

The Influence of Work Motivation, Work Stress, and Work Environment on The Performance of State Civil Apparatus in the Office of The Regional Revenue Agency (UPTD) South of Malang, Province of East Java

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ABSTRACT

Human resources are the science and art of regulating the relationship and role of the workforce to be effective and efficient, helping the realization of company, employee, and community goals, apart from human resources, work motivation and stress can also contribute to ASN performance, the objectives of this research include; to determine the effect of motivation, work stress and work environment together on employee performance at the Regional Revenue Agency Office of the Technical Implementation Unit for Regional Revenue Management in South Malang, East Java Province, either simultaneously or partially. Methods of data collection are done by the method of questionnaires and documentation. Validity test with Product moment technique, Alpha Crombach reliability test. Hypothesis testing using t-test and F-test. The results in this study are 1) there is an effect of motivation, work stress, and work environment together on employee performance in South Malang, Java province, (2) there is a significant influence on motivation on employee performance in South Malang, East Java Province, (3) there is a significant effect of work stress on employee performance in Southern Malang, East Java Province, and (4) there is a significant effect of work environment on employee performance in Southern Malang, East Java Province

Keywords:

motivation, stress, work environment, and performance

INTRODUCTION

Every company leader always expects that employees/employees who work have high work motivation because work motivation is the most influential factor in determining the level of employee performance. Robbins in Wibowo (2010: 378) states motivation as a process that causes intensity, direction, and individual persistence toward achieving goals. Employee motivation in an organization can be considered simple and can also be a complex problem because basically, humans are easy to be motivated by giving what they want. If someone is motivated, he will try to realize what he wants. But not necessarily that hard effort will produce the expected productivity.

Based on observations at the UPTD Office of South Malang, East Java Province, work stress and the non-physical work environment felt by some employees still need to be improved to improve company performance. Efforts to improve employee performance by paying attention to work stress problems. "Work stress is a form of a person's response, both physically and mentally, to a change in his environment that is felt to be disturbing and causes him to be threatened." Anoraga (2011).

Factors that influence employee performance are that giving employees too much workload can cause prolonged stress, namely unpleasant conditions or conditions that are faced by everyone both physically and mentally. Stress in the work environment can occur at every level of management from top management to ordinary employees and hurts individual performance which hurts company performance (Anatan, 2009).

Stress is a condition of tension that affects one's emotions, thoughts, and physical condition. Stress that is not handled properly will usually result in a person's inability to interact positively with his environment, both in the sense of the work environment and outside it. This means that the employee concerned will face various negative symptoms which in turn will affect work performance (Siagian, 2009).

Based on the description above, the authors determine the object of research at the UPTD Office of South Malang, East Java Province, which is a regional revenue management institution. The reason for choosing the object of research is because the location of the UPTD Office of South Malang, East Java Province is very strategic, which is easily found by the community so the ability to serve the community will be wider. However, in efforts to improve employee performance at the UPTD Office of South Malang, East Java Province, it seems that there are still many obstacles to be faced in achieving organizational goals.

Seeing this problem, the authors take the title "The Influence of Work Motivation, Work Stress and Work Environment on the Performance of State Civil Apparatuses at the Regional Revenue Agency (UPTD) Office of South Malang, East Java Province".

Moeheriono (in Rosyida 2010) in his book explains the notion of employee performance or performance deficiency or performance as a performance result that can be achieved by a person or group of people in an organization both qualitatively and quantitatively, following the authority, duties, and responsibilities of each in efforts to achieve the goals of the organization concerned legally, do not violate the law and following morals or ethics. Performance or performance is a description of the level of achievement of an implementation of an activity program or policy in realizing the goals, objectives, vision, and mission of the organization which is poured through the planning of an organizational strategy.

While performance according to Sutrisno, (2010: 170) explains, performance comes from the word to perform with several entities, namely: (1) perform, explain, carry out (2) to fulfill or carry out obligations or vows (to do discharge or fulfill as vows). (3) carry out or perfect the responsibility (to execute or complete a most under king). (4) Do something expected by a person or machine (to do what is expected of a person or machine), (Moehariano, 2012:95). Whereas Wulan (2011: 37) says that employee performance is often interpreted as task achievement, where employees at work must be following the organization's work program to show the level of organizational performance in achieving the vision, mission, and goals of the organization. Employee performance is the desired result of the actor.

Torang (2016) says "Performance is the quantity and or quality of the work of individuals or groups within the organization in carrying out basic tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been set or that apply in the organization". Suprihanto in Uno (2014) suggests that "Performance is the work of an employee during a certain period compared to various possibilities, for example, standards, targets, or criteria that have been determined in advance and have been mutually agreed upon".

Performance according to Ruky in Mangkunegara (2010: 6) is "a form of business activity or program initiated and implemented by the leadership of an organization or company to direct and control employee performance", Armstrong (2011) says that performance management is a way to provide a more integrated and sustainable than those provided by the isolated and sometimes inadequate performance appraisal schemes.

Mangkunegara in Fath (2016: 6) suggests that performance indicators include:

1. Quality of work is how well an employee does what he should do.
2. The quantity of work is how long an employee works in one day. The quantity of this work can be seen from the work speed of each employee respectively.
3. Accuracy is carefulness in choosing and sorting out the tasks given so that the tasks can be done based on their classification.
4. Work results are the final result after going through a long process and waiting for evaluation for future improvements
5. Collaboration, namely work patterns carried out in groups and collectively with the hope of immediately completing all the responsibilities assigned to them.
6. Cohesiveness is a group of people who can work together well and can complete their responsibilities decision making is the first step to entering the next level of company activity.

Motivation comes from the word motive (motive), which means encouragement. Thus motivation means a condition that encourages or causes a person to carry out an act or activity, which takes place consciously (Bangun, 2012). According to Robbins and Judge (2013), "Motivation is a process that explains the intensity, direction, and persistence of an individual to achieve his goals". There are three main keys, namely: intensity, direction, and persistence. Intensity describes how hard a person is trying. High intensity will not bring the desired results unless the effort is directed toward a goal that benefits the organization. In other words, motivation must have the maximum dimension of that direction and vice versa, if someone does not have motivation at work then there will be no new things that he can do to achieve the company's targets. This motivation is important because with motivation it is hoped that each employee will work hard and enthusiastically to achieve high work productivity (Sunyoto, 2015).

Efforts to diligently move forward toward organizational goals are an effort that must be cultivated. Finally, motivation has a persistence dimension. It is a measure of how long a person can maintain his business. Motivated individuals will stay on the job to achieve their goals.

Pamela & Oloko (2015) Motivation is the key to a successful organization to maintaining continuity of work within the organization in a strong way and help to survive. Motivation is providing the right guidance or direction, resources, and rewards to get them inspired and interested in working the way they want. Chukwuma & Obiefuna (2014) Motivation is the process of arousing behavior, maintaining behavioral progress, and channeling specific action behaviors. Thus, motives (needs, desires) encourage employees to act. Motivation is a process that begins with a human need that creates a void within a person (Chukwuma & Obiefuna, 2014). Motivation is a process where needs encourage someone to carry out a series of activities that lead to the achievement of certain goals.

Based on the explanation of the theories above, it can be concluded that work motivation is an effort of encouragement that arises from oneself to do work and channel all the expertise possessed so that the goals of the company can be achieved. If someone has high motivation then he will do the job.

According to Hasibuan (2017), the purpose of work motivation is as follows:

1. Increase employee morale and job satisfaction
2. Increasing employee work productivity
3. Maintaining the stability of the company's employees
4. Improving employee discipline

5. Streamlining the procurement of employees
6. Creating a good working atmosphere and relationship
7. Increasing loyalty, creativity, and employee participation
8. Increasing employees' sense of responsibility towards their duties
9. Increase the efficiency of the use of tools and raw materials.
10. Increasing the level of employee welfare

Stress is the inability to deal with threats faced by humans mentally, physically, emotionally, and spiritually which at one time may affect the human's physical health. Stress is our perception of situations or conditions in our environment. Another definition states that stress is a condition of tension that affects one's emotions, thought processes, and conditions. If an employee experiences too much stress, it will interfere with that person's ability to deal with the environment and work Handoko (in Hariyono, W. et al., 2009).

According to Robbins in Noor (2016) is a condition experienced by individuals in facing an opportunity, constraint, or demand whose results are considered uncertain but important. Stress has a different meaning for each individual. Everyone's ability to cope with the amount, intensity, type, and duration of stress varies. It's easier for people to talk about tension than stress. Stress is something that involves the interaction between the individual and the environment, namely the interaction between stimulation and response.

According to Gibson Ivancevich (in Hermita, 2011), "Stress is an adaptive response, mediated by individual debates and/or psychological processes, which is a consequence of any activity (environment), situation, or external event that imposes excessive psychological or physical demands on somebody". According to Greenberg (in Setiyana, V. Y. 2013) work stress is a construct that is very difficult to define, stress at work occurs to a person, where a person runs from problems since some workers bring work levels to stress tendencies, work stress as a combination of stress sources on the job, individual characteristics, and stressors outside the organization. Job stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes, and condition of an employee.

So stress is a consequence of every action and environmental situation that creates excessive psychological and physical demands on someone (Sunyoto, 2013). Job stress is a feeling of pressure experienced by employees in dealing with work. This work stress can be seen from Simpton, including emotional instability, feeling uneasy, liking to be alone, difficulty sleeping, excessive smoking, unable to relax, anxiety, tension, nervousness, increased blood pressure and experiencing digestive disorders (Mangkunegara, 2009). From some of the descriptions above, it can be concluded that job stress is a feeling of pressure experienced by employees in carrying out their work, namely those involving interactions between individuals and the environment that cause excessive psychological and physical demands.

Another opinion from Hasibuan (2000:201) mentions the factors that cause work stress are:

1. The workload is difficult and excessive
2. The pressure and attitude of the leadership are not fair and reasonable
3. Inadequate work time and equipment
4. Conflict between the person and the leadership or with the workgroup
5. Remuneration that is too low, family problems such as children, wife, in-laws, and others

A work environment is a place where employees carry out their daily activities. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect the emotions of employees. If employees like the work environment where they work, then the employee will feel comfortable at work and carry out activities so that work time is used effectively. The work environment includes working relationships that are formed between fellow employees and working relationships between subordinates and superiors as well as the physical environment in which employees work.

The work environment is everything that exists around workers that can influence them in carrying out the tasks they carry out. The following is the understanding of the work environment put forward by experts: According to Siagian (2014) suggests that the work environment is an environment where employees carry out their daily work. Meanwhile, Budi W. Soetjipto (2008) stated that the work environment is everything or elements that can affect directly or indirectly the organization or company that will have a good or bad impact on employee performance and job satisfaction. Another case according to Sedarmayanti (2013) suggests a place where there is a group where there are several supporting facilities to achieve company goals following the company's vision and mission.

The work environment is everything that is around workers who can influence them in carrying out their duties (Nitisemito in Sugiyarti, 2012). The same was stated by Nitisemito in Nuraini (2013): "The work environment is everything that exists around the employee and can affect the carrying out of the tasks assigned to him, for example by having air conditioner (AC), adequate lighting and so on.

The work environment is an environment where employees can carry out their daily tasks with all the work facilities and infrastructure needed to carry out these tasks (Sri Widodo 2015). Nitisemito (2008) in the Journal of Richard Y. Sangki (2014) defines the work environment as everything that exists around workers who can influence them in carrying out their assigned tasks. According to Sedarmayati (2009) in the Journal Nela Pima Rahmawanti (2014) the definition of the work environment is the whole tools and materials encountered, the surrounding environment in which a person works, his work methods, and work arrangements both as individuals and groups. Lewa and Subono (2005) in the Nela Journal Pima Rahmawanti that the work environment is designed in such a way as to create a working relationship that binds workers to the environment.

From some of the opinions above, it can be said that the work environment is a very important component in employees carrying out work activities. By paying attention to a good work environment or creating working conditions that can motivate to work, it will influence the enthusiasm or enthusiasm of employees to work. The definition of the work environment here is everything that is around the workers and that can affect them in carrying out the tasks assigned, for example, cleanliness, music, lighting, and others.

According to Sri Widodo (2016: 95), humans will be able to carry out their activities properly so that optimal results are achieved if they are supported by appropriate environmental conditions. The work environment in a company is all the conditions that exist around the workplace, which will affect employees either directly or indirectly, the work environment itself includes several factors and many factors affect the condition of the work environment.

METHOD

The research design is a strategy for setting the research setting so that the research obtains valid data with variable characteristics and research objectives, Nazir, (2014: 84). This study uses a quantitative research approach. The quantitative approach aims to test the theory, establish facts, show relationships between variables, provide statistical descriptions, and estimate and describe results.

This study is to examine the effect of variable X on Y while analyzing the effect of each variable using a simple linear analysis technique. The reason for choosing this type of research is that researchers want to know how much influence X has on Y.

According to Arikunto, (2010: 115) population is the subject of research. The population in question is all ASN working in the Regional Revenue Agency Office of Regional Revenue Management Technical Implementation Unit (UPTD) of South Malang, East Java Province, totaling 35 people.

Table 1. Research Population

Male	Female	Total
14	21	35
Total		35

Source: UPTD office

The sample is part of several characteristics possessed by the population used for research. If the population is large, the researcher can't take all of them for research, for example, due to limited funds, manpower, and time, the researcher can use samples taken from that population. What is learned from the sample, and the conclusions will apply to the population. For this reason, samples taken from the population must truly represent and must be valid, that is, they can measure what should be measured (Sujarweni, 2015: 81).

Furthermore, there is an opinion from Suharsimi Arikunto (2015) regarding taking a sample that is quite easy to do, namely if the research object is larger than 100 respondents, 10% to 15% or 20% to 25% is taken, but if it is less than 100 people, the respondent (sample) must be taken in full. From the explanation above, the sample in this study is the same as the population, namely all employees of the Regional Revenue Agency Office of the Technical Implementation Unit for Regional Revenue Management of South Malang, East Java Province, starting from the head of the office to the security guard, totaling 35 people. Data collection techniques are the methods used in collecting research data. To obtain the data needed in this study, researchers used two data collection techniques, namely questionnaires and documentation.

The researcher used multiple linear regression analysis tools whose function was to determine the effect simultaneously (simultaneously) or individually (partial) between the independent variables consisting of Motivation (X1), Stress (X2) Work and Work Environment (X3) on Performance of State Civil Apparatus (ASN) (Y) Regional Revenue Agency Regional Revenue Management Technical Implementation Unit (UPTD) of South Malang, East Java Province. The formula for multiple linear function equations (Sulaiman, 2004:79) $Y=a+b_1X_1+b_2X_2+b_3X_3$.

Before carrying out multiple linear regression analysis, a prerequisite test for regression analysis was carried out, namely: Normality Test, Multicollinearity Test, Heteroscedasticity Test, and Autocorrelation Test. Then proceed with the T-test (partial) and F-test (simultaneous)

RESULTS AND DISCUSSION

Regional Revenue Service or Dispenda Regional Revenue Management Technical Implementation Unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province, having its address at Jl. S. Supriadi No. 80 Kebonsari Kec. Breadfruit Malang City with postal code 65117.

The main task and function of the Regional Office are to organize regional revenue collection and coordinate with other agencies in planning, implementing, and controlling regional revenue collection. Regional Offices also have the task of carrying out regional government affairs based on the principle of autonomy and co-administration in the field of regional income and other tasks assigned by regional heads based on central and regional government provisions following statutory regulations.

Characteristics of Respondents Based on Gender

Characteristics based on gender from the data that has been obtained can be presented in the following table.

Table 2. Characteristics of Respondents Based on Gender

Gender	Number of respondents	Percentage (%)
Male	19	54,3%
Female	16	45,7%
Total	35	100%

Source: Data processed in 2021

From the table above it is known that most of the respondents were male, namely 19 people or 54.3%, and the rest were female respondents, that are 16 people or 45.7%.

Characteristics of Respondents Based on Education Level

Characteristics of respondents based on educational level from the data that has been obtained can be presented in the following table.

Table 3. Level of Education

Educational level	Number of respondents	Percentage
SMA	5	14,1%
Diploma	7	20%
S1	22	62,8%
S2	1	3,1%
TOTAL	35	100%

Source: Data processed in 2021

Based on the table above, it can be seen that the number of respondents with high school education is 5 people, or 14.1%. Respondents with a diploma education were 7 respondents or 20%, respondents with a bachelor's degree were 22 respondents or 62.8%, and respondents with a master's degree were 1 respondent or 3.1%. Out of all the respondents, most of them were ASNs with bachelor's degree certificates.

Multiple Regression Analysis

Statistical testing using multiple linear regression analysis tools is intended to determine the effect of motivation (X1), work stress (X2), and work environment (X3), on the performance of state civil servants in the Regional Revenue Agency Office of the Regional Revenue Management Technical Implementation Unit (UPTD) Malang South of East Java Province, South Malang, East Java Province.

The overview of the research output can be seen in the table below

Table 4. Coefficients Multiple Linear Regression Test Results

Model		t	Sig.
1	(Constant)	,138	,891
	Work motivation	7,796	,000
	Work stress	3,339	,002
	Work environment	3,845	,000
Dependent Variable: Y			

Discussion

Based on the results of data analysis carried out partially, it shows that there is an influence between motivation (X1) on the performance of civil servants in the regional revenue agency office of the regional revenue management technical implementation unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province (Y), It can be concluded that work motivation has a positive effect on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province. This means that the better the work motivation of ASN, the higher the performance results.

Based on the results of a statistical analysis of work stress (X2) on the performance of state civil servants (Y) at the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province. It can be concluded that work stress has a positive effect on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province.

Based on the results of statistical analysis, the work environment (X3) has a significant effect on the performance of state civil servants (Y) at the regional revenue agency office of the regional revenue management technical implementation unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province. It can be concluded that the work environment has a positive effect on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province. This means that the better the atmosphere of the work environment, the higher the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province.

F test

The F test is used to determine the simultaneous effect of motivation (X1), work stress (X2), and work environment (X3) on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementation unit (UPTD) of South Malang, East Java Province South Malang, East Java Province (Y).

Table 5. ANOVA b F Test Calculation Results

Model	Sum of Squares	F	Sig.
1 Regression	397,552	59,421	,000(a)
Residual	69,134		
Total	466,686		

a Predictors: (Constant), X3, X1, X2 b Dependent Variable: Y

Simultaneously or jointly, it shows that there is a very significant influence between motivation, work stress and work environment on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, South Malang, East Java Province.

From the results of the research above and supported by several previous studies, the researchers have confidence that together there is a very significant influence between motivation, work stress, and work environment on the performance of state civil servants in the office of the regional revenue agency technical implementation unit of regional income management (UPTD) South Malang East Java Province.

CONCLUSION

There is a significant influence between work motivation on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, (Y). There is a significant influence between work stress on the performance of state civil servants at the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, (Y). There is a significant influence between the work environment on the performance of state civil servants in the regional revenue agency office of the regional revenue management technical implementing unit (UPTD) of South Malang, East Java Province, (Y). There is a significant influence between work motivation, work stress, and work environment on the performance of civil servants in the regional revenue agency office of the regional revenue management technical implementation unit (UPTD) of South Malang, East Java Province, (Y).

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