

Conference Paper

The Influence of Internal Motivation and Work Environment on Employee Productivity

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Abstract

Companies not only expect capable, adequate, and expert employee, but also willing to work hard and have a desire to achieve the optimal results. Their ability, capability, and skills do not mean anything to the companies, if they are not willing to work hard to use their ability, capability, and skill. The motivation to work is needed but the most important is internal motivation to stimulate the employee's desire to work hard and be enthusiastic to achieve more productivity. An environmental condition is said to be appropriate if a person can carry out their activity optimally, healthily, safely, and comfortably. Incompatible environment emerges in a long term. Furthermore, unfavorable environment conditions requires more energy and time that does not support the efficient framework systems. This purpose of this study is to know the influence of Internal Motivation and Work Environment on Productivity. This study used associative methods of causal correlation. The population in this study is 30 employees of PT. Indosat in Garut Substation. A whole population became sample data in this study, the authors took a sample based on the census methods. The result is productivity able to be influenced by internal motivation because it is highly important for the employee to have internal motivation that is important and influences companies overall. The conclusion is that internal motivation does influence the productivity of the employees.

Keywords: internal motivation, work environment, productivity

1. Introduction

In the business world is required to create high employee productivity to enterprise development. The companies necessary to build and increase the performance in their environment. The success firms influenced with several factors and human resources is important, because it is an actor of entire planning level until evaluation that able to utilize resources which is owned by companies. In other side, some companies regard the factors of capital production is important. Although the resources is important for an organization because factor that indicate potential competitive advantage is human resources. Without human resources to shift production factor, the resources

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that owned is unproductive. A human resources should be managed well to improve the effectiveness and efficiency organization, as one of function in the companies [1]. Based on the observation that conducted the authors, obtained the result that an employee productivity in PT. Indosat Tbk, Garut Substation at Division Direct Selling (Marketing and Salles) is weak. This case supported with outlet productivity level in PT. Indosat Tbk Garut substation. Which is fluctuates annually such as indicated on Table 1:

TABLE 1: Productivity level of PT. Indosat Garut Substation (last 3 years).

PRODUCTIVE OUTLET			
Years	Card Sales	Voucher Sales	% Ach
2014	53.4%	41.4%	47.4%
2015	54.3%	43.9%	49.1%
2016	51.0%	41.8%	46.4%

Source: Data Score KPI PT. Indosat Tbk Garut Substation.

Based on Table 1 obtained that as long 3 years ago the level of sales company is fluctuating and tend to decrease. Since 2014 the average of outlet productivity is 47.4% from its paid card sales amount of 53.4%, the voucher sales of 41.4%. In 2015 the average of outlet productivity is increase become 49.1% from its paid card sales by 54.3%, voucher sales amount 43.9%. But in 2016 the outlet productivity is decrease amount 46.4% from paid card sales of 51.0%, and its voucher sales by 46.4%. Since interview and observation an employee in PT. Indosat Tbk Garut Substation obtained that the declining amount of sales caused by motivation lack in internal to motivate the employee, still appear the level of employee saturation in the work caused by one of factors that is the provision of salaries and provision longer work schedule which influence on working condition become uncomfortable.

Retrace the vital roles of human resources in companies, the company should pay attention the aspects that related with human resources. Because the employee who have higher motivation is the competitive advantage for a company. Refers to Irham Fahmi (2016) revealed that 'motivation is behavioral activities to fulfill desire requirements' [2]. We know that motivation is the result of interaction between individual and situation. Motivation as the process explain the intensity, and persistence of individual to obtained their goals [3]

In generally, the people wants to work only to fulfill and their desire (physical and mental), whether conscious needs and unconscious needs. The compliance of human necessary explained by A.A. Anwar Prabu Mangkunegara (2015) cited from McClelland

about there is three kind of human necessities, those are 1). Needs for achievement, which is the necessary of achievement is a reflection of responsibility encouragement to problem solving; 2). Needs for affiliation, has a meaning the encouragement to interaction with others, won't conducted disadvantageous for others. 3) need for power, reflected of encouragement to achieve authority that has influence for others [4].

The compliance of necessary is the basis of work motivation an employee especially internal motivation. If in the compliance of necessary feel there is an opportunity to achieve their goals, then internal motivation to achieve is more. The uncomfortable work environment, in particular of work environment physically such as lighting in a lacks lighting room of the company, room ventilation that is felt stuffy, pollutions, facilities and infrastructure for work that is less than maximum. Aan Purnomo (2016) revealed that the employee needs work environment that able to provides psychologist satisfying, such as has a harmony relations. Conducive work environment support the employee to has a high productivity [5].

According to Danang Sunyoto (2015) work productivity is a mental attitude that has a perspective that today is better than yesterday and tomorrow should be better that today [1]. Employee work productivity of organization has an important roles. Because the success of organization depend on fluctuating of work environment employee. An employee conduct certain types of work could be sure to obtain the results. The work productivity of employee reflected an attitude on their work, that occurred in positive gesture of employee on their work and everything faced in the work environment. The problems that explained the authors interested to conduct research, how the influence internal motivation and work environment on work productivity of employee.

2. Literature Review

2.1. The influence of internal motivation on productivity

Motivation and productivity closely related because is an important aspect for companies, moreover the labor in companies has a high performance, then the companies obtain the advantages and going concern guaranteed to improve the productivity required ability of labor and expertise on duty if the labor have not ability and expertise would be merged decreasing in productivity and disadvantageous for companies, productivity influenced several factors, that is closely relate with the labor or the others factor [6]. Irham Fahmi (2016), suggests that internal motivation and productivity is

part that are interconnected with each other. Internal work motivation improvement influenced increasing of productivity and vice versa [2].

The high productivity able to obtained if supported by the employee who has work motivation to conduct the task and their duty, internal motivation is occurred ability and cooperation, then indirectly would be increase the productivity. The actor that supported achieve the goals is an employee. The employee directed to develop their positive attitudes to achieve the goals. In this case motivation in a company should be improved, that is internal motivation or external. Motivation is something that influenced human behavior, internal motivation is a drivers of employee to work as well in the companies. Internal motivation is driver of desire, supporter or necessities that able to someone be courage and motivated to fulfill self-impulse, as of able to act and conduct in certain ways that will lead to the optimal. This case supported by research A. Khairul Hakim (2011), that there is positive correlation between internal motivation on employee productivity [7]. The research of Gilang Gumilang (2013) indicate that there is influence between internal motivation on labor productivity, and a new research by Bayu Fadilah that indicate the motivation variable has significant influence simultaneously on employee [8].

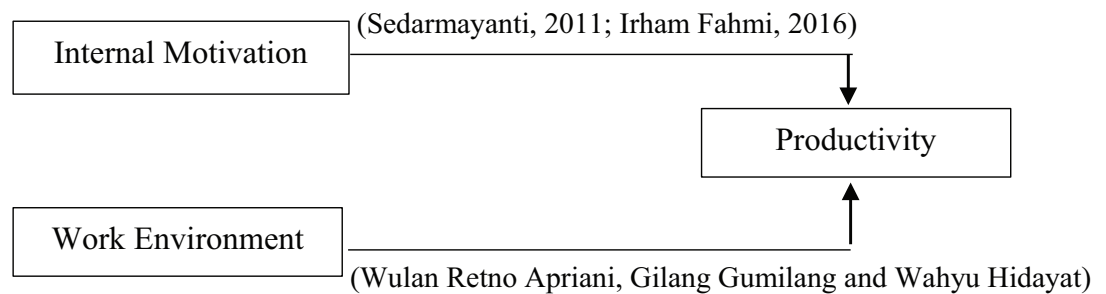
2.2. The influence of work environment on productivity

Work environment is important to be noticed by companies, because the conducive and comfortable work environment able to make employees feel passion for work that impact on morale and productivity improvements. Work environment is the place where the employee conducts daily activity and work environment is everything that around of them then able to influenced themselves to conduct the task. Conducive work environment provide comfortable, safety, and perhaps make employee work optimally. The deficient work environment on a company provide dissatisfaction of the employees then will effect on employee performance that able to impact on work productivity of employees.

Work environment indicate the situation or condition of company that able to pay attention to state of the working environment that will certainly have an impact on high productivity therefore the productivity is better, which is expected to achieve the targets as desired by the company. The company must be realized that to improve the productivity of employees should be provided adequate work environment. This case supported by research of Wulan Retno Apriani, Gilang Gumilang and Wahyu Hidayat that indicate if the work environment accepted an employee is satisfied, therefore

the employee will be spirit in improving work productivity [8]. Adversely, if the work environment accepted by employee is dissatisfied in improving work productivity.

2.3. Research framework



Hypothesis

H₁: Internal motivation influenced productivity

H₂: Work environment influenced productivity

3. Research Methods

The methods of research used associative method of causal correlation to find out the correlation and influence between independent variable in this study [9]. The populations used for this study is the employee of PT. Indosat Tbk Garut Substation amount of 30 orang. A whole population data become a sampling in this study, the author used sampling based on census methods which is amount of population is 30 employees as respondent. Data collecting technique used primary data by shared the questionnaires directly to a whole employees as sample in this study. This questionnaires contains the questions or statements to measure the variables of research, with an alternative answer. Data processing technique in this study conducted by quantitative analysis. Quantitative analysis used to know the results of respondents digunakan untuk mengetahui hasil jawaban dari responden with the statistical tools through the software program SPSS vers.20.

4. Result and Discussions

4.1. Validity test

The result of validity test on each variables indicated as in Table 2:

TABLE 2: The result of Validity Test.

	Internal Motivation			Work Environment			Productivity		
	Corrected Item-Total Correlation	r table (0.05;8)	Result	Corrected Item-Total Correlation	r table (0.05;8)	Result	Corrected Item-Total Correlation	r table (0.05;8)	Result
Item 1	0.656	0.632	Valid	0.651	0.632	Valid	0.637	0.632	Valid
Item 2	0.641	0.632	Valid	0.659	0.632	Valid	0.653	0.632	Valid
Item 3	0.661	0.632	Valid	0.634	0.632	Valid	0.708	0.632	Valid
Item 4	0.677	0.632	Valid	0.657	0.632	Valid	0.656	0.632	Valid
Item 5	0.646	0.632	Valid	0.637	0.632	Valid	0.633	0.632	Valid
Item 6	0.651	0.632	Valid	0.642	0.632	Valid	0.635	0.632	Valid
Item 7	0.697	0.632	Valid	0.652	0.632	Valid	0.687	0.632	Valid
Item 8	0.651	0.632	Valid	0.673	0.632	Valid	0.651	0.632	Valid
Item 9	0.640	0.632	Valid	0.659	0.632	Valid	0.642	0.632	Valid
Item 10	0.640	0.632	Valid	0.650	0.632	Valid	0.642	0.632	Valid

The result of validity test in this research is $r_{count} > r_{table}$, then the data of those variables are valid because based on the rule decision validity test in case $r_{count} > r_{table}$, the data declared are valid.

4.2. Reliability Test

The result of reliability test on each variables indicated as in Table 3:

TABLE 3: The result of Reliability Test.

Variable	Cronbach's Alpha	N of Items
Internal Motivation	0.849	10
Work Environment	0.775	10
Productivity	0.821	10

Source: Output Primary Data from SPSS, 2017.

The result of reliability test obtained that the data is reliable, because the Cronbach's Alpha > Alpha score (5%).

TABLE 4: Recapitulation of respondents opinion on statement item for internal motivation variable thoroughly.

No.	Statement	Score	Criteria
1	Work atmosphere in Indosat is conducive	124	Good
2	The salary that provides the company has been sufficient to bought mainly necessary of employee.	128	Good
3	I am really motivated to work because the leader is kind.	125	Good
4	The co-workers is kind so that I work more comfortable	128	Good
5	I am happy to work because supported by work environment atmosphere that is comfort.	131	Very Good
6	The leader pat attention more on mine duty.	121	Very Good
7	The leader always pay attention personally about my privacy that I faced.	129	Good
8	The leader never discriminate the employee until all the employees obtain the same attention.	125	Good
9	The leader is really care and appreciate the achievement that achieved the employee.	116	Good
10	The leader provide facilities to self development of their employee.	118	Good
Average		124.5	Good

Source: Output Primary Data from SPSS, 2017.

4.3. Internal motivation and productivity of employee in PT. Indosat Tbk Garut Substation

Based on the table, the description summary of internal motivation variable is higher amount 131 point with the criteria 'Very Good' that is about 'I am happy to work because supported by work environment atmosphere that is comfort', meanwhile for lowest score is 116 point with the criteria 'Good' that is the statement 'The leader is really care and appreciate the achievement that achieved the employee', therefore could be conclude that the criteria of statement item for internal motivation variable (X1) is 'Good' with the average score 124,5 point, empirically the internal motivation that owned the employee of PT. Indosat Tbk Garut Substation therefore the conclusion is that the item statement for internal motivation variable (X1) is 'Good' with the average score 124,5 point, empirically internal motivation owned by the employee in PT. Indosat Tbk Garut Substation regard good, because the motivation is emerged and arise then develop inside oath themselves very good to create the spirits and ethos. The theoretically according on Irham Fahmi (2016) revealed that the internal motivation and productivity is part which has related each other, the improvement of internal work motivation will be influenced the increasing of productivity and vice versa [2]. The meaning is empirical data support on high productivity theory that can

be achieved and supported by the employee that have a good internal motivation work.

TABLE 5: Recapitulation of respondents opinion on statement item for work environment variable thoroughly.

No.	Statement	Score	Criteria
11	The lightening in workplace support my mood to work	125	Good
12	The temperature is really support my activity to work	126	Good
13	The noisy of machine is louder in my workplace and it disturb my activity to work	111	Good
14	Using the color in the wall in the room support my mood to work.	105	Good
15	The layout employee is really good therefore has a possibility to work freely	114	Good
16	The company has a good safety.	113	Good
17	I have a harmonic relationship with the leader	132	Very Good
18	I have a good relation with my co-workers in the company	131	Very Good
19	I have a good relationship with the staff	127	Good
20	I have a good relationship with the customers	125	Good
Average		121	Good

Source: Output the primary data from SPSS, 2018

Table 5 is the description summary of work environment variable, which is the higher score is 132 with the criteria 'Very Good' that is about relationship with the leader, meanwhile the lowest score is 105 with the criteria 'Good' that is about using color in the room that support the employee to work, therefore can be concluded the criteria of statement item for work environment variable (X) is 'Good' with the score 121.

Empirically, the work environment able to increase the employee productivity. Theoretically according to Nitisemito (2010) revealed that work environment is a condition self-control to create the comfortable situation and influenced to performance and optimal productivity.

Based on Table 6, which is the description summary of work productivity variable, that is the higher score is 139 with the criteria 'Very Good' from the statement about make a good connection with the leader, meanwhile for the lowest score is 95 with the criteria 'Not Good' that is about ability to face the obstacles to finished a task, therefore can be concluded about the criteria statement item for work productivity variables (Y) is 'Good' with the average score 117. The meaning is, theoretically revealed that work productivity is a mental behavior that has a spirit to conduct the remedy and productivity is defined as comparison between the result that achieved and all the resource that is used.

TABLE 6: Recapitulation of respondents opinion on statement item for work productivity variables thoroughly.

No.	Statements	Score	Criteria
21	I can conduct my task very well	122	Good
22	My exercise is suitable with the planning	118	Good
23	I did my task on time	116	Good
24	I always respect of my time	114	Good
25	I always conduct the task based on my initiative without command	103	Not Good
26	I always initiative to remedy my work that not good.	121	Good
27	Able to face the obstacles in my work to finished it	95	Not Good
28	I am competent to finish my work that provided	117	Good
29	Make a good connection with co-workers	124	Good
30	Make a good connection with co-workers the leader	139	Very Good
Rata-rata		117	Good

Source: Output the primary data from SPSS, 2017.

TABLE 7: Test result of the influence internal motivation on employee productivity.

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.169	6.057		0.523	0.605
	Internal Motivation	0.243	0.638	0.264	1.919	0.198
	Work Environment			0.534	2.673	0.013

a. Dependent Variable: Productivity

Source: Output the primary data from SPSS, 2018.

Based on the processing result in Table 7 that conducted, therefore obtained the regression equality as follows:

$$Y = 3.169 + 0.243X_1 + 0.638X_2$$

The equality revealed that intercept or constant amount 3.169 that have meaning without sub variable X₁ (Internal Motivation) and X₂ (Work Environment) so that the amount of Variable Y (Productivity) is 3.169. Thus, the equality interpreted regression is variable X₁ (Internal Motivation) of +0.243 show that in every increasing 1% of variable X₁ (Internal Motivation) will be increase the variable Y (Productivity) amount 24.3%. Then, variable X₂ (Work Environment) +0.638 show that in every increasing 1% of variable X₂ (Environment) will be increase (Productivity) of 63.8%. Based on the aforementioned study, with several theory that revealed some expertise, that is for relation between internal motivation with productivity, that is similar with the theory from Irham Fahmi (2016), reveal that internal motivation and productivity is

apart which has related each other. Improvement of internal motivation influence on increasing of productivity and vice versa.

The highly productivity that achieved if supported the employee that have an internal motivation in implementing task and duty, internal motivation could be accorded the ability to work in a team work, therefore indirectly will be increase the productivity. Based on the aforementioned research, similar with several theory that revealed by an expertise, that is the relation between work environment and productivity. That is same with Nitisemo theory (2010) which is reveal that condition of environment that should create with a good way to realize comfortable atmosphere and that give an impact on performance then optimal productivity. That explanation confirmed that work productivity of employee able to be influenced by work environment because the work environment is everything that there in around of employee and possible to influence themselves in implementation their work. The meaning is work environment in this research is partial (individual) influenced on productivity.

5. Conclusions

The explanation above confirmed that work productivity is influenced by internal motivation because the employee has a high internal motivation that important to build the spirit and ethos of employee in the company. The meaning is internal motivation in this research influenced on productivity partially. The condition of environment called good or suitable if a human able to conduct the activity optimally, safety, and comfortable. Incompatible the work environment indicated not good in a long term. Moreover, the environment situation is not good and demanding more the energy and time then unsupported obtained a framework system that is efficient. The aforementioned explanation confirmed that productivity influenced by work environment that has a good work environment then will be important to spirit and ethos that influenced on company especially employee in that company. The meaning is work environment in this study is influenced on work productivity.

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