

**EMPLOYEE WORK PERFORMANCE : MOTIVATION,
TRAINING AND WORK ENVIRONMENT****Nugraha Pratama^{1*}**¹Manajemen, Universitas Muhammadiyah Sumatera Utara

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*Email: nugrahapratama@umsu.ac.id**ABSTRACT**

This research aims to determine the influence of motivation, training and work environment on employee work performance at Perum Bulog Divre I North Sumatra, Medan. The population of this study were employees at Perum Bulog Divre I North Sumatra, Medan, totaling 39 employees. This research uses three independent variables, namely Motivation (X1), Training (X2), and Work Environment (X3) while the dependent variable is Work Performance (Y). The research approach used uses an associative and quantitative approach. Data collection techniques in this research are interviews, documentation studies and questionnaires. Meanwhile, the data analysis techniques used are multiple linear regression analysis, classical assumption test, T test, F test and coefficient of determination. Based on the data that has been collected, there is an influence of motivation, training and work environment on employee work performance at Perum Bulog Divre I North Sumatra, Medan. The results of the research show that using the t test (partial) it is known that motivation has a positive and significant influence on employee work performance at Perum Bulog Divre I North Sumatra, Medan, training has a positive and significant influence on employee work performance at Perum Bulog Divre I North Sumatra, Medan, and the work environment also has a positive and significant influence on employee work performance at Perum Bulog Divre I North Sumatra, Medan. By using the f test (simultaneous), it is known that motivation, training and work environment have a significant effect on employee work performance at Perum Bulog Divre I North Sumatra, Medan.

Keywords: Motivation, Training and Work Environment, Work Performance.**INTRODUCTION**

Globalization presents a number of challenges related to human resource management (HR). Every organization/company is required to have human resources that are of high quality and have high competitiveness so that they are able to become human resources (HR) who are willing to learn and work hard with enthusiasm, so that their initial potential develops to the maximum. (Priansa, 2018, p. 5). Human resource management is the science of managing the relationships and roles of the workforce efficiently and effectively to achieve the company's main goals. Human resources are a central and important sector in order to achieve goals in a company, because with the skill capabilities of workers and the quality of human resources they can move the company well and correctly. Every company tries to get the desired employees, they need experts who have high work motivation. Apart from that, it also requires workers who have creativity, perseverance and skills. Every organization or company will always try to improve

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employee performance in the hope that the company's goals will be achieved, so that it can contribute to achieving the targets set by the company, the targets achieved by the employee are work achievements (Baidlowi, 2015, p. 6). Pwork performance or work results, both quality and quantity, achieved by human resources over a period of time in carrying out their work duties in accordance with the responsibilities given to them (Mangkunegara, 2017, p. 67). In this case, the Bulog public company is one of them state-owned enterprise (BUMN) which operates in the field of food logistics and other businesses. Perum Bulog has a vision "To become a superior and trusted food company in supporting the realization of food sovereignty." Where their mission is "Running a basic food logistics business by prioritizing service to the community, implementing superior management practices with the support of professional human resources, advanced technology and an integrated system, Applying the principles of good corporate governance and always making continuous improvements, and ensuring the availability, affordability and stability of basic food commodities." So you must have employees who are full of determination and high enthusiasm in carrying out their work effectively and efficiently, to then show High discipline in efforts to realize the vision and mission that have been set. Motivational problems in organizations are management's responsibility to create, organize and implement them. Therefore, in accordance with the nature of motivation, namely that it is a stimulus for human action motives, it must be able to create motivation that is able to grow people's motives so that they are willing to act in accordance with the wishes of the company. So motivation, training and work environment are very important issues in a company to improve employee work performance. Based on the results of research conducted by researchers, there are still employees who often complain about the tasks and responsibilities given to employees, which can reduce employee work performance. This also results in a decrease in employee motivation at work, which is characterized by the existence of employees who often arrive late and the existence of employees who are passive about their work, not on time in completing their work or there are still employees who leave their duties during working hours without explanation. Apart from motivation, there are factors that influence employee work performance, including the training provided by the company is not appropriate to the job, skills, expertise and abilities possessed by employees. There are still some employees who have not mastered the competencies appropriate to their position. For example, in marketing positions, it turns out that there are still people who have not mastered how to market products, which is something that must be mastered by employees in that position. This makes marketing training very important to be carried out in order to improve employee skills so that they can improve work performance and the work environment is where some room management is not yet optimal which results in the location of office records being inadequate as a result of which it looks untidy and there are some enough rooms, but it would be more optimal if it was expanded. This will make employees less comfortable and cause reduced enthusiasm for work.

Motivation

Motivation is a factor that encourages a person to carry out a certain activity, generally it is the person's needs and desires. This encouragement is called work motivation. In organizational life, providing encouragement as a form of work motivation to subordinates

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is important to improve employee performance and provide awareness and willingness for employees to work according to the company's wishes. According to Priansa (2018, pp. 200-201) Motivation is a conscious effort to influence someone's behavior so that it leads to achieving organizational goals. Motivation refers to the reasons underlying behavior, the desire to do something as a willingness to carry out high efforts to achieve organizational goals, which is conditioned by the ability of the effort to meet certain individual needs. According to Terry in Hasibuan (2016, p. 145) states that motivation is the desire that exists within an individual that stimulates him to carry out actions. which encourages someone to carry out a certain activity, therefore motivation is often interpreted as driving someone's behavior. Based on the description of the experts' opinions above, it can be concluded that motivation is encouraging someone to do something they want by satisfying the needs and desires that exist within a person, if their desires and needs are met then a person will work diligently to achieve company goals optimally. Maslow's theory states that every human being consists of five levels or hierarchy of needs, namely: Physiological Needs, Safety Needs, Social Needs, Esteem Needs, and Recognition Needs. Self-actualization needs (self-actualization needs). Meanwhile, the need for achievement theory from David Mc. Clelland, according to this theory, there are three basic components that can be used to motivate people to work, namely: need for achievement, need for power, and need for affiliation. Motivational factors According to Herzberg, he developed a theory of the hierarchy of needs, satisfying factors (motivation factors) as follows: Achievements achieved (achievement), Responsibility (responsibility), Job satisfaction itself (the work it self), Career development possibilities, Opportunity to advance.

Training

Training is an activity to develop human resources through identification, assessment and planned learning processes. Training is a systematic and planned effort to change or develop new knowledge, skills, attitudes that suit the needs of the organization. According to Sutrisno (2012, p. 67) states that training is related to the skills and abilities required for the work currently being carried out. Training is oriented to the present and helps employees to master skills in their work. Training is an integrated process used by companies to ensure that employees work to achieve organizational goals. Training is a process designed to help employees learn new skills, knowledge and attitudes. Types of Training According to Sikula in Hasibuan (2016, p. 77) the types of training that are usually carried out in organizations include On the job training (direct work practice), Vestibule, Apprenticeship, Simulation, Off the Job Training.

Work environment

The work environment has a very important role in an organization or company, but in general, work environment problems do not receive serious attention from companies or government agencies. A good work environment includes the physical or non-physical conditions surrounding employees when carrying out work. A comfortable working atmosphere can provide a sense of satisfaction for the workforce. A bad work environment causes reduced enthusiasm for work, and besides that a bad work environment can also affect employee work performance. Sedarmayanti (2018, p. 47) work environment is the totality

of tools and materials encountered, the surrounding environment in which a person works, their work methods, and how they organize their work both as individuals and as a groupwork environment. Good working environment conditions that are not conducive will support employee productivity which will ultimately have an impact on them in carrying out the assigned tasks. The work environment is the situation or circumstances around employees, if the environment is good and comfortable, it can provide freshness and enthusiasm for employees.

METHOD

Research Approach

The research approach used by researchers is to use an associative and quantitative approach, this is to find out each variable. Associative research is research that aims to determine the relationship between two or more variables. The population of this study was all employees of the North Sumatra District I Perum Bulog Divre office Medan whose address is Jl. Gatot Subroto No.180 Medan, totaling 39 permanent employees, the sample in this study were employees of Perum Bulog Divre I North Sumatra Medan. However, the population is 39 permanent employees in total and 9 of them were unable to fill in due to very busy office activities, so that the sample that could be processed in the research was 30 respondents at Perum Bulog Divre I North Sumatra Medan. In this research, sampling used non-probability sampling. Non-probability sampling has 4 types, namely incidental sampling, purposive sampling, saturated sampling and snowball sampling. So the researcher used saturated sampling because all members of the population were sampled. In other words, saturated sampling is 100% of the total population, namely 30 respondents. This is done if the population is considered small or less than 100. To obtain complete and thorough data in this research, this research uses data collection techniques using interviews, documentation studies and questionnaires. According to Sugiyono (2016, p. 245) data analysis in qualitative research is carried out before entering the field, while in the field and after finishing in the field.

Normality Test

Simple classical assumption testing aims to identify whether in the regression model the independent variables and dependent variables have a good distribution or are worthy of being used as recommendations for knowledge and for practical problem solving. If the data spreads around the diagonal line and follows the direction of the diagonal line, the regression model assumes normality.

Multicollinearity Test

Multicollinearity is used to test whether in the regression model a strong correlation is found between the independent variables. The method used to assess this is by looking at the value of the variance inflation factor (VIF), which does not exceed 5.

Heteroscedasticity Test

Heteroscedasticity is used to test whether in the regression model, there is an inequality of variance from one observation to another. If the residual variation from one

observation to another is constant, it is called homoscedasticity, and if the variance is different it is called heteroscedasticity. A good model is that there is no heteroscedasticity. The basis for decision making is that if certain patterns such as dots form a certain regular pattern, then heteroscedasticity occurs. If there is no clear pattern, and the points spread below 0 on the Y axis, then heteroscedasticity does not occur.

Multiple Regression Analysis

The use of the Multiple Linear Regression Model must meet classical assumptions, including:

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3$$

Information :

Y =Performance

a = constant

X1 = Motivation

X2 =Training

X3 = Work environment

b₁₂₃ = Regression coefficient, is the magnitude of the change in the dependent variable due to changes in each unit of the independent variable.

F test

To find out whether the independent variables together have a significant effect on the dependent variable or not and also to test the second hypothesis. This test was carried out using a significance level of 0.05 ($\alpha=5\%$).

t test

The t statistical test was carried out to determine the effect of each independent variable on the dependent variable. Where the t test looks for tcount and compares with ttable whether the independent variable partially has a significant influence or not on the dependent variable.

Coefficient of Determination Test

The coefficient of determination essentially measures the accuracy or suitability of the regression line formed from the estimation results to the results obtained. The coefficient of determination value is between zero and one. A small R² value means that the ability of the independent variables to explain variations in the dependent variable is very limited.

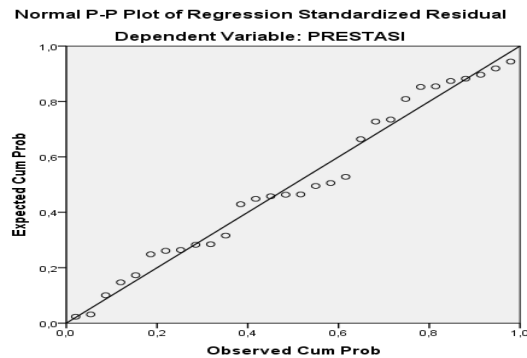
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RESULT

Normality test



Picture 1. Normality

The image above identifies that the regression model has met the assumptions stated previously, so that the data in the research regression model tends to be normal.

Multicollinearity Test

Table . 1 Multicollinearity

Coefficientsa

Model		Unstandardized Coefficients		Collinearity Statistics	
		B	Std. Error	Tolerance	VIF
1	(Constant)	1,345	8,184		
	MOTIVATION	,755	,188	,659	1,518
	TRAINING	,405	,129	,619	1,615
	ENVIRONMENT	,158	,100	,923	1,083

a. Dependent Variable: ACHIEVEMENT

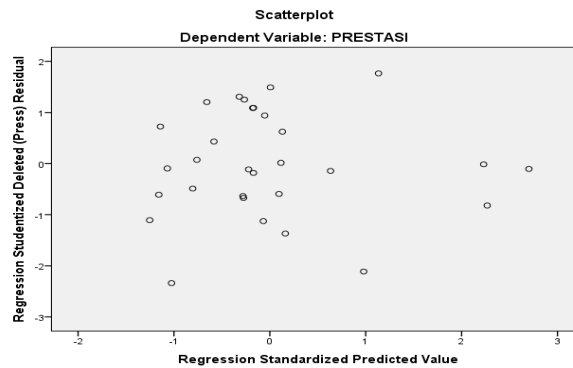
The two independent variables, namely X1 and

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Heteroscedasticity Test



Picture. 2 Heteroscedasticity

The image above shows that the points are spread randomly, do not form a clear/regular pattern, and are spread both above and below the number 0 on the Y axis, thus "heteroscedasticity does not occur" in the regression model.

Results of Multiple Linear Regression Analysis

After testing the classical assumption that the model can be used to carry out normality testing, multicollinearity and heteroscedasticity, then the next step is to carry out multiple linear regression analysis testing.

Regression Equations

Table. 2 Regression Coefficients

a.

Coefficientsa

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,345	8,184		,164	,871
	MOTIVATI ON	,755	,188	,529	4,026	,000
	TRAINING	,405	,129	,424	3,133	,004
	ENVIRONM ENT	,158	,100	,175	1,577	,027

Dependent Variable: ACHIEVEMENT

So the linear multiple regression equation for the three predictors (motivation, training and work environment) is:

$$Y = 1.345 + 0.755 X_1 + 0.405 X_2 + 0.158 X_3$$

The equation above shows that all independent variables (motivation, training and work environment) have positive bi coefficients, meaning that all independent variables have

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a unidirectional relationship with variable Y (work performance). The motivation variable (X1) has the largest relative contribution between the two independent variables.

T Test Calculation (partial)

Table. 3 T Test

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,345	8,184		,164	,871
	MOTIVATION	,755	,188	,529	4,026	,000
	TRAINING	,405	,129	,424	3,133	,004
	ENVIRONMENT	,158	,100	,175	1,577	,027

a. Dependent Variable: ACHIEVEMENT

Motivational Variable (X1) obtained tcount of 4,026 with a significant value of 0.000 because $t_{count} > t_{table}$ ($4.026 > 2.052$) with a significant value of $0.000 < 0.05$, then H_0 is rejected and H_a is accepted which means that partially motivation (X1) has a significant effect on achievement (Y) at Perum Bulog Divre I North Sumatra, Medan. Training (X2) obtained a tcount of 3,133 with a significant value of 0.004 because $t_{count} > t_{table}$ ($3.133 > 2.052$) with a significant value of $0.004 < 0.05$, H_0 is rejected and H_a is accepted, which means that partially training (X2) has a significant effect on achievement (Y) at Perum Bulog Divre I North Sumatra, Medan. Work Environment (X3) obtained tcount of 1,577 with a significant value of 0.027 because $t_{count} > t_{table}$ ($1.577 > 2.052$) with a significant value of $0.027 < 0.05$, H_0 is rejected and H_a is accepted, which means that partially the work environment (X3) has a significant effect on achievement (Y) at Perum Bulog Divre I North Sumatra, Medan.

Simultaneous Test (F Test)

Table 4. F Test

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	165,057	3	55,019	20,659	,000b
	Residual	69,243	26	2,663		
	Total	234,300	29			

a. Dependent Variable: ACHIEVEMENT

b. Predictors: (Constant), ENVIRONMENT, MOTIVATION, TRAINING

F test calculations show that F test obtained an Fcount value of 20.659 with a significant value of 0.000, then obtained an Fcount of $20.659 > F_{table} 2.98$ with a significant value of 0.000 below the value of 0.05 which shows that the motivation variables (X1), training (X2) and work environment (X3) are simultaneous influence on work performance (Y) at Perum Bulog Divre I North Sumatra, Medan.

Coefficient of determination (R-Square)

Table 5. Coefficient of Determination

Model Summary b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.839a	.704	.670	1.63193

- a. Predictors: (Constant), ENVIRONMENT, MOTIVATION, TRAINING
- b. Dependent Variable: ACHIEVEMENT
1. Correlation Coefficient Calculation Results (R)
Shows a value of 0.839 which is almost close to +1, meaning that the correlation between motivation variables (X1), training (X2) and work environment (X3) on work performance is very strong and close.
2. R Square (R²) calculation results
Shows a value of 0.704, meaning that 70.4% of the motivation variables (X1), training (X2) and work environment (X3) have an influence of 70.4% while the remaining 29.6% is influenced by other factors outside this research.

DISCUSSION

The Influence of Motivation on Work Performance

From the results of the statistical test, Motivation (X1) has a positive and significant effect on work performance (Y) at Perum Bulog Divre I North Sumatra, Medan. Because of the result $t_{count} (4.026) > t_{table} (2.052)$ with a significant value of $0.000 < 0.05$, then H_0 is rejected and H_a is accepted. The results of research by Hasrudy Tanjung (2017) show that motivation has a positive and significant effect on the work performance of employees in the Medan city social and labor services. This means that managers who have high motivation tend to have high work performance, and conversely, those who have low work performance are likely to have low motivation. And it was discovered by Jufrizen (2017) that motivation has a positive and significant effect on the performance of nurses at the Madani General Hospital in Medan. The results of this research are in accordance with the theory put forward Mangkunegara (2017, p. 94). Motivation is a condition that moves employees to be able to achieve the goals of their motives. Motivation can also be said to be energy to generate encouragement, direct and maintain behavior related to the work environment, so motivate employees so that their work performance can be improved

The Effect of Training on Job Performance

From the results of statistical tests, training (X2) has a positive and significant effect on work performance (Y) at Perum Bulog Divre I North Sumatra, Medan. Because of the

resultstcount (3.133) > ttable (2.052) with a significant value of $0.004 < 0.05$, then H_0 is rejected and H_a is accepted. The results of Devi Savitri's research (2015) show that training has a positive and significant effect on employee work performance at Lembusan Foodmart in Samarinda. This indicates that the training aspect is in the high category, meaning that training has been provided and employees are in accordance with what they do in their duties. Then The results of research presented by Yuli Mardiyanti (2017) show that training has a significant effect on employee work performance at PT Sami Surya Perkasa Sukoharjo. According to Sutrisno (2012, p. 67) states that training is related to the skills and abilities required for the work currently being carried out. Training is oriented to the present and helps employees to master skills in their work, the training provided by the company allows employees to improve their performance because the nurses' abilities are up to standard work.

The Influence of the Work Environment on Job Performance

From the results of statistical tests, the work environment (X3) has a positive and significant effect on work performance (Y) at Perum Bulog Divre I North Sumatra, Medan. Because of the resultstcount (1.577) > ttable (2.052) with a significant value of $0.027 < 0.05$, then H_0 is rejected and H_a is accepted. Based on the results of research presented by Elizar and Hasrudy Tanjung (2018), it is stated that the work environment has a positive and significant effect on employee performance. And The results of research by Andi Nurhasanah (2010), show that the work environment has a positive and significant effect on the work performance of employees at the Samarinda branch of Bank Indonesia. The results of this research are in accordance with the theory put forward According to Malik (2016, p. 164) states that the work environment is a conducive work environment that will enable workers to enjoy what they are doing.

The Influence of Motivation, Training and Work Environment on Job Performance

Tests carried out simultaneously showed that the variables Motivation (X1), Training (X2), and Work Environment (X3) had a significant effect on work performance (Y) at Perum Bulog Divre I North Sumatra, Medan. Because the results of Fcount (20.659) > Ftable (2.98) with a significant value of $0.000 < 0.05$, H_0 is rejected and H_a is accepted. With an R Square value of 0.704 or 70.4%, which means that the relationship between work performance (Y) and Motivation (X1), Training (X2), and work environment (X3) is low, while the remaining 29.6% variables others not examined by this study. It can be concluded that there is a positive and significant influence of the motivation variables (X1), training (X2) and work environment (X2) on the work performance variable (Y), meaning that there is a direct influence or relationship between motivation and workload on real performance.

CONCLUSION

Based on data obtained in research regarding the influence of motivation, training and work environment on employee work performance at Perum Bulog Divre I North Sumatra, Medan. The respondents in this study were 30 employees, then analyzed, the conclusions were as follows: Motivation, training and work environment simultaneously have a significant influence on employee work performance. Motivation simultaneously has

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a significant influence on employee work performance. Simultaneous training has a significant influence on employee work performance. The work environment simultaneously has a significant influence on employee work performance.

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