

The Influence of Motivation and Work Environment on the Work Productivity of West Sulawesi Province Tourism Office Employees

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ABSTRACT

Employees are the main asset of an organization and have a strategic role within the organization, namely as thinkers, planners and controllers of organizational activities. This research aims to analyze the influence of motivation and work environment on the work productivity of the West Sulawesi Province Tourism Office. This type of research is observational with a cross sectional study design. The population of this study was 70 customers and a sample of 70 using the census method which made the population the sample in the research. The collected data was analyzed using multiple linear regression tests. The research results showed that the majority of respondents were male 38 (54.3%), education 43 (61.4%) and occupation 41 (58.6%). The results of multiple linear regression analysis that have an influence are, namely, Motivation ($p=0.012$) which has a significant effect on the work productivity of the Tourism Service, and Work Environment ($p=0.000$) which has a significant effect on the work productivity of the Tourism Office. The conclusion is that the work environment variable has the most influence on work productivity with a value of 5,369. The suggestion is that the Tourism Department continues to properly motivate its employees and continue to pay attention to the work environment of its employees.

Keywords: Motivation, Work Environment, Work Productivity.

I. Introduction

Competition in the current era of globalization makes business between companies increasingly tight. Companies are required to be able to face all kinds of challenges that exist if they want to compete with similar companies in the current era. The success of a company in achieving its goals cannot be separated from the role of human resources within the company. If resources are not managed well, then the company's success in achieving its goals will be difficult to realize (Fitriani, 2020). Human resources are the main asset that plays a role in utilizing all existing resources in the organization. Every organization is formed to achieve its goals. Basically, employee or employee motivation has a very important role in implementing the activities of an organization, both profit-oriented organizations and non-profit organizations. This is because whether a person is enthusiastic or not in carrying out the tasks entrusted to him or her is very determined or very dependent on his or her motivation. The higher the motivation in carrying out certain work, it can be ensured that the results achieved will be better, and vice versa, for example someone works with the motive of filling free time (Zagoto 2019) If human resource planning is mature enough, existing work productivity can be increased to increase the work motivation of each employee. With this, it can provide positive things that are

in the interests of the organization. Employee work productivity is the main thing that is always used as material for evaluating a company, because good work productivity will really help the company achieve the set targets. To encourage employee productivity at work, there are many factors that support it, one of which is the work environment factor, because having a comfortable working environment and making employees safe at work is a must given by the company to every employee who works, so that a comfortable working environment can make employees feel safe and comfortable without having to think about their own safety when working (Fitriana & Rully Moch. Ichsan, Ss., 2020). To create comfortable and good work productivity, you need ability, work enthusiasm, increased results achieved, self-development, quality and efficiency which can reduce delays in completing employee tasks. If employees have better work productivity, it will make it easier for an organization to achieve its goals.

This research is in line with that conducted by (Utami and Diana 2023) who said that productivity has an influence on the motivation and work environment of each employee. The work environment is everything around the worker that can influence him. The existence of a comfortable work environment can provide encouragement to work seriously, so that it can provide work performance towards achieving goals so that the company will continue to progress in developing its business. Career development is personal changes that a person makes to achieve a career plan (Rulianti and Nurpersonal 2023). The work environment is one of the factors that can influence employee work productivity. A good and comfortable work environment will make someone feel more at home and comfortable when working so that it can increase motivation when working. On the other hand, if the work environment is less comfortable, it will cause stress and fatigue when working, which can reduce employee work productivity, resulting in the organization's goals not being achieved. Research conducted by (Yasen 2022) states that from the results of multiple linear regression testing and the F test, it can be concluded that the work environment has a positive and significant influence on employee productivity at PT. Makassar City News So the first and second hypotheses say that simultaneously the work environment has a positive and significant effect on the productivity of PT employees. Makassar City News

Motivation is a condition that moves every employee to achieve every company goal. Every employee must be mentally prepared for physical situations according to organizational goals. Motivation must be understood in order to be able to identify the relationship between work behavior and the achievement of each employee. To be able to achieve the expected targets, every motivation must be able to support employees to always excel in carrying out every job they are given. The factors that influence employee motivation are individual characteristics, job characteristics and work situation characteristics. Therefore, it is important for companies to understand and manage the factors that influence employee motivation and job satisfaction in order to increase employee productivity and performance (Rulianti and Nurpersonal 2023). This research is in line with the research conducted by (Hidayatus Sholihah et al. 2022) which says to provide motivation to employees so that they are more active in work, and leaders should always be open to employees' input and criticism so that the environment becomes comfortable and conducive to increase the productivity of each employee and officer in work. Based on the results of initial observations carried out by researchers, information was obtained that the West Sulawesi Provincial Tourism Office was known to have a comfortable working environment, such as having two agencies in one building, which made employees less comfortable. The large number of work demands and the lack of leadership provide motivation to subordinates so that they do not meet the expectations and goals of the organization, increasing employee productivity is still lacking. From the problems found by researchers, ideas emerged about how all of these factors are mutually sustainable so that they influence employee work productivity.

Based on the background of this problem, researchers are interested in conducting research entitled "The Influence of Motivation and Work Environment on the Work Productivity of West Sulawesi Province Tourism Service Employees".

II. Research Method

This type of research is observational with a cross-sectional study design. The population of this study was 70 customers and a sample of 70 using the census method which made the population the sample in the research. The collected data was analyzed using multiple linear regression tests.

III. Result and Discussion

4.1 Analysis Result

Table 1. Characteristics of Respondents

Gender	Frequency	
	n	%
Man	38	54.3
Women	32	45.7
Total	70	100
Education	Frequency	
	N	%
S2	12	17.7
S1	43	61.4
SMA	15	21.4
Total	70	100
Work	Frequency	
	N	%
Civil servants	41	58.6
Not PNS	29	41.4
Total	70	100

Based on Table 1, it is known that the number of male respondents was greater than female, namely 38 male respondents (54.3%) and 32 female respondents (45.7%). Based on the table above, it is known that the highest education level of respondents was Bachelor's degree, namely 43 respondents (61.4%) and the lowest was Master's degree, namely 12 respondents (17.7%). Meanwhile, the highest occupation of respondents was civil servants with 41 respondents (58.6%) and the lowest was non-civil servants with 29 respondents (41.4%).

Table 2. Univariate Analysis

Motivation	Frequency	
	N	%
Good	66	94.3
Pretty good	4	5.7
Total	70	100
Work environment	Frequency	
	N	%
Good	64	94.4
Pretty good	6	8.6
Total	70	100
Work Productivity	Frequency	
	N	%
Good	64	94.4
Pretty good	6	8.6
Total	70	100

Based on table 2, it is known that out of 70 respondents, 66 respondents (94.3%) said they were good and 4 (5.7%) respondents said they were quite good on the motivation variable. Then it was discovered that out of 70 respondents, 64 respondents (94.4%) said it was good and 6 (8.6%) respondents said it was quite good for the work environment variable. Meanwhile, it is known that out of 70 respondents, 68 respondents (97.1%) said it was good and 2 (2.9%) respondents said it was quite good on the work productivity variable.

Table 3. Results of Multiple Linear Regression Test Analysis

	B-Value	T	P=0,05
(Constant)	.499	5.460	.000
Motivation	.181	2.578	.012
Work environment	.312	5.369	.000

Based on table 3, it shows that the constant value (α value) is 0.499 for the β value, while motivation (β value) is 0.181, and the work environment (β value) is 0.312. In table 4.7 it can be concluded that the work productivity variable is influenced by several variables used in the research, so that an equation is formed as follows: Employee performance = 0.499+ 0.181 + 0.312

Which mean:

- 1) The constant value of work productivity is 0.499, which states that if the motivation variable, work productivity is equal to zero, namely the value of β , motivation and work environment, then work productivity is 5,460.
- 2) A motivation coefficient of 0.181 means that every time there is an increase in the variable (β value) by 1%, work productivity increases by 0.181 or vice versa, every time there is a decrease in motivation (β value) by 1%, employee performance decreases by 0.181 (18.1%).
- 3) A work environment coefficient of 0.312 means that every time there is an increase in the variable (β value) by 1%, work productivity increases by 0.312 or vice versa, every time there is a decrease in the work environment (β value) by 1%, work productivity decreases by 0.312 (31.2%).

Table 4. Results of Determination Coefficient Analysis

R	R Square
.613 ^a	.376

Based on the results of the coefficient of determination test, it can be seen that the R2 value is 0.613, this means that 61.3% of the variation in work productivity can be explained by variations in two independent variables while the remainder (100% -61.3% = 38.7%) is influenced by other variables not included in this research.

Table 5. Results if Simultaneous Test Analysis (F)

F	Sig
20.158	.000

Based on the simultaneous significance test, motivation and work environment variables influence work productivity with a value of p = 0.00, where the significance value is smaller than the value of p = 0.05.

4.2 Discussion

4.2.1. The Influence of Motivation on Work Productivity of the Tourism Office of West Sulawesi Province

Based on the results of research conducted, there is an influence of motivation on work productivity. Which means that motivation is closely related to work productivity. According to Nasution (2014) if the motivation of each employee/employee is high it will have a good impact on the agency or workplace. On the other hand, if employee motivation decreases, it will have a bad impact on the company or agency. A leader is said to be successful if he is able to provide the right motivation for each employee. The motivation provided by the leader is able to create good performance for each employee so that good work productivity is also created at work. Based on the research results, each employee answered the researcher's questions well. It can be seen from the motivation questionnaire from the question that the agency provides facilities and infrastructure that support all tasks and activities. 36 (51.4%) employees said they agreed and 32 (45.7%) said they strongly agreed. Based on observations during the research, every employee has good motivation at work. Employees will continue to complete difficult jobs well. Every employee who is having difficulty will help each other to complete the work well, so that the goals of the agency are achieved. Motivation of course arises from within the employees themselves who are supported by their work environment, such as colleagues who are good at working together and leaders who participate in providing motivation for all employees. Motivation is not something that can be easily observed, but can be seen from how a person behaves in activities. If someone has good motivation, if they get a job that is a little difficult, the employee will try harder to complete the job well. This research is in line with research conducted by (Fitriana 2020) the value of the relationship between the variable Work Motivation and Work Productivity is shown by a correlation value of $r=0.501$, which means it is between the value range 0.400 – 0.599, which means it has a moderate relationship, the nature of the relationship is positive, which means that if work motivation increases, the level of employee work productivity will increase. Apart from that, this research is also in line with research conducted by (Utami and Diana 2023) which states that work motivation, work environment and compensation have a significant effect on the work productivity of PT employees. Universal Blessing of Brotherhood. This is indicated by the Fcount value of 32,200 > Ftable 2,764. Which means that simultaneously the variables of work motivation, work environment and compensation influence employee work productivity at PT. Universal Blessing of Brotherhood.

4.2.2. The Influence of the Work Environment on the Work Productivity of the West Sulawesi Province Tourism Office

Based on the results of research conducted, there is an influence of the work environment on work productivity. This means that the work environment greatly influences the work productivity of each employee. A good work environment will provide good productivity for the agency, whereas a bad work environment will provide poor productivity for the agency. Based on the results of observations made by researchers during the research, the work environment at the West Sulawesi Provincial Tourism Office can be said to be still not good. This is because in one building there are two government agencies, namely the Fisheries agency and the Tourism Service agency. In these two buildings, each employee has a room that is not too large. However, employees continue to carry out their duties and responsibilities very well. The working environment at the Tourism Department is already conducive, it can be seen from how each officer does his job very well for each task entrusted to him. Based on the questionnaire regarding questions, employees can concentrate well because they are away from noise, 30 (42.9%) said they strongly agreed and 30 (42.9%) agreed. Every agency must be able to maintain the good performance of each employee. Leaders must look at the work environment in their place, must ensure the comfort of each employee. Work together well when having difficulties to achieve common goals. Each leader must be sensitive to the work environment of his employees, leaders must be more sensitive if there are employees who feel uncomfortable in their work environment. This research is in line with research conducted by (Junianti 2020) The influence of

the work environment on employee work productivity is known from the correlation coefficient analysis, a value of 0.430 is obtained, meaning that there is a relationship that is included in the Medium category. And the value of the determinant coefficient was obtained at 18.49%, which means that this value has an influence on work productivity, while the remaining 81.51% is influenced by factors that were not studied.

IV. Conclusion

The findings of this study indicate that motivation has a significant influence on the work productivity of the West Sulawesi Province Tourism Office. Motivation emerges from within employees and is further supported by a conducive work environment, including cooperation among colleagues and encouragement from leadership. Additionally, the work environment itself has a substantial impact on productivity, where a positive and supportive atmosphere enhances work performance, while a poor work environment leads to decreased productivity. Based on these findings, it is recommended that the Tourism Office consistently foster and maintain motivation, both internally among employees and through external support from the work environment and leadership. Furthermore, efforts should be made to enhance the quality of the work environment, ensuring a transition from a good to an excellent standard, thereby optimizing overall productivity within the agency.

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