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The Influence of Motivation, Perception and Work Environment on the Performance of PDAM Tirta Pakuan Employees, Bogor City

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Abstract: *This research examines the relationship between motivation, perception and work environment on the performance of PDAM Tirta Pakuan Bogor City employees. In scientific literature study articles in the field of Human Resources (HR), there are variables tested, namely work motivation (X1), perception (X2), and environment (X3), employee performance (Y1). The aim of this research is to study the impact of motivation, perception and working conditions on the performance of PDAM Tirta Pakuan Bogor City employees. This research, which contains a Literature Review article, uses a quantitative descriptive approach in conducting field research. The aim of this research is to create an understanding of the factors that influence the work motivation, perceptions and work environment of PDAM Tirta Pakuan Bogor City employees in order to improve work performance. This article states that motivation has an impact on performance, perception can also influence performance, and the work environment also has an influence on employee performance.*

Keywords: Employee Performance, Quantitative, PDAM Tirta Pakuan Bogor City.

INTRODUCTION

Providing clean water is one part of providing services evenly, which is something that is not easy to do, for a private sector company or the public sector in each region. (HR) has a very important role in achieving the success of a company. The success of a company depends on the quality of human resources in carrying out their duties. For the Human Resources (HR) Division, having a high level of will is a must to ensure optimal performance in carrying out their duties. In Prasetio's (2016) view, companies are expected to maintain, maintain and improve the performance of their Human Resources (HR).

The economic situation is changing with competition continuing to increase in various companies, so these companies are forced to continue to improve their performance. Employee performance is an indicator of the company's success in maintaining the continuity of the Company. According to Permana (2019), employee performance has a very important role. The increasing level of company productivity cannot be separated from the contribution of employees, and without motivation, organizational goals cannot be achieved. Employee performance is influenced by several factors in achieving achievements and the behavior they demonstrate. There are various factors that influence the world of work, such as the abilities and skills possessed, the knowledge gained, the work plan designed, the personality possessed, the perceived work motivation, the leadership shown, the leadership style applied, the existing organizational culture, the level of satisfaction. perceived work, the work environment created, the level of loyalty held, the commitment given, and the level of work discipline applied (Kasmir, 2016). Of the several elements that can influence staff performance, researchers only focus on 3 factors that have been adapted to the situation of the study object, namely leadership, work encouragement, and corporate culture.

According to researchers who conducted mass media observations and pre-research data in 2023 from PDAM Tirta Pakuan Bogor City, it was found that around 320 thousand households in Bogor City, around 167 thousand PDAM Tirta Pakuan customers or around 61% of the total population was 1.1 million people have received clean water services. PDAMs face difficulties in improving services and meeting new customer needs. There are many complaints regarding water loss due to system leaks, as well as late resolution of problems and a lack of responsiveness to public complaints. To strengthen the theory being researched, relevant articles are needed so that you can see the relationship or influence between variables and form a hypothesis.

In this article, the research aims to identify the influence of motivation, perception and work environment on the performance of PDAM Tirta Pakuan employees in Bogor City.

METHOD

In this Literature Review article the researcher uses quantitative descriptive methods as the main approach. In Sugiyono's (2012) view, quantitative research is an approach based on the philosophy of positivism, and is useful in evaluating a particular population group or specific sample. In general, sampling is carried out randomly in order to collect data using research tools. After that, the data will be processed, to test the hypothesis that has been established, quantitative or statistical research will be carried out.

In a quantitative research approach, problems often appear to have a broad scope, variety, and different levels of complexity. Research methods that rely on quantitative data have a more organized approach, are well programmed, have a well-defined structure, and are clear in each stage of the research. In conducting qualitative research which is limited in space and has low variation, there is an opportunity to develop the research according to the situation in the field and existing research needs.

RESULTS AND DISCUSSION

Performance

Performance is a form of achieving planned goals through company programs. According to Afshan et al. (2012) performance is seen from the results of work or achievements in a certain time. In evaluating a company's performance, it can be measured using benchmarks of accuracy, relevance, cost and speed according to the needs it has. Several factors can influence individual achievement in work. First of all, individual abilities play an important role in their achievements. The expertise, knowledge and skills a person possesses will influence their level of success in carrying out work tasks. Motivation is also a key factor in individual achievement. A strong internal drive and desire to achieve goals will encourage individuals to work more persistently and aim to achieve success.

An institution's achievements are influenced by effectiveness and productivity, which are often prioritized by companies in evaluating employee work results. In order for a company to achieve increased achievement, efforts are needed. According to Arifin (2010), the achievements and results desired by the company are determined by factors such as motivation, perception and working conditions that occur within it. Several previous studies that have discussed performance have been carried out by various researchers, as noted by Marno Nugroho in 2020, Taufik Rahman in 2017, and Angela Worang in 2019.

Factors Affecting Performance

Increasing employee work effectiveness is a very important aspect to achieve goals. According to Pio et al (2015), to achieve these goals, employees must prioritize interests, be satisfied with service, follow discipline, work well and innovate. Meanwhile, according to Gibson (1987), there are three influencing factors, namely (a) personal (talents, skills, family background, work experience, social level and individual demographics); b) psychological (personality, job satisfaction, motivation, roles, perceptions and attitudes); and (c) organization (structure, job design, management, and reward systems). Many researchers have previously conducted research to investigate various factors that contribute to performance, as stated by Marno Nugroho in 2020, Taufik Rahman in 2017, and Angela Worang in 2019.

Employee Performance Characteristics

Characteristics include demographic information, namely, gender, age and social status such as education level, occupation and descent. According to Mangkunegara (2002), high performing people have several characteristics. One of them is great personal responsibility, meaning taking full responsibility for one's duties and obligations. Apart from that, they also have the courage to face and take risks that may occur in their work, and are ready to bear the consequences of these risks. They also have realistic goals for the future, meaning they have a clear vision of what they want to achieve and can identify the steps they need to take to get there. Apart from that, they also have a systematic work plan, meaning they know how to plan their work well and manage time and resources effectively. Lastly, they strive with passion to realize their goals, meaning they not only have hopes and dreams, but also take concrete actions to achieve them.

Employee performance characteristics Many previous researchers have studied employee performance characteristics, as noted by Marno Nugroho (2020), Taufik Rahman (2017), Angela Worang (2019), and in 2017, research was conducted by Enno AA and Budiwibowo S.

Employee Performance Indicators

According to Robbins (2006) there are six indicators to measure employee efficiency, work quality, number of results achieved, use of time, work efficiency, level of independence and level of work commitment. Many researchers have previously investigated employee performance indicators, including Marno Nugroho (2020), Taufik Rahman (2017), and Angela Worang (2019).

Results of Review of Relevant Articles

It is hoped that this review of relevant articles will provide a strong basis for formulating and establishing research hypotheses. In this review, the results of previous research will be described and compared with the research plans to be carried out. (Table 1) is also used to illustrate the similarities and differences between previous and current related studies.

Table 1. Relevant Research Results

No	Research/Year	Results	Equality	Difference	Basic Hypothesis
1	Marno Nugroho, 2020	X1,X2, & X3 have an effect on Y1	X2 has an effect on Y1	there are no variables X1 & X3	H2
2	Taufik Rahman, 2017	X1 & X2 have an effect on Y1	X2 has an effect on Y1	there is no variable X1	H2
3	Angela Worang, 2019	X1 & X2 have an effect on Y1	X1 has an effect on Y1	there is no variable X2	H1
4	Enno AA & Budiwibowo S., 2017	X1 has an effect on Y1	X1 has an effect on Y1	there are no variables X2 & X3	H1

Discussion

Based on this theoretical research, the focus of this literature review article is to re-examine related articles, analyze the influence between the variables involved, and produce a concept for a research plan.

The Effect of Motivation on Employee Performance

Motivation is an encouragement to try to give goodness to other people Motowidlo (2003). In the opinion of Grant (2008), it is important to identify the level at which employee behavior can contribute to the achievement of company goals. Motivation is often defined as a process that encourages individuals to take action towards something desired, especially in the context of a willingness to work hard to achieve organizational goals. This motivation can be triggered by the incentives provided and is considered as encouragement in achieving these goals (Kumar et al, 2003).

Based on research by Kartika Alimuddin from Ibriati (2012), motivation has a significant and positive effect on overall employee performance. According to researchers, motivation at work is very important to increase employee enthusiasm in carrying out their duties. However, not only motivation is the main factor in improving employee performance at work. However, if there is a drive to achieve a goal, it is hoped that there will be a strong desire to work with maximum effort. With high work morale and good cooperation between teams, it is hoped that the quality of work will increase significantly. Hanafi (2003) stated

that motivation is a factor that motivates a person to act, and motivates individuals to start, carry out and maintain the activities carried out. According to researcher Dan Terry Mitchell in 1982, motivation is a psychological process that influences a person's desire to achieve goals or dreams.

In this research, factors such as motivation, perception and work environment influence employee performance at PDAM Tirta Pakuan, Bogor City. This research is in line with that conducted by Marno Nugroho in 2020, Taufik Rahman in 2017, and Angela Worang in 2019.

Perceptions of Employee Performance

Human resources are important because they are the ones who channel energy, talent and creativity for the organization so that it can continue to exist. Because performance is determined by several factors, namely the employee's perception of the work they have done. So that the situation or circumstances of the workplace always make someone comfortable at work.

Employee perception is an independent variable that can influence employee performance as a variable, so this research tests the significance level of these two influences. According to Sridiawaty (2014), a high mean value influences employee perceptions of employee performance appraisals. Employee perceptions of employee performance appraisals, this is in line with Rosihana, RE 2020.

Work Environment on Employee Performance

Factors that influence the success of employee performance are the condition of the work environment which also plays an important role in determining goals to achieve the best work results (Rosihana, 2020). Because with good working conditions, employees enjoy their work. This can influence employee enthusiasm and enthusiasm in carrying out their duties, so that employee performance can continue to improve. Meanwhile, if the work environment does not meet the required standards, the results obtained in achieving success in work will be negative. This causes employees to become less focused in carrying out their duties and ultimately has an impact on reducing employee performance. By realizing your own value in achieving satisfaction at work, you will create a positive and constructive organizational environment that can provide encouragement for employees to improve their performance. Furthermore, if employees work faithfully and do not delay the tasks given by the leadership, this has a positive impact on improving their performance. This finding is in line with Rosihana, RE 2020 and with the study of Enno AA and Budiwibowo S., 2017.

Influence on Employee Performance

There is a significant influence between motivation, perception and work environment on employee performance. The role of these three areas is very crucial in improving employee performance so that they can achieve company goals as expected. When any of these three variables is not working well, it will have a negative impact on performance. Even though employees are just employees, they are the company's most important asset. Without qualified personnel, it is difficult for a company to survive and compete.

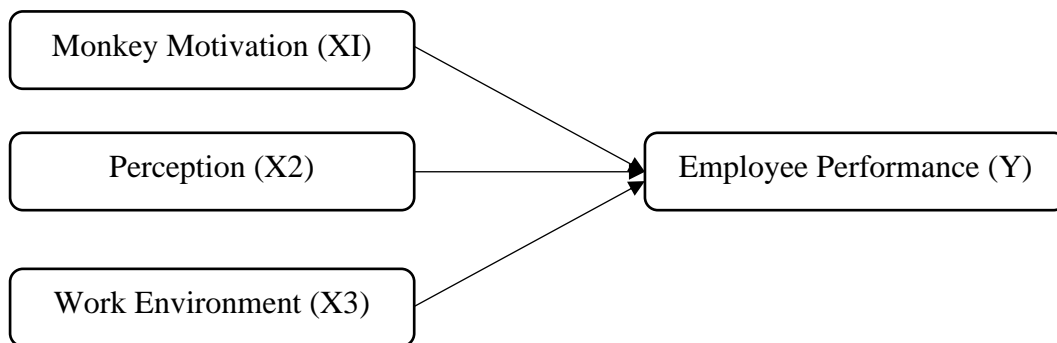
Logically, if you want to achieve good work performance, employees must have an adequate level of expertise to carry out their duties. However, work performance still depends on motivation that comes from within themselves and also factors from the external environment, such as a conducive work atmosphere. In order to encourage optimal employee performance, steps that can be taken are to implement better values and regulations in the organizational culture, with the aim of creating a positive environment. This fact shows that an employee's performance can be influenced by many factors, both internal and external to the individual. Each employee has knowledge, skills and qualifications that are appropriate to

their job and company culture. Employees also have character, thought patterns and actions that can influence their performance, so with the help of organizational culture it is hoped that it can encourage employees to have high motivation in carrying out their duties so that they can increase their optimal performance.

QOrang (2014) explains that efficiency refers to individual or group work in an organization, which includes the quantity and quality of work to complete tasks according to standards, procedures, criteria and procedures. It is understood that an employee's performance evaluation can be determined through his or her skills in participating in the organization. If culture in an organization is defined as a good and positive way of working for employees, this will have an impact on increasing their performance. Employee performance has a significant positive impact on a company. This is because through employee performance, work efficiency can be increased, the company's resources can be saved, the stability of employee performance can be maintained, and the company can better adapt to environmental changes. This is in accordance with a study conducted by Taufik Rahman in 2017 and Rosihana, R. This text presents content on a topic that cannot be taken lightly. Enno AA and Budiwibowo S. (2017) discussed this topic in 2020.

Research Conceptual Framework

Based on problem analysis, discussion and relevant research, the conceptual framework for this article was obtained as shown in (figure 1.)



From the conceptual framework illustration, it can be concluded that employee performance is greatly influenced by motivation, perception and work environment.

CONCLUSION

Based on the objectives and discussion that have been presented, the conclusion of this article is to formulate a hypothesis for further research, in this case, it can be said that there are several factors that influence employee performance. First, work motivation has a significant influence on employee performance. Second, perception also has an influence that cannot be ignored on employee performance. And third, the work environment also has a strong impact on employee performance.

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