



The Influence Of Motivation And Work Environment On The Performance Of Outsourcing Employees

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| Article Information | Abstract |
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| <p>History of the article: Accepted: November 2022 Corrected: December 2022 Accepted: January 2023</p> <p>Keywords: Motivation, Work Environment, Employee Performance</p> | <p>The purpose of this study was to determine the effect of motivation and work environment on outsourced employee performance. This study uses a survey method. The research variables are motivation and work environment as independent variables, and employee performance as the dependent variable. The research population is outsourced employees, the number of samples is determined by the Slovin formula. The sample selection was carried out by incidental samples. Data collection techniques with questionnaires, and measurement with a Likert scale. Processing techniques and data analysis include descriptive statistical analysis, and multiple linear regression analysis, determining the multiple linear regression model. Based on the results of descriptive statistical analysis, it can be interpreted that motivation (X1), work environment (X2), and employee performance variables (Y) are classified as good. Based on the results of multiple linear regression analysis, a multiple linear regression equation is obtained $\hat{Y} = -0.016 + 0.470 X_1 + 0.341 X_2$. From the classical assumption test, the regression shows that the regression model is the Best Linear Unbiased Estimator (BLUE). The adjusted R-square value is 0.759, meaning that the ability to explain the independent variables, namely motivation and work environment on the employee performance variable (Y) is 75.9%, and the remaining 24.1% is explained by other variables not examined. Partially test the hypothesis that the motivational variable (X1) has a significance value of $t = 0.000 < 0.05$, partially having a significant effect on employee performance (Y). Variable X2 has a significance value of $t = 0.001 < 0.05$, which partially has a significant effect on employee performance (Y). Simultaneous hypothesis test results (F test), obtained a significance value of F of $0.000 < 0.05$, then the motivation variable (X1), work environment (X2) simultaneously has a significant effect on employee performance (Y).</p> |

Introduction

Human resources (HR) is one of the most important aspects in the organization in order to achieve its goals. With effective and efficient management, it is expected that the organization will be able to compete with other organizations and achieve high productivity and creativity.

Outsourcing comes from the words out and source. The word out means "outside" and the word source means "source", if interpreted literally outsourcing is a source from outside. A free translation of outsourcing can be interpreted as the appointment of a party from outside the company to carry out work or provide goods for the benefit of the company.

The outsourcing work system in Indonesia was first regulated in Articles 64, 65, and 66 of Law Number 13 of 2003 concerning Labor. Outsourcing is a condition in which a company hands over part of the implementation of work to another company through a written work contract or worker/labor service



provider agreement. This regulation was revoked by Law No. 11 of 2020 concerning Job Creation. Government Regulation No. 35 of 2021 concerning Certain Time Work Agreements, Outsourcing, Working Time and Rest Time, and Termination of Employment (PP 35/2021) which states that outsourcing is the transfer of certain jobs based on an agreement concluded between the outsourcing company and the company providing the work.

Outsourcing companies usually provide labor that does not require a career path and is not directly related to the core business of a company such as cleaning services, call centers, security guards and telephone operators.

Companies recruit labor with the aim of improving employee performance. Performance in an organization/company is achieved by involving all human resources in the organization, both leaders and workers. One of the things that must be the company's main concern is employee motivation at work so that they always focus on company goals. Increasing employee motivation is very important because motivation is something that underlies each individual to act and do something. With high work motivation, employees will be more active in carrying out their work.

Motivation is closely related to a person's psychological factors that reflect the relationship or interaction between attitudes, needs and satisfaction that occur in humans so that they can affect their performance. Without motivation, people will not be able to do something. Motivation arising from within humans is called intrinsic and sources from outside humans are called extrinsic.

The work environment is a place where employees carry out their activities. The work environment can be physical or non-physical. If the work environment is safe, comfortable, and able to facilitate employee activities, then employees will feel happy and at home so as to improve their performance. Good performance is one of the organizational goals that can be achieved through employee performance. Outsourced employees must also pay attention to their performance in order to help the company achieve company goals.

The object of this research is PT Usayasa Reksa Tohaga, which is a service company. PT Usayasa Reksa Tohaga was established on February 21, 2003 made before Notary Reno Chryssanti Hera Medianova, SH in Jakarta, and there has been an amendment to the articles of association of PT Usayasa Reksa Tohaga No. 23 dated June 8, 2017 made before Notary Suwanda, SH, Mkn. Initially the company was formed with the aim of being responsible for the management of PT Askrindo's building management which includes cleaning service, security, technicians, receptionist and customer service activities.

Method

In the study, the survey method was used, namely taking samples from the population using a questionnaire as the main data collection tool. The variables studied are Motivation (X1), work environment, (X2) referred to as independent variables, and employee performance variables (Y) referred to as dependent variables. This method will explain the effect of the independent variables of motivation, and the environment on the dependent variable of employee performance.

Results

Profile Respondents

Based on the results of research obtained from 100 respondents by distributing questionnaires. From the results of collecting questionnaires, the questionnaire distribution data is as follows:

Table 1. Respondents by gender

| Type of maternity | Amount (People) | Percent (%) |
|-------------------|-----------------|-------------|
| Male | 73 | 73 |
| Female | 27 | 27 |
| Total | 100 | 100 |

Source : questionnaire, 2022

According to table 1 above, it is known that the respondents consisted of men and women with a male percentage of 73% and women with a percentage of 27%.

Table 2. Respondent by age

| Age | Amount (People) | Percent (%) |
|-------------------|-----------------|-------------|
| 19 - 31 years old | 55 | 55 |
| 32 - 44 years old | 26 | 26 |
| 45 - 55 years old | 19 | 19 |
| Total | 100 | 100 |

Source : questionnaire, 2022

Based on table 2 above, it can be seen that most respondents aged 19 to 31 years were 55%, respondents aged 32 to 44 years were 24% and respondents aged 45 to 55 years were 19%.

Data Management and Interpretation Results

Data Validity and Reliability Test

Data Validity

Based on the questionnaire data obtained from 100 respondents who have been analyzed using the SPSS program, the 8 questions of the motivation variable are all valid. The results of the validity test of the work environment variable with four items (items) questions, all of which were declared valid. Furthermore, based on the results of the validity test of the employee performance variable with 5 questions, all items (items) are declared valid.

Reliability Test

Based on the reliability test results, all items of the motivation variable (Variable X1) are declared reliable because the Cronbach's Alpha value is 0.883 or greater than 0.5. The results of the work environment variable reliability test (Variable X2) were declared reliable because the Cronbach's Alpha value was 0.622 or greater than 0.5. Furthermore, based on the results of the reliability test of the employee performance variable (Variable Y), it is declared reliable because the Cronbach's Alpha value is 0.839 or greater than 0.5.

Descriptive Statistical Analysis

Recapitulation of Respondents' Answers to Motivation Variables

The results of the recapitulation of respondents' answers to the motivation variable are presented in the following table:

Table 3. Frequency and Score of Motivation Variable Answers (X1)

| No | Pertanyaan | Jawaban | | | | | Jumlah Frekuensi X Skor | Rata-Rata |
|----|--------------------------------------------------------------------------------------------------------------------------|---------|-------|-------|--------|---------|-------------------------|-----------|
| | | SS (5) | S (4) | N (3) | TS (2) | STS (1) | | |
| 1 | Saya bekerja dengan bersungguh-sungguh dalam melaksanakan pekerjaan saya | 61 | 26 | 3 | 8 | 2 | 430 | 4,3 |
| 2 | Saya selalu ingin berusaha lebih baik dari pencapaian saat ini | 60 | 25 | 12 | 3 | 0 | 442 | 4,4 |
| 3 | Perusahaan tempat saya bekerja, memberikan kesempatan bagi karyawan mengikuti pelatihan untuk meningkatkan kemampuannya. | 61 | 29 | 8 | 1 | 1 | 448 | 4,5 |
| 4 | Rekan kerja saya selalu memberikan saran yang positif ketika dibutuhkan | 29 | 47 | 20 | 2 | 2 | 399 | 4 |

| | | | | | | | | |
|-----------|------------------------------------------------------------------------------------|----|----|----|---|---|-----|-----|
| 5 | Saya berkeyakinan cita-cita yang tinggi dapat mempengaruhi motivasi dalam bekerja | 47 | 29 | 19 | 4 | 1 | 417 | 4,2 |
| 6 | Saya selalu menaati aturan mengenai hak-hak dan kewajiban dalam melaksanakan tugas | 47 | 37 | 9 | 7 | 0 | 424 | 4,2 |
| 7 | Saya akan tetap melakukan pekerjaan di luar jam kerja bila dibutuhkan | 36 | 41 | 15 | 6 | 2 | 403 | 4 |
| 8 | Saya tidak pernah menunda pekerjaan | 33 | 39 | 21 | 5 | 2 | 396 | 4 |
| Rata-Rata | | | | | | | | 4,2 |

Source : questionnaire, 2022

Based on the table above, the average frequency and answer score for the motivation variable is 4.2. Located between strongly agree to agree

Recapitulation of Respondents' Opinions Regarding the Work Environment

The recapitulation of respondents' answers about performance is presented in the following table:

Table 4. Frequency and Score of Work Environment Variable Answers (X2)

| No | Pertanyaan | Jawaban | | | | | Jumlah Frekuensi X Skor | Rata-Rata |
|-----------|--------------------------------------------------------------------------------------------------------------------------------|---------|-------|-------|--------|---------|-------------------------|-----------|
| | | SS (5) | S (4) | N (3) | TS (2) | STS (1) | | |
| 1. | Saya diberikan kesempatan berinisiatif sendiri untuk mencapai target kerja yang ditetapkan pimpinan | 46 | 33 | 17 | 4 | 0 | 421 | 4,2 |
| 2. | Dalam rangka menjaga kualitas pelayanan terhadap karyawan, saya selalu melaksanakan 5S (Senyum, Salam, Sapa, Sopan dan Santun) | 67 | 23 | 5 | 4 | 1 | 451 | 4,5 |
| 3. | Saya bekerja dengan komitmen yang tinggi sehingga dapat diandalkan | 48 | 31 | 16 | 5 | 0 | 422 | 4,2 |
| 4. | Saya datang kerja lebih awal sehingga siap untuk bekerja ketika jam kerja dimulai | 42 | 35 | 14 | 7 | 2 | 408 | 4,1 |
| 5. | Saya mudah bekerjasama dengan teman-teman pada bagian atau divisi lain. | 70 | 17 | 9 | 3 | 1 | 452 | 4,5 |
| Rata-Rata | | | | | | | | 4,3 |

Source : questionnaire, 2022

Berdasarkan tabel di atas, rata-rata frekuensi dan skor jawaban untuk variabel kinerja 4,3. Berada di antara sangat setuju sampai dengan setuju.

Multiple Linear Regression Analysis

Multiple Linear Regression Models

The multiple linear regression equation can be seen from the results of SPSS management from the coefficients table as follows:

Table 5. Multiple Linear Regression Analysis Results

| Model | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | Collinearity Statistics | |
|------------|-----------------------------|------------|---------------------------|--------|------|-------------------------|-------|
| | B | Std. Error | Beta | | | Tolerance | VIF |
| (Constant) | -,016 | 1,358 | | -,012 | ,990 | | |
| 1 Motivasi | ,470 | ,042 | ,720 | 11,185 | ,000 | ,586 | 1,706 |
| Lingkungan | ,341 | ,102 | ,215 | 3,343 | ,001 | ,586 | 1,706 |

Dependent Variable: Performance

Source: questionnaire after processing with SPSS (2022)

Based on the results of the above analysis, a simple regression equation is obtained as follows:

$$\hat{Y} = -0.016 + 0.470 X_1 + 0.341 X_2$$

Where:

\hat{Y} = Predicted dependent variable, namely employee performance

X_1 = Independent variable, which is related to Motivation

X_2 = Independent variable, which is related to the Environment

a = Constant

b1 = X_1 Variable Regression Coefficient

b2 = X_2 Variable Regression Coefficient

The explanation of the equation from the numbers above can be interpreted as follows:

The regression coefficient of variable X_1 0.470 means that if the motivation variable increases by 1 score with the assumption that the work environment variable remains, the employee performance variable will increase by 0.470 scores, and vice versa.

The X_2 variable regression coefficient of 0.341 means that if the work environment variable increases by 1 score assuming the motivation variable remains, the performance variable will increase by 0.341 scores, and vice versa.

Classical Assumption Test

From the classical regression assumption test that has been carried out, namely the residual normality test, it is known that the residuals are normally distributed, the multicollinearity test shows that there is no multicollinearity, and the heteroscedasticity test shows that there is no heteroscedasticity, so the regression model is Best Linear Unbiased Estimator (BLUE). Thus the Motivation (X_1) and Work environment (X_2) variables can be used to estimate the variable (Y) Employee Performance.

Analysis of the Coefficient of Determination (R^2)

The coefficient of determination analysis is used to determine the magnitude of the ability of the independent variables (X_1) and (X_2) in explaining the variation of the dependent variable (Y). Based on table 32, the Adjusted R Square number is 0.759, this shows that the ability to explain the independent variables, namely motivation and work environment on employee performance variables (Y) is 75.9% and the remaining 24.1% is explained by other variables not examined.

Table 6. SPSS Output Results Determination Test

| Model Summary ^b | | | | |
|----------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | ,874 ^a | ,764 | ,759 | 1,72247 |

a. Predictors: (Constant), Lingkungan, Motivasi

b. Dependent Variable: Kinerja

Hypothesis Testing

Partial Hypothesis (t test)

The t test is used to prove whether or not the partial influence between the motivation variable (X1) and the work environment (X2) on the employee performance variable is significant.

Based on table 30, the t value for variable X1 is $11.185 > t(0.05/2; 97) = 1.98472$ and the significance value of $t = 0.000 < 0.05$, it can be interpreted that the motivation variable (X1) partially has a significant effect on employee performance (Y), and H₁ is accepted.

The calculated t value for variable X2 is $3.343 > t(0.05/2; 97) = 1.98472$ and the significance value of $t = 0.001 < 0.05$, it can be interpreted that the work environment variable (X2) partially has a significant effect on employee performance (Y), and H₂ is accepted.

Simultaneous Hypothesis Test (F test)

The F test is used to determine the significance (sig) or not the effect of the independent variables X1 and X2 simultaneously on the dependent variable employee performance (Y).

Table 8. SPSS Output Results Simultaneous Hypothesis Test (F Test)

| ANOVA ^a | | | | | | |
|-------------------------------------------------|------------|----------------|----|-------------|---------|-------------------|
| Model | | Sum of Squares | Df | Mean Square | F | Sig. |
| 1 | Regression | 933,122 | 2 | 466,561 | 157,256 | ,000 ^b |
| | Residual | 287,788 | 97 | 2,967 | | |
| | Total | 1220,910 | 99 | | | |
| a. Dependent Variable: Kinerja | | | | | | |
| b. Predictors: (Constant), Lingkungan, Motivasi | | | | | | |

Based on the table above, F count $157.256 > F_{0.05}(2; 97) = 3.09$ and significance $0.000 < 0.05$, then the motivation variable (X1), work environment (X2) simultaneously has a significant effect on employee performance (Y), and H₃ is accepted.

Conclusion

Based on the results and discussion previously disclosed, it can be concluded as follows: Based on the results of descriptive statistical analysis, it can be concluded that motivation (X1) and work environment (X2) at PT Usayasa Reksa Tohaga are good, this is indicated by an average motivation score of 4.2 and a work environment of 4.2. The level of employee performance is indicated by an average score of 4.3.

Based on the results of multiple linear regression analysis, the multiple linear regression equation $\hat{Y} = -0.016 + 0.470 X_1 + 0.341 X_2$ is obtained. From the classical regression assumption test, the residual normality test shows that the residual value is normally distributed, the multi-collinearity test shows no multicollinearity and the heteroscedasticity test shows no heteroscedasticity, so the regression model is the Best Linear Unbiased Estimator (BLUE). Thus the Motivation variable (X1) and the Work environment variable (X2) can be used to estimate the employee performance variable (Y).

Based on the results of the coefficient of determination (R) analysis, namely Adjusted Rsquare of 0.759, this shows that the ability to explain the independent variables, namely motivation and work environment on employee performance variables (Y) is 75.9%, and the remaining 24.1% is explained by other variables not studied.

Based on the results of partial hypothesis testing (t test), the t value of variable X1 is $11.185 > t(0.05/2; 97) = 1.98472$ the value of $t = 0.000 < 0.05$, it can be interpreted that the motivation variable (X1) partially has a significant effect on employee performance (Y) and H₁ is accepted. The calculated t value for the work environment variable is $3.343 > t(0.05/2; 97) = 1.98472$ and the significance value of $t = 0.001 < 0.05$, it can be interpreted that the work environment variable (X2) partially has a significant effect on employee performance (Y) and H₂ is accepted'.

Based on the results of simultaneous hypothesis testing (F test), the calculated F value is $157.256 > F_{0.05}(2; 97) = 3.09$ and the significance of F is $0.000 < 0.05$, then the variable motivaasi (X1), work environment (X2) simultaneously has a significant effect on employee performance (Y), and H₃ is accepted..

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