	,587	0.5	Valid
X1.5	,538	0.5	Valid
X2.1	,833	0.5	Valid
X2.2	,516	0.5	Valid
X2.3	,862	0.5	Valid
X2.4	,755	0.5	Valid
X2.5	,862	0.5	Valid
X3.1	,919	0.5	Valid
X3.2	,660	0.5	Valid
X3.3	,757	0.5	Valid
X3.4	,743	0.5	Valid
X3.5	,919	0.5	Valid
X4.1	,538	0.5	Valid
X4.2	,587	0.5	Valid
X4.3	,633	0.5	Valid
X4.4	,765	0.5	Valid
X4.5	,684	0.5	Valid
Y.1	,919	0.5	Valid
Y.2	,660	0.5	Valid
Y.3	,757	0.5	Valid
Y.4	,743	0.5	Valid
Y.5	,919	0.5	Valid

Information: *Sig Criteria < 0.5

Source: Research Results, 2022.

Reliability tests were carried out to find out the results of consistent measurements when the same measuring instrument was measured, an indicator in the questionnaire was acceptable if the alpha coefficient had a value > 0.6 (Sugiyono, 2016).

Table 2. Reliability Test Results

Variable	Croanbach Alpha (CA)	Information
Communication	,796	Reliable
Motivation	,752	Reliable
Physical Work Environment	,806	Reliable
Non-Physical Work Environment	,796	Reliable
Employee Performance	,802	Reliable

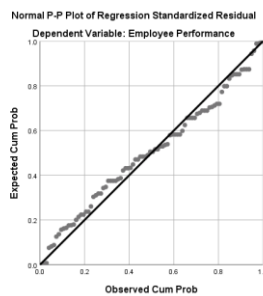
Information: *Criteria CA > 0.6.

Source: Research Results, 2022.

The results of the validity and reliability test of the questionnaire, indicate that all statement items on the questionnaire are valid and reliable, and deserve to be distributed. The data from the questionnaire was then analyzed using the classical assumption test consisting of a normality test, a multicollinearity test, and a heteroscedasticity test. The results of the classical assumption test can be described as follows:

a. Classic Assumption Test Results

1. Normality test



Source: Research Results, 2022.

Figure 1. GraphicsP-PlotNormality test

Figure 1. GraphicsP-Plot The normality test displays the regression model with a normal distribution, it can be seen from the residual points of the regression model that spread along the diagonal line.

2. Multicollinearity Test

Table 3. Multicollinearity Test Results

Coefficients ^a			Collinearity Statistics	
Model	Sig.		Tolerance	VIF
1 (Constant)	.000			
Communication	.000		.719	1.390
Motivation	.000		.922	1.085
Physical Work Environment	.000		.445	2,247
Non-physical Work Environment	.000		.351	2.847

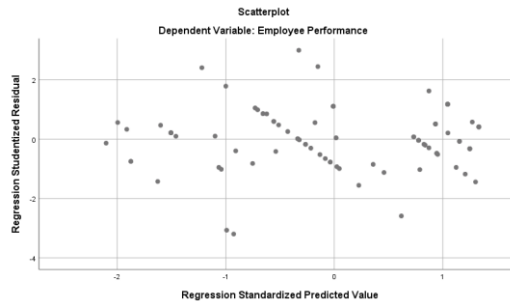
a. Dependent Variable: Employee Performance

Information: *p< 0.05.

Source: Research Results, 2022.

Table 3. Multicollinearity test results show that the three independent variables have a VIF value < 10 and a tolerance value > 0.1. From these results it can be concluded that the data in this study did not experience symptoms of multicollinearity.

3. Heteroscedasticity Test



Source: Research Results, 2022.

Figure 2. GraphicsScatterplot

Figure 2. GraphicsScatterplot contains points that spread above and below the number 0 on the Y axis, and do not form a clear pattern, this indicates that the data in this study did not experience symptoms of heteroscedasticity.

b. Multiple Linear Regression Test

Table 4. Multiple Linear Regression Test Results

Coefficientsa					
Model	B	Std Error	Beta	T	Sig.
1 (Constant)	10.157	2.028		5.009	.000
Communication	.230	.060	.172	3.799	.000
Motivation	.261	.064	.163	4.064	.000
Physical Work Environment	.313	.062	.292	5.053	.000
Non-physical Work Environment	.606	.068	.582	8.953	.000

Information: *p< 0.05

Source: Research Results, 2022.

The results of the analysis from Table 4 can be described as follows, the value of B on the communication variable (B1) is 0.230. The value of motivation (B2) is 0.261. The value of the physical work environment (B3) is 0.313. The value of the non-physical work environment (B4) is 0.506. The constant value (a) is 10,157. Based on this value, the following multiple linear regression equation was obtained: $Y=10.517+0.230X_1+0.261X_2+0.313X_3+0.606X_4$. physical has a positive direction coefficient on employee performance.

c. Hypothesis testing

The t-test was conducted to analyze the effect of the independent variables, namely communication (X1), motivation (X2), physical work environment (X3), non-physical work environment (X4) partially on the dependent variable, namely employee performance

(Y). The basis for decision-making on the t-test is: If $t_{count} > t_{table}$, then H_a is accepted and H_o is rejected, meaning that communication, motivation, physical work environment and non-physical work environment have a positive and significant impact on employee performance. If $t_{count} < t_{table}$, then H_a is rejected and H_o is accepted, meaning that communication, motivation, physical work environment and non-physical work environment have no positive and significant effect on employee performance. As for determining the value of t_{table} , the following equation can be used: $df = nk - 1 = 90 - 4 - 1 = 85$. After calculating using this equation, then the value of t_{table} is 1.66. The results of the t test are listed in Table 5:

Table 5.t test results

Coefficients ^a					
Model	B	Std. Error	Beta	T	Sig.
1 (Constant)	10.157	2.028		5.009	.000
Communication	.230	.060	.172	3.799	.000
Motivation	.261	.064	.163	4.064	.000
Physical Work Environment	.313	.062	.292	5.053	.000
Non-physical Work Environment	.606	.068	.582	8.953	.000

a. Dependent Variable: Employee Performance

Information: * $p < 0.05$

Source: Research Results, 2022.

Table 5 shows that communication (X1) has a value of t_{count} (3.79) $>$ t_{table} (1.66) which means H_a is accepted and H_o is rejected. While the significant value is smaller than the probability value of 0.05 or a significant value of $0.000 < 0.05$. Thus it can be concluded that the communication variable (X1) has a positive and significant effect on employee performance. Motivation (X2) has a value of t_{count} (4.06) $>$ t_{table} (1.66) which means H_a is accepted and H_o is rejected. While the significant value is smaller than the probability of 0.05 or $0.000 < 0.05$. Thus, it can be concluded that motivation (X2) has a positive and significant effect on employee performance. The physical work environment (X3) has a value of t_{count} (5.05) $>$ t_{table} (1.66) which means H_a is accepted and H_o is rejected, while the significant value is less than the probability of 0.05 or $0,000 < 0.05$. Thus, it can be concluded that the physical work environment (X3) has a positive and significant effect on employee performance. The non-physical work environment (X4) has a value of t_{count} (8.95) $>$ t_{table} (1.66) which means H_a is accepted and H_o is rejected, while the significant value is less than the probability of 0.05 or $0.000 < 0.05$. Thus, it can be concluded that the non-physical work environment (X4) has a positive and significant effect on employee performance.

The F test was conducted to test the independent variables, namely communication, motivation, physical work environment, and non-physical work environment simultaneously having a significant relationship or not to the dependent variable, namely employee performance. The basis for making the F-test decision is: If $F_{count} > F_{table}$, then H_a is accepted and H_o is rejected, meaning that communication, motivation, physical work environment, and non-physical work environment have a positive and significant effect on employee performance. If $F_{count} < F_{table}$, then H_a is rejected and H_o is accepted, meaning that communication, motivation, physical work environment, and non-

physical work environment have no positive and significant effect on employee performance. As for determining the value of F_{table} , the following equation can be used: $df = k$; $n - k = 4$; $90 - 4 = 86$. After calculating using these equations, $F_{table} = (4; 90 - 4)$ then the value of F_{table} is 2.48. The results of the F test in this study can be contained in Table 6:

Table 6. F. Test Results

ANOVAa						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	670,635	4	167,659	147,444	.000b
	Residual	96,654	85	1.137		
	Total	767,289	89			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Non-physical Work Environment, Motivation, Communication, Physical Work Environment

Information: * $p < 0.05$

Source: Research Results, 2022.

In Table 6. The results of the F test show the F_{count} value of $147.44 > F_{table} 2.48$ with a significance value of $0.000 < 0.05$. From these results, it can be concluded that communication, motivation, physical work environment, and non-physical work environment simultaneously have a positive and significant effect on employee performance.

d. Coefficient of Determination Test

The coefficient of determination was carried out to analyze the contribution of the influence of the independent variables, namely communication, motivation, physical work environment, and non-physical work environment on the dependent variable, namely employee performance. If the value of the coefficient of determination is getting closer to the value of 1, it shows the stronger the relationship between the independent variables and the dependent variable, and vice versa. The results of the coefficient of determination test can be contained in Table 7:

Table 7. Coefficient of Determination Test Results

Model Summary ^b				
	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.935a	.874	.868	1.06635

a. Predictors: (Constant), Non-physical Work Environment, Motivation, Communication, Physical Work Environment

b. Dependent Variable: Employee Performance

Information: * $p < 0.05$

Source: Research Results, 2022.

Table 7. The coefficient of determination test results shows that the Adjusted R Square value of 0.874 means that employee performance can be explained by the variables of communication, motivation, physical work environment, and non-physical work environment by 87.4%, while the remaining 12.6% can explained by other variables not examined in this study.

4.2 Discussion

The results of the t-test of the communication variable (X1) have a value of tcount (3.79) > ttable value (1.66) which means Ha is accepted and Ho is rejected, with a significant value less than the probability value of 0.05 or $0.000 < 0.05$. Thus it can be stated that the communication variable has a positive and significant effect on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency. This is in line with previous research conducted by (Ratnawati, 2021) with the title "The Effect Of Work Communication And Work Discipline on Employee Performance at PT Si Fast Ekspres Indonesia". The results of the study stated that H0 was rejected and Ha was accepted, this indicates that there is a significant influence between job communication on the performance of employees of PT. Sicepat Express Indonesia, Central Jakarta.

Motivation (X2) has a value of tcount (4.06) > ttable value (1.66) which means Ha is accepted and Ho is rejected, with a significant value less than the probability value of 0.05 or $0.000 < 0.05$. It can be stated that the motivation variable (X2) has a positive and significant effect on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency. This is in line with research conducted by (Firdiyansyah, 2018) by title "The Influence Of Leadership And Motivation On Employee Performance At The Education Office Of Batam City". The results showed that the motivation variable (X2) had a value of tcount (3.494) > ttable (0.140) and a significance level (0.001) less than 0.05. Thus Ho is rejected and Ha is accepted, meaning that there is a positive and significant effect on employee performance variables.

The physical work environment variable (X3) has a tcount value (5.05) > ttable value (1.66) which means Ha is accepted and Ho is rejected, with a significant value less than the probability value of 0.05 or $0.000 < 0.05$, can it is stated that the physical work environment variable (X3) has a positive and significant effect on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency. This is in line with research (Priyono et al., 2018) with the title "The Influence of Leadership Style, Teacher Motivation and Physical Work Environment on Teacher Performance at SMAN 1 Tanggul Jember". Analysis result The t-test in the study stated that leadership style, teacher motivation and physical work environment all had a significant effect on teacher performance.

The non-physical work environment variable (X4) has a tcount value (8.95) > ttable value (1.66) which means Ha is accepted and Ho is rejected, with a significant value less than the probability value of 0.05 or $0.000 < 0.05$, it can be stated that the non-physical work environment variable (X4) has a positive and significant effect on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency. This is in line with research conducted by (Aksinapang et al., 2018) by title "The Influence of Competence, Compensation and Non-Physical Work Environment on Employee Performance at PT. Bank Negara Indonesia (Persero) Tbk Palu Main Branch Office". The results of this study confirm that competence, compensation, and non-physical work environment simultaneously have a significant influence on employee performance at PT. Bank Negara Indonesia (Persero) Tbk, Palu Head Office.

Analysis of the research with the F test, obtained the Fcount of 147.44 > Ftable 2.48 with the value of sig. 0.000 < 0.05. From these results it can be concluded communication, motivation, physical work environment, and non-physical work environment have a positive and significant influence on employee performance at the Regional Disaster Management Agency of Labuhanbatu Regency.

V. Conclusion

Employee performance depends on individual skills, education, and most importantly the level of motivation provided by the leader. Motivation is an important mental control tool and must be fulfilled in order to achieve benefits such as increasing employee commitment, increasing organizational productivity, and improving employee performance. Research conducted at the Regional Disaster Management Agency of Labuhanbatu Regency with the results of the t-test of the communication variable (X1) has a tcount value (3.79) > t table value (1.66), with a significantly smaller value than the probability value of 0.05 or 0.000 < 0.05, Motivation (X2) has a tcount value (4.06) > ttable value (1, 66) with a significant value smaller than the probability value of 0.05 or 0.000 < 0.05, the physical work environment variable (X3) has a tcount value (5.05) > ttable value (1.66), with a significant value smaller than probability value 0.05 or 0.000 < 0.05. The non-physical work environment variable (X4) has a tcount value (8.95) > ttable value (1.66), with a significant value less than a probability value of 0.05 or 0.000 < 0.05, den Thus it can be stated that communication, motivation, physical work environment and non-physical work environment all have a significant effect on employee performance.

Suggestion

From the results of the research and conclusions, the authors can convey some suggestions, namely:

- (1) For researchers, it is hoped that this research can add knowledge and insight and can apply it in the work environment.
- (2) For the leadership of the Regional Disaster Management Agency of Labuhnabatu Regency to continue to maintain and pay attention to aspects of communication, motivation, physical work environment and non-physical work environment in order to improve the performance of its employees.
- (3) Future researchers are expected to be able to conduct research using different variables from the variables in this study, and if you wish to research using variables in this study, you should research in different companies or agencies.

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