

Effect of Motivation, Work Environment, and Computer Self-Efficacy to Employee of PDAM Tirta Kencana Performance in Samarinda City, East Kalimantan

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Abstract- This research aims to identified effect of motivation, work environment, and computer self-efficacy towards job performance since human as the workers or employee is one of the important factor to achieve company's goals with all the workers of PDAM Tirta Kencana as the respondent. This study use saturated sample technique and using SPSS 22 to analyze the data. This research showed that motivation, work environment and computer self-efficacy positively affect workers job performance.

Keywords: *Computer Self-efficacy, Motivation, Work Environment, Job, Performance*

I. INTRODUCTION

Human resources are a very crucial factor then become one of the main focus for many organizations to achieve competitive advantage. The company succes in order to achive it purpose, cannot be separated from the performance factor of its employees. This goal can be achieved if the company has good human resources and has high performance. Mangkunegara [1] defines job performance as the outcome of quality and quantity of worker achievement based on their responsibilities. The manifestasion of high quality of job performance is complicated since employee performance arise if the organizationa are able to encourage and capable to develop and upgrade their capability and expertise

optimally therefore employees can make a positive contribution to the company.

Motivation is one of the factor that affect performance. Motivation is a driving force which boost worker enthusiasm that they want to work together, effective, integrated as well to achieve satisfaction [2]. High work motivation, employees will work harder in carrying out their work, as energy to generate encouragement in themselves so as to achieve standard of excellent performance.

The other factor is work environment is place where workers do their job and activities. Sutrisno [3] stated that work environment is the facilities and infrastructure that can affect job implementation. The work environment has a direct influence to employees. Based on observations at PDAM Tirta Kencana, Samarinda City still needs a lot of improvement of the employee performance. Some of workspaces are not well lit, lack of air conditioning, work desks between employees are very close together. In terms of the neatness of the layout, it is still not optimal, because the arrangement of work files is not neat.

Work motivation of each employee and supported by a comfortable and conducive work environment, it is expected to lead to satisfaction from the worker. Employee satisfaction is the emotional sesnseof employees where there is a meeting point between employee remuneration from the organization/company with the value of the level of

remuneration that is desired by the employee. the employee concerned. satisfaction of job is a positive feeling about a job that is the result of an evaluation of its fairly broad characteristics. According to the explanation above, researchers aims to identified effect of Motivation, Work Environment, and Computer Self-Efficacy to Municipal Waterworks Tirta Kencana's Employees in Samarinda City, East Kalimantan.

II. AIMS OF THE STUDY

The paper are to review three variables such work environment, motivation, and computer self-efficacy which affect workers job performance specially in PDAM Tirta Kencana in Samarinda City

III. LITERATURE REVIEW

3.1 Job Performance

Job performance or performance is worker achievement or true achievement of workers which meets the job requirement. Factor that influences job performance is ability and motivation [4]. Motivation and ability will deliver human performance, attitude and situation will generate motivation, so knowledge and skill will bring ability

Intrinsic Factor: Personal factor, knowledge, skill, confidence, motivation, and commitment. Extrinsic factor: leadership factor, team factor, and system

3.2 Motivation

Motivation or "*movere*" from Latin words means encouragement or the provision of a mighty force that creates the enthusiasm. Motivation in management is only shown in human resources in general and subordinates in particular. The importance of motivation because motivation is the thing that cause distributes, and supports human behavior, so that they are willing to work hard and enthusiastically to achieve optimal results. Siagian (2002:89) stated motivation is a force in order to make someone to work and contribute fully to achieve company's and personal goal

3.3 Work Environment

work environment is a place where workers are interacted. Sedarmayanti (2001) the work environment is all the tools and materials encountered, the

environment in which they work, the methods of work carried out both individually and in groups. It is important to pay attention to the work environment because the work environment affects employee performance and job satisfaction

3.4 Computer Self-Efficacy

Bandura (1986), self-efficacy can be defined as the belief that someone has the ability to perform certain behaviors. This theory is a cognitive theory that allows someone to measure their own abilities related to skills and confidence in using computers in information technology. (Balka and Smith, 200;79). Individuals tend to avoid work or situations that are considered difficult and exceed their capabilities (Bandura, 1986). However, individuals have confidence to carry out and complete the task if they judge themselves to be able to handle the task. Computer self-efficacy is defined by Compeau and Higgins (1995) as judgment. The capacity and expertise of a person's computer to perform tasks related to information technology. Computer Self-Efficacy describes an individual's perception of his ability to use a computer to complete tasks using software. Computer Self-Efficacy is not an assessment that is static or stable, but an assessment based on certain situations, which can change with the acquisition of available information, such as changes in work environment conditions, changes in tasks and even changes in the feedback received (Compeau and Higgins,1995). In contrast to the assessment of cognitive competence, the assessment of Computer Self-Efficacy reflects more complex skills in the use of computers. Therefore, computer self-efficacy has become an important element in the assessment of information systems in computing. This is because Computer Self-Efficacy is seen as having a direct influence on the results of computational training and its use (Davis et al, 1989; Gis at al., 1989; Kihl and Kim, 2006: 225).

IV. EMPIRICAL STUDY

Bayu Dwi Laksono and Corry Yohana [5] stated motivation and work environment affect positively and significantly to workers performance. Job satisfaction mediate motivation towards job performance, job satisfaction mediate positive effect of work environment towards job performance.

A. Correlation of Motivation towards Job Performance

Zainul Hidayat, et al [6] show that motivation has a positive and significant effect on employee

performance. This is in accordance with research conducted by Ririvega (2013), Ivonne (2013), and Agripa (2013), which states that there is a positive and significant influence between work motivation and employee performance. From this research, the following hypotheses can be proposed:

H3: Motivation has a positive and significant effect on performance.

B. Correlation of Work Environment towards Job Performance

A perceived comfortable and conducive work environment will clearly affect an employee's performance. Mangkunegara [1], the work environment has a very close relationship to employee performance, achievement motives that need to be owned by employees must be grown from within themselves and from the work environment, because achievement motives that are grown from within will form a self-strength and if The work environment situation also supports the achievement of performance will be easier. Research on the perceived work environment on employee performance conducted by Hiskia (2015) shows that the perceived work environment has a positive and significant effect on performance. From this research, the following hypotheses can be proposed:

H4: Perceived work environment has a positive and significant effect on performance

C. Correlation of Computer Self-Efficacy towards Job Performance

Computer Self-Efficacy is an assessment of the capacity and expertise of a person's computer to perform tasks related to information technology and values based on certain situations, which can change with the acquisition of existing information, such as changes in work environment conditions, changes in tasks and even changes in feedback. accepted To explain and analyze the effect of the work environment on performance. To explain and analyze the effect of the work environment on performance In performance, relatively stable information input is needed so that the process of forming Computer Self-Efficacy in individuals can be realized. The results of research conducted by Harrison Allison w., at al. 1997 showed that there was an increase in performance with computer-related tasks significantly related to the level of self-efficacy. Jacob Cherian & Jolly Jacob 2013 show that employee performance is positively influenced by overall self-efficacy.

V. METHOD

Object of this research is employees of Municipal Waterworks of Tirta Kencana in Samarinda City, located on Tirta Kencana Street No. 1. Research population is employees of Tirta Kencana in total 130 employees. Researchers use census method, with saturated sampling technique, all the population as the sample, and the method used to collect data in this study is a questionnaire with a closed question model where answers are available, so that respondents only choose from alternative answers that are in accordance with their opinions or choices. This study use SPSS 22 to analyze research data.

VI. RESULT

On the research that has been carried out using regression analysis to identify effect of motivation, work environment and computer self-efficacy towards workers performance

Table 1. Regression Analysis of Motivation towards Job Performance

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		Beta	SD	Beta	t	
2	Constant	0.032	.224		2.350	.000
	Work Env.	.633	.065	.426	8.785	.000

Self-Efficacy towards Job Performance						
Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		Beta	SD	Beta	t	
3	Constant	0.055	.123		1.1270	.002
	CSE	.633	.061	.565	6.768	.000

Based on Table 1 it shows motivation affect significantly by 0.000. Therefore, hypotheses of motivation affect workers performance is accepted.

Table 2. Regression Analysis of Work Environment towards Job Performance

Model		Unstandardized Coefficients		Standardized Coefficients		Sig.
		Beta	SD	Beta	t	
3	Constant	0.055	.123		1.1270	.002
	CSE	.633	.061	.565	6.768	.000

Based on Table 2 shows work environment affect significantly by 0.000. Therefore, hypotheses of work environment affects workers performance is accepted

Table 3. Regression Analysis of Computer Self-Efficacy towards Job Performance

		Unstan dardize d Coeffis ients	Stand ardized Coeffi cients		
Mod el		Beta	S D	Beta	t
3	Consta nt	0.055	.1 23		1.12 70
	CSE	.633	.0 61	.565	6.76 8
					.002 .000

Based on Table 3 shows work environment affect significantly by 0.000. Therefore, hypotheses of Computer Self-Efficacy affects workers performance is accepted

VII. DISCUSSION

Table 1 showed that motivation affect workers performance, it is in line with previous study, if the workers get exposed by high motivation it will affect their behavior and job satisfaction which lead to their job performance [7] this finding implicated in order to increase worker motivation, company or organization need to motivated their workers by giving a sense of acceptance, reward for their achievement and provide many opportunities for workers to advance their potential. Those will positively affect workers performance [8].

Table 2 stated work environment significantly affect job performance. It is affected by physical environment factors such as pollution, freshness, temperature, sound, light and color, and space [9] Working environment such as job safety and security, physical working environment, relation with other co-workers, supervisor support, and working hours are dominant variable that influence worker job performance [10] Positive worker environment is crucial to make sure workers productivity and to avoid stress that are going to affect their work performances [11].

As the table 3 showed how Computer Self-efficacy affect significantly job performance in line with previous study that stated teachers who were perceived themselves high in computer self-efficacy were found had better performances than who perceived low in computer self-efficacy [12] as well as computer self-efficacy in students engage with groups satisfaction

since it fulfills the group expectation in online courses. Students perceived themselves has mastered the computer [13]

VIII. CONCLUSION

Motivation is crucial to create better work performance for worker. Motivation can be realized in form of reward, oppoutunities and being valued. Better working environment such clean environment, quite vacant and coo workspace is going to boost workers job performances as well as computer self-efficacy, the more workers master the computer the easier it is for workers to do their jobs and give good performance. This is kindly need that the company to improve their facilities, give the best support to the workers and provide facilities or training for the workers so they can improve their computer skill.

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