



# The Influence of Work Environment and Information Technology on Outsourcing Employee Performance Through Motivation at PT Jaya Sakti Prasetya

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**Abstract.** *This study aims to determine the influence of the work environment and information technology on the performance of outsourced employees through motivation at PT. Jaya Sakti Prasetya. This type of research is quantitative. The sample used is all population or all employees of PT. Jaya Sakti Prasetya with 76 employees. The data collection method in this study used a questionnaire containing statements distributed online. The data analysis technique used in this study is structural equation modeling (SEM) which is operated through Smart PLS. The results of this study show that the work environment has a positive and significant effect on employee performance, information technology has a positive and significant effect on employee performance, the work environment has a positive and significant effect on motivation, information technology has a positive and significant effect on motivation, motivation has a positive and significant effect on employee performance, the work environment has a positive effect and significant to employee performance through motivation, and information technology positively and significantly affects employee performance through motivation.*

**Keywords:** *Work Environment, Information Technology, Motivation, Employee Performance*

## 1. Introduction

### 1.1 Background

Human resources in an agency have a vital role compared to other resources because humans are the driving factor of all activities of an agency. Agencies must be able to pay more attention to their work performance. The role of leadership is enormous in employee performance so that they can work by the program set by the agency. All individual needs in the organization must be met in the relationship the organization wants to encourage its members successfully.

An organization's work environment or conditions is an essential factor in efforts to improve performance so that employee job satisfaction is created. The work environment or working conditions are the conditions in which the employee works. So, it is natural that an organization's management prepares appropriate employee working conditions so that its employees can work well.

According to (2012), "Information technology is a type of technology that takes the

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form of technical equipment and functions to process and convey information. Information technology includes equipment that functions as a tool for processing data or information, assistive tools, manipulation tools, and information management tools. Information technology in this era of globalization is experiencing very rapid development, characterized by increasingly sophisticated technological equipment and a wider reach. With advances in information technology, activities carried out by humans can be completed more effectively and efficiently and get maximum results."

In connection with the importance of information technology issues on employee performance, this must be paid attention to at PT. Jaya Sakti Prasetya to improve services, which is supporting its operational activities, is one of the efforts that need to be made by PT. Jaya Sakti Prasetya is paying attention to information technology issues because information technology capabilities influence employee motivation and performance. In achieving duties and responsibilities, employee performance must be measured by the company's vision and mission regarding work programs and the budget. In achieving success for every company, an organization needs to prepare employees with good competencies to improve, especially in improving public services, because an employee's performance indeed leads to integrated services.

Organizations that are considered successful are organizations that have clear goals that can be measured and can be actualized in company performance. In an organization that is formed. Of course, certain goals have been set, which are guidelines for the leadership and all employees in an agency. This is because the organization is a forum for achieving specific goals. Human resource factors primarily influence the success or failure of achieving organizational goals.

According to Mathis & Jackson (2015), "in general, there are several elements of employee performance, including: quantity of results, quality of results, timeliness of results, attendance, ability to collaborate." (Ni Kadek Eni Juniari, I Gede Riana, & Made Subudi, 2015).

Motivation is created in employees when their needs are met; this can encourage them to have work enthusiasm and be motivated in carrying out their duties and obligations. The fulfillment of requirements will result in the hope of being satisfied with what is obtained from the organization. (Dessler. 2010) states that "*there are six performance indicators, namely work quality, productivity, knowledge about work, trust, availability, and freedom.*"

## **2. Research Methods**

The research design is a comprehensive plan covering the things that the researcher will do, from creating hypotheses and their operational implications to the final analysis, data which is then concluded, and suggestions are given. The design of this research is hypothesis testing. The type of data used in this research is primary data, namely data obtained from distributing a list of questions (questionnaires) to respondents. The kind of data used is quantitative data. This research uses four variables, namely two independent variables, one dependent variable, and 1 intervening variable. The independent variables in this research are work environment and information technology, the dependent variable is outsourcing performance, and the intervening variable is motivation.

According to Mulyatiningsih (Education, Population, 2020), a population is a group of people, animals, plants, or objects with specific characteristics to be studied. The population will be the area for generalizing the conclusions of the research results. Based on the theory about the population and connected to the research location, the population is 76 total PT Outsourcing Staff performance. Jaya Sakti Prasetya. The sample used is the Saturated Sampling method because this sample determination method allows all members of the population to be sampled. There is a difference between taking a saturated sample and a census because the population in the census is significant. In contrast, the saturated selection has a small population, although the similarity between the two is that the entire population is used as a sample. The sample used in this research was the population, so the whole piece was 76 people.

The type of data in this research is subject data, namely descriptive research data or sentence descriptions. The data source used in this research is primary data collected through questionnaires obtained directly from respondents (Sekaran, 2016). The author also uses secondary data obtained indirectly from the source. Secondary data in this research was obtained by collecting data from several books, articles or journals, and other literature regarding information technology systems and control activities on organizational performance related to the problems in this research.

### 3. Result and Discussion

#### 3.1 Research Result

##### Validty Test Konvergen

**Table 1.** *Average Varianced Extracted (AVE) Value*

Variable	Average Variance Extracted (AVE)	Desc.
Work environment	0.633	Valid
Information Technology	0.747	
Employee performance	0.8	
Motivation	0.756	

Source: Primary data processed by researchers, 2023

Based on the table above, it is known that the AVE value of the variables Work Environment, Information Technology, Employee Performance, and Motivation is > 0.50, so it is stated that each variable has good convergent validity so that the data is said to be valid. **Uji Realibilitas**

**Table 2** Construct Reliability Value

<b>Variabel</b>	<b>Cronbach's Alpha</b>	<b>rho_A</b>	<b>Composite Reliability</b>	<b>Desc.</b>
Work environment	0.917	0.927	0.932	Reliabel
Information Technology	0.915	0.918	0.937	
Employee performance	0.964	0.965	0.97	
Motivation	0.964	0.967	0.969	

Source: Primary data processed by researchers, 2023

The results of the reliability test using composite reliability and Cronbach's alpha values obtained that the test results met the test criteria of more than 0.60; in fact, all of them were  $> 0.70$ , so it can be said that each work environment variable, information technology, employee performance, and motivation has met construct reliability.

### R-Square

**Table.3** R-Square Value

<b>Variable</b>	<b>R Square</b>
Employee performance	0.83
Motivation	0.697

Source: Primary data processed by researchers, 2023

Based on the table above, it is known that the R-Square value for the employee performance variable is 0.83. These results explain that the percentage of employee performance is 83%. This means that work environment variables and information technology influence employee performance by 83%, and other variables influence the remaining 17%. Meanwhile, the R-squared value for the motivation variable is 0.697. These results explain that the percentage of motivation is 69.7%. This means that work environment variables and information technology influence motivation by 69.7%, and other variables influence the remaining 30.3%.

### F-Square

**Table 4** F-Square Value

Variabel	X1	X2	Y	Z
X1			0.193	0.312
X2			0.144	0.172
Y				
Z			0.233	

Source: Primary data processed by researchers, 2023

The table above shows that the work environment influences employee performance by 19.3%, information technology by 14.4%, and motivation by 23.3%. In comparison, the influence on employee performance is found by the work environment to be 31.2% and information technology by 17.2%. %, which means the work environment has a significant influence on motivation. The existing data shows that the work environment has the most critical impact on employee performance, then the work environment has the most significant effect.

### 3.2 Discussion

**Hypothesis 1:** In the path test results, the p-value is 0.002, which is smaller than the alpha of 5%, and the t-statistic 3. is more significant than 1.96. The original sample coefficient estimate value of 0.524 is positive. This indicates the relationship is positive. This means that the better the employee's work environment, their performance will increase. This research is also supported by research by Nurdianyansyah (2009:56), which was conducted to show whether the work environment significantly affects employee performance.

**Hypothesis 2:** In the path test results, it appears that the p-value is 0.004, which is smaller than the alpha of 5%, and the t-statistic of 2,856 is more significant than 1.96. The original sample coefficient estimate value of 0.414 is positive. This indicates the relationship is positive. This means that the higher an employee's knowledge of information technology, the higher their performance will be. The results of previous research conducted by Rendy Putra Pramanda (2016) used explanatory research with a quantitative approach.

**Hypothesis 3:** In the path test results, the p-value of 0.000 is smaller than the alpha of 5%, and the t-statistic of 6.187 is more significant than 1.96. The estimated value of the original sample coefficient of 0.505 is positive. This indicates the relationship is positive. This means that the better the employee's work environment, the greater their motivation will increase. The results of this research are also the opinion of Edy Sutrisno (2009:118) that the work environment can increase employee passion or work motivation.

**Hypothesis 4:** In the path test results, the p-value of 0.000 is smaller than the alpha of 5%, and the t-statistic of 5.027 is more significant than 1.96. The original sample coefficient estimate value of 0.375 is positive. This indicates the relationship is positive. This means that the higher an employee's knowledge of information technology, the greater their motivation at work. The results of this research are also the opinion of Noviati Anggraini (2022) that the Influence of the Use of Information Technology and Competence on Employee Performance with Work Motivation as an Intervening Variable (Case Study at the Demak Regency Agriculture and Food Service).

**Hypothesis 5:** In the path test results, it appears that the p-value is 0.004, which is smaller than the alpha of 5%, and the t-statistic of 2,868 is more significant than 1.96. The original sample coefficient estimate value of 0.361 is positive. This indicates the relationship is positive. This means that the higher the employee's motivation, the more their performance will increase. The results of this research are consistent with research by Agustin (2012), which states that reason has a significant effect on employee performance.

**Hypothesis 6:** In the results of the path test, it appears that the p-value is 0.035, smaller than alpha 5%, and the t-statistic is 2.113, more significant than 1.96. The estimated value of the original sample coefficient is 0.183, which is positive. This indicates the relationship is positive. This means that the better the employee's work environment, the more their motivation will increase, impacting their performance. Wayan's research results stated that the work environment and work discipline, through the explanation of employee performance directly, had a significant effect on employee performance.

**Hypothesis 7:** In the results of the path test, it appears that the p-value is 0.015, which is smaller than the alpha of 5%, and the t-statistic of 2.433 is more significant than 1.96. The estimated value of the original sample coefficient is 0.136, which is positive. This indicates the relationship is positive. This means that the higher an employee's information technology knowledge, the greater their motivation will increase, increasing their performance. This research is also supported by Noviati Anggraini (2022), which was conducted to show what Compensation, Work Environment, Organizational Culture, and Use of Information Technology on Work Motivation and its Impact on Performance.

#### 4. Conclusion

The work environment positively and significantly affects the performance of outsourced employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $3,043 > 1,993$ , which means that the first hypothesis in this research is accepted. This means that the work environment dramatically influences employee performance because, with the conditions and relationships between employees, employees can work safely & comfortably; Information technology has a positive and significant effect on the performance of outsourced employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $2,856 > 1,993$ , which means that the second hypothesis in this study is accepted. This means that information technology greatly influences employee performance because, with facilities supporting work, work can be made more efficient to increase employee performance;

The work environment positively and significantly affects the work motivation of outsourcing employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $6,187 > 1,993$ , which means that the third hypothesis in this research is accepted. This means that the work environment dramatically influences motivation because work motivation can increase with inspiration from superiors, such as incentives and comfortable room facilities that can increase employee productivity; Information technology positively and significantly affects the work motivation of outsourcing employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $5,027 > 1,993$ , which means that the fourth hypothesis in this research is accepted. This means that information technology significantly influences motivation because of the existence of facilities such as computers, printing, etc. This can increase work motivation and make work more efficient; Reason has a positive and significant effect on the performance of outsourcing employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $2,868 > 1,993$ , which means that the fifth hypothesis in this research is accepted. This means that motivation greatly influences employee performance. Therefore, these two variables cannot be separated because if there is high work motivation, employee performance will increase, and vice versa. If work motivation is lacking, employee performance will decrease; 6. The work environment positively and significantly affects employee performance through the work motivation of outsourcing employees at PT. Jaya Sakti Prasetya This is proven by the t-statistic test value, namely  $2,113 > 1,993$ , which means the sixth hypothesis in this research is accepted. This means that the work environment dramatically influences employee performance through motivation. The key to successful employee performance is determined by several factors, including the work environment and work motivation as supporting elements to improve employee performance; 7. Information technology positively and significantly affects employee performance through the work motivation of outsourcing employees at PT. Jaya Sakti Prasetya. This is proven by the t-statistic test value, namely  $2,433 > 1,993$ , which means that the seventh hypothesis in this study is accepted. This means that information technology greatly influences employee performance through motivation because information technology, supported by work motivation, can increase employee performance by company goals. The use of information technology can speed up the work assigned to employees.

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