

THE INFLUENCE OF COMMUNICATION, MOTIVATION AND WORK ENVIRONMENT ON THE PERFORMANCE OF STATE CIVIL APPARATUS REGIONAL PERSONNEL AGENCY CENTRAL SULAWESI PROVINCE

(Abd Rahmat)

This research reveals the influence of Communication, Motivation and Work Environment on the Performance of State Civil Apparatus at the Regional Civil Service Agency of Central Sulawesi Province. The aim to be achieved in this research is to measure the magnitude of the contribution of Communication, Motivation and Work Environment to the Performance of State Civil Apparatus at the Regional Civil Service Agency of Central Sulawesi Province. The method used by researchers was verification using questionnaires for 42 respondents. The results of this research prove that looking at the relationship between the three independent variables: Communication, Motivation, and Work Environment on the Performance of State Civil Servants, Central Sulawesi Province Regional Civil Service Agency, it is 0.918, meaning that the relationship between the independent variable and the dependent variable is very strong. R Square or coefficient of determination (R²) is to see the influence of the variables Communication, Motivation and Work Environment on the Performance of the State Civil Apparatus of the Central Sulawesi Province Regional Civil Service Agency of 0.842 or 84.2%, meaning the influence of the independent variable on the dependent variable) amounted to 84.2% while the remaining 15.8% was the influence of other variables not

INTRODUCTION

Human resources (*man*) are one of the components in an organization apart from *machines, money, materials, methods, and markets*. According to Notoatmodjo (2003; 2), "An agency must be supported by capable human resources because human resources play a very important role in carrying out business or activities within the agency. Performance according to Mangkunegara (2005; 67) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Apart from that, the existence of communication is very important in an organization. Communication in an organization is really needed because In studying communication, namely to improve the organization. In producing optimal performance, motivation is also needed, which is the driving force within a person to carry out an activity. Motivation has the potential to be one of the most important means of forming job satisfaction and influencing employee performance. Apart from work motivation, a factor that is no less important is the work environment, which is everything around workers that can influence them in carrying out the assigned tasks,

for example cleanliness, music and so on (Nitisemito 1982: 197).

Currently, the performance of employees at the Regional Civil Service Agency of Central Sulawesi Province cannot yet be said to be optimal. This means that there are still obstacles being faced. Basically, the biggest obstacle to the performance of Central Sulawesi Provincial Civil Service Agency employees lies in the individual and the employee's own abilities.

Based on the results of temporary research observations, it was found that most employees of the Regional Civil Service Agency of Sulawesi Province were less active in carrying out their work. This resulted in employees appearing to show less quality of performance. Firstly, there was a lack of effective interpersonal communication between employees, which could disrupt the smooth working relationship between employees. between work units in completing their tasks and work in accordance with *Standard Operating Procedures* (SOP). Providing this motivation can have a positive effect on employee work implementation in achieving organizational work targets. However, the reality on the ground shows an indication of the lack of motivation possessed

by employees in carrying out their duties and functions.

The work environment in the office does not provide comfort for employees while working. The work space used by employees to carry out their daily tasks is very crowded with many desks crowded together so that space for movement is limited, plus the lighting in the work space is not very bright.

These various problems and obstacles made me as a researcher interested in researching research with the title "The Influence of Communication, Motivation and Work Environment on the Performance of State Civil Servants at the Regional Civil Service Agency of Central Sulawesi Province"

MET ODE

This research is of the type of verification research, namely research that examines the influence between two or more variables . The sample in this study consisted of 42 respondents, namely the State Civil Apparatus of the Regional Civil Service Agency of Central Sulawesi Province. The technique used in this research is *Proportional Random Sampling* , namely from the population the number of samples is determined as the research object, sampling is carried out randomly for each employee so that all respondents have the same opportunity to be used as research samples . The analysis in this research is quantitative analysis in this research used to process the data in the form of numbers through a statistical formulation, namely multiple linear regression analysis

RESULTS AND DISCUSSION

Multiple linear regression analysis in this research was used to determine the influence of communication variables, work discipline and organizational culture on the performance of the Central Sulawesi Province Regional Civil Service Agency . From the test results using multiple linear regression above, a multiple regression equation can be prepared for the influence of communication, work discipline and organizational culture on the performance of the Central Sulawesi Province Regional Civil Service Agency's State Civil Apparatus, namely:

$$Y = 3.561 + .410 X1 + .458 X2 + .259 X3$$

The equation above shows that the independent variables analyzed are variables (X1, X2, and X3)

that have an influence on the independent variable (Y).

R Square or coefficient of determination (R^2) is to see the influence between variables communication, work discipline and organizational culture on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province amounted to 0.842 or 84.2%, meaning that the influence of the independent variable on the dependent variable was 84.2% while the remaining 15.8% was the influence of other variables not examined in this research .

The first hypothesis is that the influence of communication, motivation and work environment simultaneously has a significant effect on the performance of the Central Sulawesi Province Regional Civil Service Agency. Proving the first hypothesis uses the $F_{sig\ test}$. Significance value $0.000 < \alpha 0.05$. So it is proven that the three independent variables, namely communication, motivation and work environment, simultaneously have a significant effect on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province. This shows that the first hypothesis is acceptable.

The second hypothesis is to find out whether communication variables have a significant effect on the performance of Central Sulawesi Province Regional Civil Service Agency employees . The probability of significance of the price variable (X1) is $.002 < \alpha 0.05$. Thus, statistically the communication variable in this study has a significant influence on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province. This shows that the second hypothesis is acceptable.

The third hypothesis is to find out what the motivation variable is has a significant impact on the performance of the Agency's employees . The probability of significance of the work discipline variable (X2) is $.000 < \alpha 0.05$. Thus, statistically the motivation variable in this study has a significant influence on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province. This shows that the third hypothesis is acceptable.

The fourth hypothesis is to find out whether work environment variables have a significant effect on the performance of the Regional Civil Service

Agency of Central Sulawesi Province. Above it is proven that the probability of significance of work environment variables (X3) is $.002 < \alpha 0.05$. Thus, statistically, the organizational culture variable in this study has a significant influence on the performance of employees of the Central Sulawesi Province Regional Civil Service Agency. This shows that the fourth hypothesis can be accepted.

The results of proving the hypothesis in this study of the influence of communication, motivation and work environment on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province provide evidence that the three independent variables, namely communication, motivation and work environment have a significant effect on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province. Thus it is stated that the hypothesis regarding the influence of communication, motivation and work environment on the performance of employees of the Regional Civil Service Agency of Central Sulawesi Province **can be accepted**.

The communication factor is one of the factors that plays an important role in improving employee performance. Every employee in each unit within the Regional Civil Service Agency of Central Sulawesi Province certainly hopes for good communication, a leader who is able to provide satisfaction to his employees in carrying out their work in the form of the work itself, good relationships between subordinates and superiors, a working atmosphere or harmonious partners, the process of giving promotions and methods of determining salaries to employees, this will of course have an impact on the performance of employees which leads to a broader direction, namely increasing organizational performance to reach psychological maturity and in turn will become frustrated."

Employee performance is not only determined by one factor but there are other factors which are also very important. This research also analyzes work motivation in relation to improving employee performance at the Regional Civil Service Agency of Central Sulawesi Province. Mangkunegara (2005; 67) states that the factors that influence performance are ability factors and motivation factors.

Pramana and Sudharma (2013) stated that a comfortable work environment can make employees enthusiastic about working. This shows

that the employee has a big responsibility, so that the employee's performance increases. According to Suryadi and Rosyidi (2013), feelings of happiness shown by employees reflects a comfortable and comfortable work environment supported by appropriate organizational regulations.

The results of this research show that performance also has a significant influence on the performance of the Central Sulawesi Provincial Civil Service Agency. The work environment factor is one of the drivers for someone to improve their performance, so it is not uncommon to find an organization that performs quite well because the work environment makes the employees in the organization comfortable.

The research results show that the magnitude of the influence of the independent variable communication consists of three indicators, namely interpersonal communication, group communication, mass communication, with the calculation results of the regression coefficient value being 0.410, with a significance level of 0.002. Thus Sig $t < 0.05$ at the 95% confidence level. So it can be stated that communication variables have a significant influence on the performance of the Central Sulawesi Province Regional Civil Service Agency.

The research results show that the magnitude of the influence of the independent variable Motivation consists of five indicators, namely physical needs, security and safety needs, social needs, esteem needs, and self-realization needs with the calculated regression coefficient value of 0.458 with a significance level of 0.000. Thus Sig $t < 0.05$ at the 95% confidence level. So it can be stated that the motivation variable has a significant influence on the performance of the Central Sulawesi Province Regional Civil Service Agency.

The results of the research show that the magnitude of the influence of the independent variables of the work environment which consists of six indicators, namely air temperature, noise, use of color, space for movement, ability to work, and employee relations with the calculated regression coefficient value is 0.259 with a significance level of 0.002. Thus Sig $t < 0.05$ at the 95% confidence level. So it can be stated that work environment variables have a significant influence on the performance of the Central Sulawesi Province Regional Civil Service Agency.

CONCLUSION

The conclusions in this research are; Communication, motivation and work environment variables simultaneously have a significant effect on the performance of the Central Sulawesi Province Regional Civil Service Agency. The communication variable partially has a significant effect on the performance of the Central Sulawesi Province Regional Civil Service Agency. The motivation variable has a significant effect on the performance of the Central Sulawesi Province Regional Civil Service Agency. Work environment variables have a significant effect on the performance of the Central Sulawesi Province Regional Civil Service Agency.

The suggestions in this research are that superiors should pay more attention to their employees. And we must be more intense in communicating with employees, both between superiors and subordinates or fellow subordinates, and motivate employees more in their work so that employees feel enthusiastic and can improve their performance. Apart from that, the work environment in the organization must also be given more attention because with a comfortable environment, employees will feel comfortable and good at work.

REFERENCES

- AA Gede Kresnayana Pramana, I Nyoman Sudharma. 2013. *The Effect of Compensation, Physical Work Environment and Work Discipline on Employee Performance. Faculty of Economics, Udayana University (Unud).*
- Mangkunegara, Anwar P. 2005. HR Performance Evaluation. Bandung: *PT. Refika Aditama*
- Nitisemito, AS (1982). *Personnel Management*. Jakarta: *Ghalia Indonesia*
- Notoatmodjo, Soekidjo, 2003, *Human Resources Development*, Jakarta: *PT. Rineka Cipta.*
- Suryadi, A. & Rosyidi, H. (2013). *Employee Performance is reviewed FROM Company Culture Factor Analysis. Journal of Psychological Research* i, 4(2), 166-180.