

## **EFFECT OF WORK ENVIRONMENT AND WORK DISCIPLINE ON THE PERFORMANCE OF SPKT UNIT MEMBERS (INTEGRATED POLICE SERVICE CENTER) SUNGAI PENUH POLSEK WITH WORK MOTIVATION AS AN INTERVENING VARIABLE**

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### **ABSTRACT**

The purpose of research it is to know the influence of the environment of work and discipline of work against the performance of members of Unit IFMS (Central Services Police Integrated) Sungai Penuh Police with motivation work as variable intervening . This research is motivated by a work environment that is quite extensive and complex, working hours are not stable, so it requires high attention, level of discipline is still not evenly distributed, charging absences are rare, motivation to work less, supported infrastructure that it is still lacking, the performance of the agency and Members of the Sungai Penuh Police Sector SPKT are still low and unstable from year to year. The research method with a quantitative approach with the path analysis method. Data collection techniques with questionnaires, observation and interviews . Respondents of this study were 42 members of the SPKT (Integrated Police Service Center) Sungai Penuh Police Station. Method of withdrawal of samples using methods of total sampling where the entire population in the study used a sample. Hypothesis testing is calculated by the SPSS program version 24.0. The results of this study found that the work environment has a significant effect on motivation, work discipline has no significant effect on motivation, meaning that the higher the influence of work discipline does not affect motivation, the work environment has a significant effect on performance, work discipline has a significant effect on performance, motivation has a significant effect on performance, indirectly the work environment through motivation has a significant influence on performance, and indirectly work discipline through motivation has an insignificant effect on the performance of the Sungai Penuh police station SPKT member.

Keywords: work environment , disciplined work , work motivation , performance Police member.

### **INTRODUCTION**

The Police Service Center or SPK is the gate of POLRI services to the community. when the community needs police assistance this is the place. SPK is a unit in the Police that stands as a gateway between the Indonesian National Police and the community and has the main duties and responsibilities of providing services to the community. When the community reports on everything that happens to them and needs police assistance, this is the place. Starting from the report of loss of goods to events that are described as cases of high attention. SPK is the network center of the Police function system, when the SPK has received a report from the public, the SPK will determine where the report will be forwarded to the next process can go to the Criminal Investigation Unit if it involves a crime, or to the Traffic unit if it is an incident on public roads and so on.

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Therefore SPK officers are demanded to be always excellent because no one knows when the community will report on the problems that have befallen them, and the SPK must also be responsive to reports given by the community. At the police station level, the SPK led by the Head of the SPK is directly under the Kapolsek, so that everything that happens under the knowledge of the SPK will be directly channeled to the Head of the Regional Unity as a basis for taking further action or policy. Successful and effective organizations are organizations with individuals who have good performance (Sudarmanto, 2011: 6). Performance basically focuses on problems in the planning process

## **CONCEPTUAL DEVELOPMENT AND RESEARCH HYPOTHESES**

### **1. PERFORMANCE**

Employee performance is basically the result or overall level of success of a person during a certain period in carrying out tasks, performance depends on a combination of abilities, efforts and opportunities that he gets. Performance is a picture of the level of achievement of the implementation of a program of activities or policies in realizing the goals, objectives, vision and mission of an organization as outlined through the strategic planning of an organization. The same thing was also conveyed by Wibowo (2016: 9) performance is a management style in managing performance-oriented resources that carry out open and sustainable communication processes by creating a shared vision and strategic and integrated approach as a driving force to achieve organizational goals.

### **2. WORK ENVIRONMENT**

Nitisemito, (2011: 184) states that the work environment is everything that exists around the work that can affect him in carrying out the tasks assigned. Discomfort when working is a very bad condition for workers in their activities, because workers will carry out activities that are less than optimal and will lead to a lackluster and boring work environment. Conversely, if work comfort is created when employees perform their activities, workers will carry out their activities optimally, due to the excellent and supportive work environment conditions and will provide individual job satisfaction for employees.

### **3. WORK DISCIPLINE**

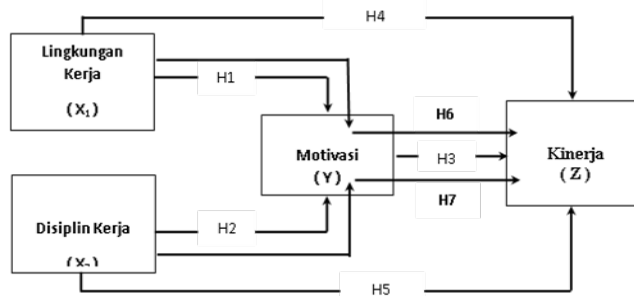
Siswanto (2013: 291) states that work discipline is an attitude of respect, respect, obedience and obedience to applicable regulations both written and unwritten and able to carry it out and not avoid receiving sanctions if it violates the duties and authority given to him. Work discipline can be seen if employees come to the office regularly and on time, if employees dress neatly in the workplace and employees produce satisfying quantity and quality of work by following the work methods specified by the agency.

### **4. WORK MOTIVATIONS**

Motivation is a driving force or a person driving certain behaviors that can arise from within or outside the individual. Motivation from the Latin word *movere* means encouragement, desire, cause, or reason for someone to do something. Robbins and Judge (2012: 222), argue that motivation as a process that explains the intensity, direction, and perseverance of an individual to achieve his goals. While motivation is generally related to efforts to achieve a goal, the discussion is narrowed and focused on the goals of organizational achievement to reflect our interest in work-related behavior. Motivation is important because motivation is the cause, channel, and support of human behavior so that they want to work actively and enthusiastically in achieving optimal results.

## **Conceptual Framework**

The conceptual framework in this study is as follows:



**Figure 1. Conceptual Framework**

**Hypothesis**

- H1:** The work environment has a significant effect on the work motivation of members of the SPKT River Full Police Unit.
- H2:** Work discipline has a significant effect on work motivation of members of the Sungai Penuh Police Sector SPKT unit.
- H3:** Motivation has a significant effect on the performance of members of the SPKT River Full Police Unit.
- H4:** Work environment has a significant effect on the performance of members of the SPKT River Full Police Unit.
- H5:** Work discipline has a significant effect on the performance of members of the Sungai Penuh Police Sector SPKT unit.
- H6:** Work environment has a significant effect on the performance of members of the SPKT River Full Police Station unit with Work Motivation as an intervening variable.
- H7:** Work discipline has a significant effect on the performance of members of the Full River Police Sector SPKT unit with Work Motivation as an intervening variable.

**RESEARCH METHODOLOGY**

**1. Type of Research**

This research uses a quantitative approach (quantitative approach). The analysis technique used is Path Analysis. In the context of this study, the variables are the work environment, work discipline, motivation and performance. Data is processed using SPSS.

**2. Data Collection Techniques, Populations and Samples**

Data collection techniques in this study is to use a questionnaire. The measurement in this study uses an interval scale with a Likert scale technique that contains 5 (five) answer preferences and is made in the form of a check (v) or cross (X) with the following details: Score 1 (STS = Strongly Disagree), Score 2 ( TS = Disagree, Score 3 (KS = Disagree), Score 4 (S = Agree), and Score 5 (SS = Strongly Agree) The population in this study were all members of the Full River Police Sector SPKT Unit. 42 respondents.

**PATH ANALYSIS RESULTS**

This research uses Path analysis using SPSS ver. 24.0.

**Model I Path Analysis**

Multiple linear regression analysis is used in this study with the aim to determine whether there is an influence of the independent variable on the dependent variable.

**Table 4.14**  
R Square Y Result (Motivation)

Model	R	R Square	Adjusted	Std. Error
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			R Square	of the Estimate
1	0,213 <sup>a</sup>	0,046	0,003	4,258

a. Predictors: (Constant), Work Dicipline, Work Environment

b. Dependent Variable: Motivations

Course: Primary Data, Processed with IBM SPSS 24.0, 2019.

**Table 4.15**  
Regression Effect of  $X_1$  and  $X_2$  on Y

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	38,334	11,964		3,204	0,003
	Work Environment	0,232	0,194	0,187	1,198	0,038
	Work Dicipline	0,133	0,199	0,105	0,670	0,507

a. Dependent Variable: Performance

Course: Primary Data, Processed with IBM SPSS 24.0, 2019.

Based on the table above it is obtained that the significance value of the Work Environment variable ( $X_1$ ) =  $0.038 < 0.05$ , This means that the Work Environment has a significant effect on motivation. While the Work Discipline variable ( $X_2$ ) =  $0.507 > 0.05$  which means Work Discipline has no significant effect on motivation.

From the data processing above we can get the Model I Path Diagram, as follows:

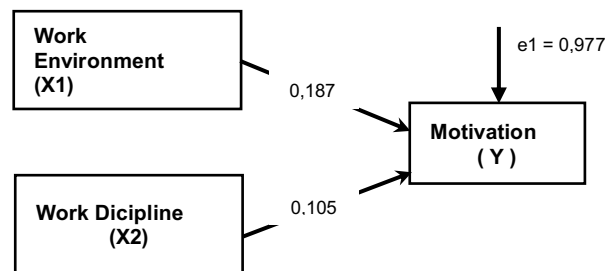


Figure VIII. Model I - Path Analysis

### Model II Path Analysis

Model two pathway, with the aim to find out whether or not the influence of independent variables (Work Environment and Work Discipline) and intervening variables (motivation) to the dependent variable (performance).

**Table 4.16**  
Hasil R Square Z (Kinerja)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,572 <sup>a</sup>	0,328	0,275	4,48817

a. Predictors: (Constant), Work Dicipline, Work Environment

b. Dependent Variable: Performance

Sumber: Primary Data, Processed with IBM SPSS 24.0, 2019.

**Table 4.17**

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Regression Effect of  $X_1$ ,  $X_2$ , Y on Z

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-17,163	14,172		-1,211	0,233
	Work Environment	0,253	0,208	0,165	1,214	0,232
	Work Dicipline	0,565	0,211	0,358	2,679	0,011
	Motivation	0,519	0,169	0,419	3,076	0,004

a. Dependent Variable: Kinerja

Sumber: Primary Data, Processed with IBM SPSS 24.0, 2019.

Based on the above table, it is obtained that the significance value of the three variables, namely Work Environment ( $X_1$ ) = 0.232 > 0.05. This means that the Work Environment has no significant effect on performance. While the Work Discipline variable ( $X_2$ ) = 0.011 < 0.05 which means the Work Environment has a significant effect on performance. And for the motivation variable ( $Y$ ) = 0.004 < 0.05 which means that motivation has a significant effect on performance.

From the data processing above we can obtain the Model II Path Diagram, as follows:

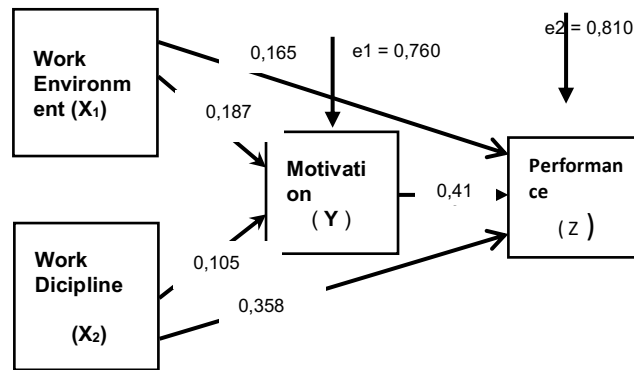


Figure IX. Model II - Path Analysis

## DISCUSSION

The first hypothesis of the study was the analysis of the variables above that obtained the value of the Work Environment variable ( $X_1$ ) = 0.038 < 0.05. This means that the work environment has a significant effect on the motivation of members of the Sungai Penuh Police Station SPKT (Integrated Police Service Center).

The second hypothesis of the study is the analysis of the variables above that obtained the value of the Work Discipline variable ( $X_2$ ) = 0.507 > 0.05. This means that the Work Discipline does not significantly influence the motivation of members of the SPKT (Integrated Police Service Center) Sungai Penuh Police Station

The third hypothesis of the study is the analysis of the variables above that obtained values for the motivational variable ( $Y$ ) = 0.004 < 0.05. This means that motivation has a significant effect on the performance of the members of the SPKT River Integrated Police Service Unit (SPKT Unit).

The fourth hypothesis of the study is the analysis of the variables above that obtained the value of the Work Environment variable ( $X_1$ ) = 0.232 > 0.05. This means that the Work Environment has no significant effect on the performance of members of the Sungai Penuh Police Station SPKT (Integrated Police Service Center).

The fifth hypothesis of the study is the analysis of the variables above that obtained the value of the Work Discipline variable ( $X_2$ ) = 0.011 < 0.05. This means that the Work Discipline has a significant effect on the performance of members of the Sungai Penuh Police Station SPKT (Integrated Police Service Center).

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The sixth hypothesis of the study is From the analysis of the variables above obtained direct effect given by the variable Work Environment (X1) on performance (Z) of 0.165. While the indirect effect given by X1 through Y to Z is the multiplication between the beta value X1 against Y with the beta value of Y to Z, which is =  $0.187 \times 0.419 = 0.078$ . Then the total effect given by the Work Environment (X1) on performance (Z) is =  $0.165 + 0.078 = 0.243$ . Based on the results of this calculation it is known that the value of the direct effect of 0.165 and the value of the indirect effect of 0.243, which means that the value of the indirect effect is greater than the value of the direct influence. These results indicate that indirectly the Work Environment (X1) through motivation (Y) has a significant influence on the performance (Z) of the SPKT Unit (Integrated Police Service Center) Sungai Penuh Police Station.

The seventh hypothesis of the study is From the analysis of the variables above obtained direct influence given by the Work Discipline variable (X2) on performance (Z) of 0.358. While the indirect effect given by X2 through Y to Z is the multiplication between the beta value of X2 against Y with the beta value of Y to Z, which is =  $0.105 \times 0.419 = 0.044$ . Then the total effect given Work Discipline (X2) on performance (Z) is =  $0.105 + 0.044 = 0.149$ . Based on the results of this calculation, it is known that the value of the direct effect is 0.358 and the value of the indirect effect is 0.044, which means that the value of the indirect effect is smaller than the value of the direct effect. These results indicate that the Work Discipline indirectly (X2) through motivation (Y) has an insignificant effect on the performance (Z) of the SPKT (Integrated Police Service Center) Unit of Sungai Penuh Police Station.

## CONCLUSIONS AND SUGGESTIONS

Based on the results of the analysis relating to the objectives of this study, it can be drawn several conclusions from the results of the study: that the Work Environment has a significant effect on motivation, Work Discipline has no significant effect on motivation, motivation has a significant effect on performance, the Work Environment does not have a significant effect on performance, Work Discipline significant effect on performance, indirectly the Work Environment through motivation has a significant influence on performance and indirectly Work Discipline through motivation has an insignificant effect on the performance of the SPKT (Integrated Police Service Center) Unit of Sungai Penuh Police Station.

Based on the above conclusions, there are some suggestions that the authors propose, namely: For the Work Environment, it is recommended to agencies in this case the Sungai Penuh Police Station, especially the SPKT Unit (Integrated Police Service Center) Sungai Penuh Police Station in order to pay attention to the comfort of members in work, because this is seen From the survey results and the results of the respondents' responses to the work environment, they still show unfavorable results, so it is feared that later the performance of the members will decrease which will have an impact on the performance of the agencies.

Facilities and Infrastructures, especially in the operation of the SPKT Unit of the full river police station, can be given more attention, in order to increase the motivation of members in carrying out their duties and obligations as protectors, protectors, community servants and law enforcement.

Member discipline must be prioritized and improved, so as to increase work motivation that has an impact on improving the performance of members in carrying out tasks.

Giving awards to members in the form of promotion can increase work motivation, so that it has a direct impact on member performance.

For motivation, it is also suggested that the Full River Sector Police in general and in particular the SPKT (Integrated Police Service Center) Unit of the Sungai Penuh Police Station to provide or schedule routine activities such as Mental Revolution Activities in agencies, this is in accordance with or based on the National Police Priority Program namely "**Quick Wins Program**".

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