

Factors Affecting Employee Performance at PT Indomarco Prismatama Jakarta

Suryanto Suryanto^{1*} and Markonah Markonah²
¹Jayakusuma College of Economics
²Faculty of Economics and Business Perbanas Institute

*Corresponding author: Suryantosamsuri16@gmail.com

Article history

Received:
28-09-2023

Accepted:
24-10-2023

Published:
31-10-2023

Copyright © 2023
Management
Research Studies
Journal

Open Access

Abstract

This research aims to analyze the factors that influence the work environment, work discipline and work motivation on employee performance at PT Indomarco Prismatama. The data analysis methods used are Validity Test, Reliability Test, Classical Assumption Test, Determination Coefficient Test, Statistical Test, and multiple linear regression analysis. And the data used in this research is primary data obtained from distributing questionnaires to employees at PT Indomarco Prismatama. The sample collection technique in this research was non-probability purposive sampling, a saturated sample with a total of 70 permanent employees at PT Indomarco Prismatama. The type of research used is a descriptive analysis method with a quantitative approach assisted by SPSS version 18 data processing tools. The research results show that the work environment has a positive effect on employee performance; Work discipline has a positive effect on employee performance; and work motivation has a positive effect on employee performance. So it is recommended to PT Indomarco Prismatama to improve the work environment, work discipline and work motivation.

Keywords: Work Environment, Work Discipline and Work Motivation on Employee Performance

INTRODUCTION

Human Resource Management is a field of management that specifically studies human relations and roles in an organization. Human resource management regulates the work force in an organization, in order to realize organizational goals, to be able to carry out their duties and functions as well as possible, good effort is needed from employees, so that good performance is created for the company.

The role of human resource management is recognized as very decisive for the realization of goals, where leaders should continue to strive so that employees are highly motivated to carry out their duties and work.

The company's goal in general is to achieve profits and strive to maintain its viability in the long term. To be able to achieve these goals, the company carries out its activities using production factors, namely nature, capital, skills, technology, labor skills and others. One of the most important factors is labor, because of technology which is perfect when not supported by natural resources. Which quality, then the company will not be able to run with Good.

Rahadi (2010) Every company always expects its employees to have achievements, because having employees who excel will make an optimal contribution to the company and the company is able to achieve its goals. In addition, by having employees who excel in the company can improve the company's performance. Performance or work performance interpreted as: "an expression of ability based on knowledge, attitudes and skills and motivation in producing something" (Rahadi, 2010).

To be able to provide professional staff, high employee performance really expected by company. The more Lots employee With high performance, the overall productivity of the company will increase so that the company will survive in the times. Performance employee Which tall no something as it happens just, but Lots factor factors that influence include motivation, work discipline and the environment Work.

Employees can carry out their duties to the maximum, among others, determined by the motivation that encourages the employee to work diligently and be disciplined which applied so that can achieved objective company in lower leaders who can create a conducive atmosphere for the work environment. Lack of work motivation from employees and company leaders will hinder employee performance and also make the work atmosphere uncomfortable conducive.

Motivation as a process that causes intensity, direction, and individual persistence towards achieving goals. Motivation is very important because motivation is the thing that causes, distributes, and support behavior employee so Want to Work enterprising And Passionate about achieving optimal results. Motivation is increasingly important because managers distribute work to their subordinates to do well and be integrated with goals which wanted. Company No just expect employee capable competent and skilled but most importantly they want to work hard and desire to achieve maximum work results. The abilities and skills of employees mean nothing to the company if they don't want to work hard. Motivation can improve employee work performance, therefore, managers' attention to regulations company in a manner rational And fair very needed. Company must give guarantee work which worthy when employee capable give good performance, and supervision at work also needs to be improved when employees make mistakes. Thus if the employees are less motivated then the employee's performance will be down.

Besides motivation, factor which can influence performance is Discipline Work which is one of the factors that influence the level of employee performance which is something that must be instilled in every individual employee in the company, both at the lower and superior levels. Good employee discipline will accelerate the company's goals, while poor discipline will become a barrier and slow down the achievement of goals company.

applicable regulations, both written and unwritten and able to carry them out and not avoid accepting sanctions if he violates the duties and authority given to him. According to Sutrisno (2015) Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior as well as an effort to increase one's awareness and willingness obey all regulation company And norms social which apply. So it can be concluded that work discipline is the attitude or behavior of a person or group to obey and carry out the rules contained in the work

company.

PT Indomarco Prismatama is a franchise retail network in Indonesia that provides basic needs and daily needs. To accommodate goals the, a number of employee assigned For observe And researching people's spending behavior. The conclusion obtained is that people tend to choose shopping at modern outlets based on reasons of completeness of quality product choices, definite and competitive prices , and a pleasant atmosphere. comfortable.

Wrong One factor Which influence low performance employee is the level of employee discipline is still relatively low. It can be seen from the level of knowledge of employees in completing or challenges in the company and many targeted jobs cannot be completed on time. Communication carried out by fellow employees who are still not very good can hinder the performance of the employees themselves, so that employee discipline has not been achieved in complying with regulations. company.

Table 1
Operations Department Employee Absenteeism

Year	Number of Employees	Working days	Alpha	Permi ssion	Sick	Total
2016	33	240	27	10	11	48
2017	36	240	30	12	7	52
2018	38	240	33	9	5	56
2019	41	240	35	8	6	40

Data Source From the Operations Department (2019)

by inadequate compensation received by employees, while the regulations that are made are not flexible so there are still many regulations that are very burdensome employees, for example, if there is a loss in the parking area, the employee will also be responsible for the loss, even to the point of being deducted from his salary, even though the employee only focuses on entry and exit tickets. Job security is also the cause of decreased employee motivation where there is no health insurance and guaranteed career paths Based on Table 1, the absentee level of PT Indomarco Prismatama employees for a period of 4 years has experienced an increase in the number of employee absences, it can be seen from 2016 employees who were absent during working hours were 27 days, year 2017 employee Which No present on O'clock Work as much 30 days, And in 2018 employees who were absent during working hours experienced a drastic increase of 33 days, and in 2019 there was a very drastic increase of 35 days. From these data it indicates that the low level of employee performance is caused by a lack of motivation, discipline and a poor work environment from the leadership so that employees work less effectively. Apart from that, the level of employee attendance is still lacking which is still below standard determination regulation company. Level attendance Which tall that later will impact on performance employee, Because employee Which No present on working hours will hinder the organization in achieving company goals and employees cannot produce maximum performance.

Employee performance can be measured through employee attendance/achievement at work, not quite enough he replied to work, Work The same with leader or colleagues in the organization and the level of work productivity. Based on absence Indomarco PT Prismatama Which exceed standard tolerance company clear seen that employees have a low level of emotional intelligence , and leaders must encourage their employees to be able to motivate themselves to have a good impact on themselves and company.

Problems concerning the work discipline of employees of PT Indomarco Prismatama there are several things that occur in discipline, namely, the remuneration received by employees is still felt by employees not in accordance with what they do, even if employees get the night shift while working then they go home at dawn but the provision of remuneration in the form of compensation and other social security is not comparable to that given by the company to employees, besides that

the justice applied by the company is still felt by employees who are selective when employees make the same mistakes, the punishments received by employees are different, and other problems are sanctions punishment Where penalty punishment Which accepted employee very burdensome employees even these sanctions can reach a reduction in salary employee.

According to PT Indomarco Prismatama employees, the decline in employee performance is indicated due to a lack of motivation, work discipline and work environment so that it has an impact on employee work performance. According to the personnel department of PT Indomarco Prismatama, the work discipline of employees is still low. Employees are less enthusiastic and enthusiastic in carrying out their work. Employees are also not motivated and disciplined to do more work good or just innovating in the completion of his work. This makes the work done by employees less effective.

According to PT Indomarco Prismatama employees, the influence of work motivation given by superiors to employees is not appropriate, this is influenced that make employees not motivated to work more Good.

circumstances This must fast in anticipation by leader because will impact on employee motivation. As a result, at work they are usually lazy, lack enthusiasm and often make mistakes and other negative things that will harm the company. Furthermore, for the work environment, the air temperature in the work room makes employees feel stuffy and has an unpleasant smell that makes employees feel lazy at work, plus the use of color pointer direction in page parking Which Already dull in employees' workplace so that it makes employees feel bored and unmotivated or unenthusiastic at work, other problems that result in low employee performance are caused by narrow space so employees are not free to move.

From the explanation above, PT Indomarco Prismatama must immediately anticipate this decline so that it does not occur in the future, so PT Indomarco Prismatama must correct this cause. Especially for employees in the field. The achievement of poor performance is suspected to be due to a lack of motivation, work discipline and a good work environment so that it has an impact on employee performance. Here the company must further increase motivation and work discipline as well as a good work environment for employees, so that they become even more enthusiastic about doing their jobs well, therefore good cooperation is needed here between leaders and employees in order to spur a stronger and more successful company. forward again.

Based on theoretical studies and the results of previous research, it turns out that the influence of work discipline, work motivation, and work environment on employee performance is very contradictory both simultaneously and partially. Because of that, the researcher is interested in re-testing and obtaining clarity on the influence of these variables in an integrated manner, both simultaneously and partially. Thus the research gap from several previous researchers is briefly presented in Table 2.

Table 2
Gap in Previous Research Results (Reseach Gap)

Research Gap	Influence	Research result
Gaps 1. Not consistent research findings on the effect of work discipline on performance employee	+/ Sig.	Work discipline has a positive and significant effect on employee performance by Trisnowati, (2013), Ardansyah & Wasilawati (2014), Yuyuk & Irawati, (2014) Indriani & Eddy (2015), Anwar & Abdul (2015), Rahayu & Idrus (2015) , Thasef, et al. (2015), Azwatet al. (2015), and Srihati (2016)

	--/No Sig.	Ambarwati (2015) and Rakasiwi (2014), found work discipline to have a negative or negative effect significant on employee performance
		Work motivation has a positive effect And significant to employee performance
		by Azin and Rihane (2013),
		Trisnowati, (2013). Yuyuk & Irawati (2014), Ronny & Achmad S. (2014),
	+/Sig.	Nicolas & Adrian (2014), Hone (2015), Amma (2015),Zahra(2015),
Gaps 2.		Firmansyah et al. (2015), Farid &
Inconsistent results		Noermijati (2015), Michael & Robyn,
influence research		(2016), Suroso (2016), Lies S. (2016),
work motivation to		and Cicilia et al (2016)
employee performance		Ismulyati and Etty (2017), Munandar (2015), and Keumala and Indra (2012)
		find work motivation
	--/No Sig.	negative effect and no significant to performance employee.
		Then Arifin (2015) found
		work motivation has no effect
		significant on employee performance.
	+/Sig.	The work environment has a positive and significant effect on performance employees (Imran (2011); Nunung & Masurif, 2011; Riansari et al. (2012), Diah & Eddy, 2015; Sriati, 2016)
gaps 3.		Munandar (2015), Suroso (2016) And Ambarwati (2015); found that the work environment has no significant effect on employee performance. Purwanto (2015) found that the work environment is influential negative and significant to employee performance.
The inconsistent results of research on the effect of the work environment on employee performance	--/No Sig.	

Seeing from the results of previous research which states that each variable has a positive influence on employee performance, the researchers try to do study with make variable environment Work, discipline Work, and work motivation, as independent variables and employee performance as variables bound. Based on the explanation above, the authors are interested in conducting research with the title "The Influence of the Work Environment, Work Discipline, and Work Motivation on Employee Performance at PT Indomarco Prismatama Jakarta".

Formula Problem

Based on the background above, a research question is formulated as follows:

1. Does the work environment affect the performance of employees in the company PT Indomarco Prismatama?
2. Does work discipline affect the performance of company employees Indomarco PT Prismatama?
3. Does work motivation affect the performance of PT Indomarco employees Prismatama?

Objective Study

The aim of this research is:

1. To analyze the influence of the work environment on work performance in the company PT Indomarco Prismatama.
2. To analyze the effect of work discipline on employee performance in the company PT Indomarco Prismatama.
3. To analyze the effect of work motivation on employee performance PT Indomarco company Prismatama.

Benefit Study

For PT Indomarco Prismatama, the results of this research are expected to become material for consideration and input for PT Indomarco Prismatama in an effort to improve employee performance more Good.

Study Theory

Environment Work

According to Sedarmayanti (2001) the work environment is an environment where a person works with all the equipment provided by the company with work methods that have been taught which are carried out independently or as a team.

The work environment needs to be considered because it has an important role for employees in completing their duties. With a good work environment, it can spur employees to work as well as possible. They will find it easier to concentrate and feel happy so that their performance will increase. Meanwhile, if the work environment is bad, it will also have a negative impact on the performance of its employees. Because they will feel uncomfortable at work so their performance is low (Andini, 2014)

Environment Work is environment Where employee do his daily work. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect employee emotions. If employees like the work environment in which they work, then these employees will feel at home in their workplace to carry out activities so that work time is used effectively and is optimistic that employee performance is also high. The work environment includes work relationships Which formed between fellow employees and the working relationship of subordinates and superiors as well as the physical environment where employees work (Rahmayanti (2014).

Discipline

Definition of discipline Work

Safitri (2013) work discipline is a tool used by managers to communicate with their employees so that they are willing to change something. behavior as well as as something effort For increase awareness or someone's willingness obey all regulation company And norms social Which apply.

Hasibuan (2017) defines discipline as a person's awareness and willingness to comply with all organizational/company regulations and applicable social norms. Hasibuan (2006) argues that discipline is a form of awareness and a person's willingness to comply with all applicable company regulations and social norms. So, it is said to be disciplined if employees are aware and willing to carry out all their duties and responsibilities properly. Discipline must be upheld in a company organization. Without the support of good employee discipline, it is difficult for companies to realize their goals. So, discipline is the key to the success of a company in achieving its goals. Meanwhile, according to Rusli (1991) in the factors that affect productivity and work discipline, namely attitudes or behavior in the form of obedience and conscious adherence to the rules that apply in the work environment because there is a belief that with the rules the goals can be achieved.

Work discipline according to Sinungan (2002) is a mental attitude that is reflected in the behavior of individuals, groups or communities in the form of obedience

to the rules or provisions applied by the government or ethics, norms and rules that apply in society for certain purposes.

Forms of work discipline

Performance Indicator Employee

According to Afandi (2018) employee performance indicators are as follows:

1. Yield quantity Work
All kinds of units of measurement related to the amount of work that can be expressed in numbers or other numerical equivalents.
2. Yield quality Work
All kinds of measurement units related to the quality or quality of work that can be expressed in numbers or other numerical equivalents.
3. Efficiency in executing task
Share resources wisely and in a cost-effective way.
4. Discipline Work
Comply with applicable laws and regulations.
5. initiative

Ability For decide And do something Which Correct without Rivai (2014) suggests that there are four types of disciplinary activities, that is:

- 1) Retributive *Discipline* , namely trying to punish people who do wrong. Decision makers discipline in a way that is proportionate to goals. By not doing anything like that will considered No fair by people who Act in a manner No appropriate
- 2) Corrective Discipline , namely trying to help employees to correct inappropriate behavior. Violations of the rules should be treated as serious matters corrected than as violations Which must punished. Punishments will be lenient to the extent that the offender shows a willingness to change behavior.
- 3) Perspective of individual rights (*Individual Rights Perspective*), namely trying to protect the basic rights of individuals during discipline. Discipline is only appropriate when there are just reasons for imposing punishment. Employee rights take precedence over actions discipline.
- 4) utilitarian perspective , which focuses on the use of discipline only when the consequences of disciplinary action outweigh the negative effects. The degree to which disciplinary action is taken depends on how the discipline will affect productivity And profitability. Cost replacement employee And the consequences of permitting inappropriate behavior need to be considered. As employee replacement costs continue to soar, so the severity of discipline should decrease. As the consequences of allowing disgraceful behavior continue to increase, so does the severity of the law.

Indicator

According to Suwendra (2001) there are several indicators to assess employee work discipline. Some of these indicators include:

- a) Presence
Attendance of employees at the company before working hours, and use attendance at the company to record their attendance.
- b) Behavior
- c) Behavior , namely Obedience
Subject to the rules and regulations that have been set and willing to accept sanctions and penalties if violated.
- d) Accuracy time
Can use and divide the time well. Because time is very valuable and one of the keys to success is to be able to use time well.
reflecting the orderliness of employees and the responsibilities of each employee in completing tasks and maintaining facilities and infrastructure that can support their work.

Motivation

Theory motivation

Hierarchical Needs Theory is a theory of needs put forward by Abraham Maslow. According to Abraham Maslow that every human being consists of 5 (five) needs, namely:

- a) Physiological needs, the need to eat, drink, physical protection, sexual as a need Lowest.
- b) The need for security is the need for protection from threats, dangers, conflicts and the environment life.
- c) Social ownership, the need for a sense of belonging, the need to be accepted in a group, affiliation, interaction and the need for love and loved.
- d) Self-esteem, need for self-esteem, need to be respected and valued by others.
- e) Self-actualization, the need to express opinions ideas, giving judgment and criticism of something (Zainal, 2014)

Understanding Motivation

Armstrong (2008) states that motivation as something that makes people Act or behave in ways certain. Motivation is something that moves people to achieve a sense of belonging to a common goal by ensuring that as far as possible the desires and needs of its members are in a state of harmony or balance.

According to Malthis (2001) motivation is a desire within a person that causes that person to take action. Rivai (2004) mentions motivation is a set of attitudes and values that influence individuals to

achieve specific things according to individual goals. Motivation according to (Sadirman, 2009) is change energy in self someone Which be marked with the emergence of feeling and preceded by a response to the existence of a goal. Meanwhile, according to Mathis (in Aziz, 2016) motivation is the desire in a person that causes that person to act. Usually people act for a reason to achieve goals. Understanding motivation is very important because performance, reactions to compensation and other human resource issues influence and affect motivation. Approaches to understanding motivation vary, as different theories develop their own views and models

Motivation is process psychic Which push person For do something. Motivation is the willingness to make high-level efforts to achieve organizational goals conditioned by the ability of these efforts to satisfy the needs of a number of individuals (Robins and Mary, 2012).

Process Motivation

There is a willingness to make maximum use of business results in achieving company goals with a view to satisfying some personal needs employee own. Necessity That should too in accordance And consistent with goals of the company itself. Fulfillment of needs that are lacking will create tension or psychological warfare between employees, both superiors and subordinates or so on. Motivation theory: a) unsatisfied need, b) tension, c) drives, d) search behavior, e) satisfied need, f) reduction of tension.

Basically, the motivational process can be described if someone is not satisfied with his will resulted tension, Which on Finally will look for road or actions to fulfill and continue to seek satisfaction which according to its own size is appropriate and must be fulfilled (Zainal, 2014)

Motivation Indicator Work

Indicators for measuring work motivation according to Syahyuti (2010) are as follows:

- f) The urge to reach objective
Someone who has high motivation will have a strong urge to achieve maximum performance, which will later affect the goals of a bank or institution.
- g) Spirit Work
Morale is a good psychological state if the enthusiasm for work creates pleasure that encourages a person to work harder and better and consistently in achieving the goals set by the company or agency.
- h) initiative
Initiative is defined as the strength or ability of an employee or employee to start or continue a job with full energy without any encouragement from other people or of their own free will.
- i) Sense of responsibility answer
The attitude of individual employees who have good work motivation must have a sense of responsibility for the work they do so that the work can be completed in a timely manner.

Performance

Definition of Performance Employee

According to Hasibuan (2014) performance is the result achieved by a person in carrying out the tasks assigned to him based on skill, experience and sincerity as well as time. Bernardin (1993) performance is a record of the results obtained from specific job functions or certain activities over a certain period of time.

According to Maier, (1995) performance is an individual's success in completing his work.

According to Mangkunegara (2006) performance (work achievement) is the work of a quality and quantity achieved by someone in carrying out their duties in accordance with the responsibilities given to them.

Mathis-Jackson (2006) means that performance is basically what employees do and don't do must be told, able to find what should be done with something around , trying to keep moving to do things even though things are getting worse difficult.

6. Accuracy

The level of suitability of the results of work measurements whether the work has reached its goals or not.

7. Leadership

The process of influencing or giving examples by leaders to their followers in an effort to achieve organizational goals.

8. Honesty

One of human nature that is quite difficult to apply.

9. Creativity

Mental processes that involve the generation of ideas or that involve the generation of ideas.

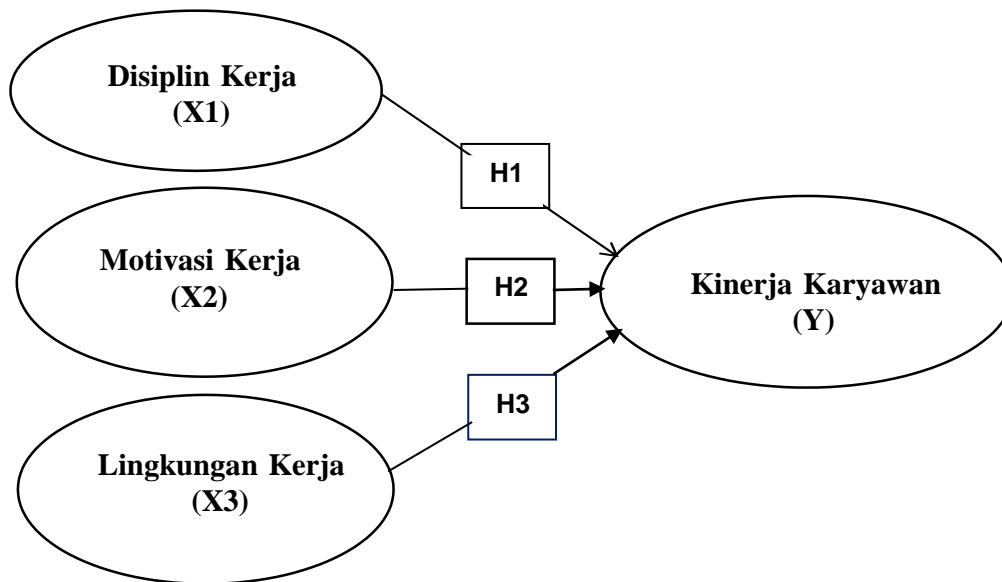
Table 3 Study Previously

No	Author (year)	Research variable	Findings
1	Trisnowati (2013)	dependent variable: -employee performance Independent variables: -Discipline of work	Work discipline has a positive and significant effect on employee performance
2	Rakasiwi (2014)	dependent variable: -employee performance Independent variables: -Work motivation -Job satisfaction -Discipline of work	Work discipline has a negative and insignificant effect on employee performance
3	Firmansyah, et al (2015)	dependent variable: -employee performance Independent variables: -Work motivation -Job satisfaction	Work motivation has a positive and significant effect on employee performance
4	Ismulyaty and Ety (2017)	dependent variable: -employee performance Independent variables: -Work motivation -Work environment	Work motivation has a negative and insignificant effect on employee performance
5	Riansari, et al (2012)	dependent variable: -employee performance Independent variables: -compensation -work environment	The work environment has a positive and significant effect on employee performance
6	Suroso (2016)	dependent variable: -employee performance Independent variables: -Work motivation -Work environment	The work environment has a negative and insignificant effect on employee performance

Framework Thinking

To find out the problem to be discussed, it is necessary to have a framework which is the basis for researching the problem which aims to find, develop and test the truth of a research and the framework can be described as follows:

Figure 1. Research Framework



Hypothesis

Based on study before, framework theory And framework thinking The above shows that there is an interrelationship between work motivation, work environment and work discipline on employee performance which is more significant than other factors that affect employee performance.

The influence of the work environment on the performance of employees of PT Indomarco Prismatama

A number of studies have been conducted to determine the effect of the environment on employee performance. According to Nugroho and Agung (2014) the research results show that the work environment has a positive effect on employee performance. Potu (2013) said there is a positive and significant relationship between the work environment and employee performance. According to Sidanti (2015) the results of his research show that the work environment has a positive and significant effect on employee performance. However, other research states that there is a negative influence caused by the work environment on employee performance. According to Arianto (2013) the research results show that the work environment has a negative effect on employee performance. This show that when more Good environment Work so the better the employee's performance will be. Then the formulation of the hypothesis as follows

H1: The work environment has a positive effect on the performance of employees of PT Indomarco Prismatama

Effect of work discipline on the performance of PT Indomarco o Prismatama employees

From several studies the influence of work discipline on employee performance. According to Hisika, et al (2015) the results of his research showed that there was a positive influence between work discipline on employee performance. Diah and Eddy (2015) show that work discipline has a positive effect on employee performance. Ivonne (2013) shows the results of his research work discipline has a positive effect on employee performance. This shows that the increasing work discipline will improve employee performance. So the formulation of the hypothesis is as follows:

H2: Work discipline has a positive effect on the performance of employees of PT Indomarco Prismatama

The effect of work motivation on the performance of employees of PT Indomarco Prismatama

Research according to Potu (2013) shows the results of research that work motivation has a positive and significant effect on employee performance. Sidanti (2015) states that Motivation Work influential positive against performance employee. In their research, Murti and Veronika (2013) showed that work motivation has a positive effect on employee performance. This shows that the higher the work motivation, the higher the performance employee.

Then the formulation of the hypothesis as follows:

H3 : Motivation Work influential positive to performance employee PT Indomarco rismatama.

RESEARCH METHODS

Population and Sample

The population is the generalization area which consists of objects or subjects that have certain qualities and characteristics determined by the researcher for studied and then drawn conclusions (Sugiyono, 2019). The population in this study were all employees of PT Indomarco Prismatama *Dept. E-Commerce Operations* . Seeing that the population is only 70 employees, it is feasible to take all of them as samples. The sample used in this research is the saturated sample whole population Which There is used Also as sample study. So that the sample in this study is the entire population in the study, namely as many as 70 Respondents

Collection Techniques Data

The data collection technique used in this study was a questionnaire. The questionnaire is a data collection technique which is done by giving a set of questions or written statements to respondents to answer (Sugiyono, 2019).

In study This order gift score use scale likert 1-5. Scale Likert is used to measure employee attitudes and views regarding the variables studied. Scale 1 is interpreted as strongly disagree and scale 5 as very agree.

Table 4 Likert Scale Measurement Table

Evaluation	Score
Strongly agree	5
Agree	4
Disagree	3
Don't agree	2
Strongly Disagree	1

Instrument Study

The research instrument plays an important role in quantitative research because quality data Which used. It means data Which concerned can represent and reflect the state of something that is measured from research subjects and data owners. For this reason, quantitative research must think about how to obtain data as accurately as possible from research subjects so that the data can be accounted for for further testing. In this study, the indicators for each variable are as follows :

Table 5 Research Instruments

No	Variable	Indicator	Source	Scale
1	Work environment	1. Security Work 2. Connection employee 3. Conducive working atmosphere _ 4. Comfort Work	Sedarmayanti (2011)	Likert

2	Work motivation	1. Spirit Work 2. Be serious Work 3. Professional at work 4. Tenacious deep Work	Syahyuti (2010)	Likert
3	Work Discipline	1. Level presence 2. Compliance with regulations 3. Accuracy time 4. Attitude Work	Suwendra (2001)	Likert
4	Employee Performance	1. Quality Work 2. Quantity Work 3. Utilization time 4. Responsibility Work	Mathis-Jackson (2006)	Likert

Source: Mathis-jackson (2006), Sedarmayanti (2011), Syahyuti (2010), Suwendra (2001)

Population and Sample

The population is the generalization area which consists of objects or subjects that have certain qualities and characteristics determined by the researcher for studied and then drawn conclusions (Sugiyono, 2019). The population in this study were all employees of PT Indomarco Prismatama Dept. E-Commerce Operations. Seeing that the population is only 70 employees, it is feasible to take all of them as samples. The sample used in this research is the saturated sample whole population Which There is used Also as sample study. So that the sample in this study is the entire population in the study, namely as many as 70 Respondents

Collection Techniques Data

The data collection technique used in this study was a questionnaire. The questionnaire is a data collection technique which is done by giving a set of questions or written statements to respondents to answer (Sugiyono, 2019).

In study This order gift score use scale likert 1-5. Scale Likert is used to measure employee attitudes and views regarding the variables studied. Scale 1 is interpreted as strongly disagree and scale 5 as very agree.

Instrument Study

The research instrument plays an important role in quantitative research because quality data Which used. It means data Which concerned can represent and reflect the state of something that is measured from research subjects and data owners. For this reason, quantitative research must think about how to obtain data as accurately as possible from research subjects so that the data can be accounted for for further testing. In this study, the indicators for each variable are as follows :

Table 5 Research Instruments

No	Variable	Indicator	Source	Scale
1	Work environment	1. Security Work 2. Connection employee 3. Conducive working atmosphere 4. Comfort Work	Sedarmayanti (2011)	Likert
2	Work motivation	1. Spirit Work 2. Be serious Work 3. Professional at work 4. Tenacious deep Work	Syahyuti (2010)	Likert

3	Work Discipline	1. Level presence 2. Compliance with regulations 3. Accuracy time 4. Attitude Work	Suwendra (2001)	Likert
4	Employee Performance	1. Quality Work 2. Quantity Work 3. Utilization time 4. Responsibility Work	Mathis-Jackson (2006)	Likert

Source: Mathis-jackson (2006), Sedarmayanti (2011), Syahyuti (2010), Suwendra (2001)

RESULTS AND DISCUSSION

Object Description Study

PT Indomarco Prismatama (Indomaret Group) is a subsidiary of the Salim Group which was established in 1988. Indomaret as a pioneer franchise outlet business and is the largest in Indonesia, by total outlets > 16,336 (Jan 2019) and growing up to 7 outlets per day. Currently there are 28 branch offices spread across various regions of Indonesia.

Indomaret Group has 10 business sectors namely: Retail (Indomaret, OMI, Ceria Mart), Grocery (Indogrosir), IT Consultant (AGCI), Food and Beverages (Yummy Choice, Point Café), Shopping Plaza (BSD Plaza), Bakery (Mr. Donut, Mr Bread, Prime Bread), Japanese Restaurant (Washoku Sato), e-wallet (I-saku), e-commerce (Klik Indomaret), and expedition (Indo Paket). After more than 20 years of experience managing large-scale retail businesses, Indomaret Group has a vision to become a national asset that excels in global competition so that young professionals are needed to become Future Leaders of Indomaret Group .

Analysis Descriptive

The instrument used in this research is a list of questions in the form of a questionnaire. The total number of questions is 23 items, where the independent variable X_1 (Work Environment) totaling 6 statement items, Independent Variable X_2 (Work Discipline) totaling 5 statement items, Independent Variable X_3 (Work Motivation) totaling 6 items, and the dependent variable Y (Employee Performance) 6 statement items. Respondents in this study were employees of PT Indomarco Prismatama Jakarta .

Characteristics Respondents

1. Characteristics of Respondents Based on Age

Characteristics of respondents based on age can be seen in Table 6:

Table 6 Characteristics of Respondents by Age

Age	Person	Percent
18 – 25 years	11	15,7
26 – 33 years	40	57,1
36 – 41 years	13	18,6
>42 years	6	8,6

Source: Data is processed,

can be explained that PT Indomarco Prismatama Jakarta in this study were 11 people aged 18-25 years with a percentage of 15.7 percent, aged 26-33 years were 40 people with a percentage 57,1percent, 13 people aged 36-41 years with a percentage of 18.6 percent, and 6 people aged >42 years with a percentage of 8.6 percent. This shows that the majority of respondents are aged 26-33 years.

Characteristics of Respondents by Type Sex

Characteristics of respondents based on gender can be seen in Table 7 below

Table 7 Frequency Distribution by Gender

Gender	Person	Percent
Woman	27	38,6
Man	43	61,4
Income Per Month	Person	Percent
IDR 2,000,000 – IDR 3,000,000	12	17,1
> IDR 3,000,000	52	74,9
> IDR 5,000,000	6	8

Source: Data is processed

It can be explained that PT Indomarco Prismatama Jakarta employees who have a monthly income of Rp. 2,000,000 – Rp. 3,000,000 as many as 12 people with a percentage of 17.1 percent, who have a monthly income of more than Rp.3,000,000 as many as 52 people with a percentage of 74.9 percent, and those who have a monthly income of more than Rp. 5,000,000 as many as 6 people with a percentage of 8 percent. This shows that the majority of PT Indomarco Prismatama Jakarta employees have an income of >Rp 3,000,000.

Descriptive Analysis Variable

This study describes descriptively the results of the Work Environment, Work Discipline, Work Motivation, and Employee Performance. This questionnaire was filled in by 70 respondents from PT Indomarco Prismatama Jakarta with the following responses:

Linear Regression Analysis Double

Multiple linear regression analysis was carried out to determine the effect of the variables Work Environment (X_1), Work Discipline (X_2), Work Motivation (X_3) on Employee Performance (Y) at PT Indomarco Prismatama Jakarta Employees. As for the results of multiple linear regression coefficients can be seen in Table 8 below:

Table 8 Results of Multiple Linear Regression Analysis Coefficients_a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-4.157	4.174		-.996	.323
	Lingkungan Kerja	.397	.146	.283	2.727	.008
	Disiplin Kerja	.407	.123	.318	3.317	.001
	Motivasi Kerja	.416	.143	.304	2.905	.005

a. Dependent Variable: Employee Performance

Source: Appendix 16

Based on Table 4.9, the results of the multiple linear regression equation are obtained as follows: $Y = 0.283X_1 + 0.318X_2 + 0.304X_3$

Based on these equations can be interpreted as follows:

1. The regression coefficient value of the Work Environment (β_1) is $0.283 > 0$, which is valuable positive. Matter This means that variable Environment Influential work positive on Performance Employee, It means every increase 1 unit per items score Environment Work, then Employee Performance will increase by 0.283 units, thus on the contrary.
2. Mark coefficient regression from Discipline Work (β_2) as big $0.318 > 0$ ie worth positive. This shows that the Work Discipline variable has a positive effect on Employee Performance, meaning that every increase of 1 unit per item the Work Discipline score, then Employee performance will increase by 0.318 units per item score, and vice versa.
3. The regression coefficient value of Work Motivation (β_3) is $0.304 > 0$, which is worth positive. This shows that the variable Work Motivation has a positive effect on Employee Performance, meaning that every 1 unit

increase per item Work Motivation score , Employee Performance will increase by 0.304 units per item score, thus on the contrary.

Test validity

According to Sugiyono (2019) , "Validity is the degree of accuracy between the data that occurs on the research object and the data reported by the researcher." A measurement instrument measurement said valid if instrument can measure the *construct* according to the purpose and researcher expectations. And deep study This whole statement from all variables declared valid. R arithmetic value of 6 statement items on variables Environment Work (X1) is more big from 0.361, mark r count from 5 statement items on the Work Discipline variable (X2) is greater than 0.361, the value of r count of 6 statement items on the Work Motivation variable (X3) is greater than 0.361, And mark r count from 6 grain statement on variable Performance Employee (Y) is greater than 0.361. Thus all questionnaire statements are declared valid.

Test Reliability

Testing reliability intended For test so far where results fixed measurements consistent if done measurement a number of time to symptom Which using the same measuring device. Sugiyono (2012) suggests that a reliable instrument is an instrument which, when used several times to measure the same object, will produce the same data Criteria in determining the reliability of a questionnaire by means of One Shot or one-time measurement using SPSS . According to Ghozali (2016) One Shot or one -time measurement : the measurement is only once and then the results are compared with other questions or measuring the correlation between the answers to questions. SPSS provides a facility to measure reliability with the Cronbach Alpha statistical test . A construct or variable is said to be reliable if it gives a Cronbach Alpha value > 0.70 (Nunnally, 1964).

Table 9 Reliability Test

Variable	Cronbach's Alpha	Number of items (n)	Information
Work environment	0.892 > 0.7	6	Reliable
Work motivation	0.875 > 0.7	6	Reliable
Work Discipline	0.961 > 0.7	5	Reliable
Employee performance	0.961 > 0.7	6	Reliable

Source: Data is processed

It is known that the value of *Cronbach's Alpha* on 23 items is greater than 0.7, then overall the questionnaire questionnaire is reliable, so it can be stated that the questionnaire is reliable and can be distributed to respondents to serve as a research instrument.

Classic assumption test

Test Normality

Table 10. Kolmogorov-Smirnov One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		70
Normal Parameters ^{a,b}		
	Means	.0000000
	std.	2.12428539
	Deviation	
Most Differences	Extreme	
	Absolute	.070
	Positive	.070
	Negative	-.046
Test Statistic		.070
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

- b. Calculated from data.
- c. Lilliefors Significance Correction.
- d. This is a lower bound of the true significance.

Source: Data is processed

Table 10 shows the probability value or Asymp. Sig. (2-tailed) of $0.200 > \alpha (0.05)$, thus the residual variable is normally distributed.

Test Heteroscedasticity

Table 11 Test Glejser Coefficients^a

Model	Unstandardized Coefficients		standardized Coefficients		t	Sig.
	B	std. Error	Betas			
1 (Constant)	3,366	2,503			1,345	.183
Environment Work	-.161	087	-.250		-1,846	.069
Work Discipline	.032	.074	.055		.441	.661
Work motivation	.070	086	.112		.821	.415

a. Dependent Variable: abs_res

Source: Data is processed

From test Glejser Table 4.11, is known mark Sig. Glejser on Environment Work $0.069 > \alpha (0.05)$, Sig.Glejser value on Work Discipline $0.661 > \alpha (0.05)$, and Sig.Glejser value on Motivation Work $0.415 > \alpha (0.05)$. matter This show No There is Heteroscedasticity symptoms.

Test Multicollinearity

Table 12 Coefficient Multicollinearity Test

Model	Unstandardized Coefficients		Collinearity Statistics	
	B	Std. Error	Tolerance	VIF
1 (Constant)	-4.157	4.174		
Lingkungan Kerja	.397	.146	.784	1.275
Disiplin Kerja	.407	.123	.919	1.088
Motivasi Kerja	.416	.143	.773	1.293

e. Dependent Variable: Performance Employee

Source: Data is processed

Based on Table 12 it can be seen that the *Tolerance value of the Work Environment* , *Work Discipline* , and *Work Motivation* variables is > 0.1 and the VIF value < 10 . This shows that there is no multicollinearity problem between the independent variables in the regression model.

Coefficient _ Determination

Table 13 Coefficient of Determination Summary Model^b

Model	R	R Square	Adjusted Square	R std. Error of the Estimates
1	.664 ^a	.441	.416	2.172

a. Predictors: (Constant), Work Motivation, Work Environment, Discipline Work

b. Dependent Variable: Performance Employees Source: Data is processed

Based on Table 13 it is known that the value of the coefficient of determination (*Adjusted R Square*) is 0.416 or 41.6 percent. This shows that 41.6 percent of the variation in employee performance can be explained by independent variables, namely work environment, work discipline, and work motivation, while the remaining 58.4 percent is explained by other factors outside the research model. This.

Testing hypothesis

Feasibility test Model

In Table 14 it is known that the number of samples (n) is 70 respondents and the number of parameters (k) as much 4, so obtained $df_1 = 4 - 1 = 3$; $df_2 = n - k = 70 - 4 = 66$, then at $\alpha = 0.05$ obtained F table = 2.743. Based on Table 4.14, the calculated F value (17.387) > F table (2.743) and significance (0.000) < α (0.05). This means that the variables Work Environment, Work Discipline, and Work Motivation are feasible to use and have a significant effect on Employee Performance at PT Indomarco Prismatama Jakarta.

Table 14
ANOVA model feasibility test^a

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	246.074	3	82.025	17.387	.000 ^b
Residual	311.369	66	4.718		
Total	557.443	69			

a. Dependent Variable: Performance Employee

b. Predictors: (Constant), Work Motivation, Work Environment, Discipline Working Source:
Data is processed

Hypothesis testing (t-test)

Table 15 Hypothesis Test (t-test)
Coefficients^a

Model	Unstandardized Coefficients		standardized Coefficients	t	Sig.
	B	std. Error	Betas		
1 (Constant)	-4,157	4,174		-.996	.323
Work discipline _	.407	.123	.318	3,317	.001
Work motivation	.416	.143	.304	2,905	.005
Work environment	.397	.146	.283	2,727	.008

a. Dependent Variable: Employee Performance

Source: Data is processed

With (n) = 70, the number of parameters (k) = 4, $df = (n - k) = 70 - 4 = 66$ then at the error rate $\alpha = 0.05$, t table = 1.996 : The regression coefficient value of the Work Environment (β_1) = 0.397 > 0, with t count (2.727) > t table (1.996) and significance (0.008) < α (0.05) This shows that the Work Environment variable has a positive and significant effect to

1. Mark coefficient regression from Discipline Work (β_2) as big 0.318 > 0 with t count (3,317) > t table (1.996) and significance (0.001) < α (0.05) This shows that the Work Discipline variable has a positive and significant effect on Employee Performance, meaning that every increase in Work Discipline 1 unit per item score, then Employee Performance will increase of 0.318 units, and vice versa.
2. regression coefficient value of Work Motivation (β_3) is 0.304 > 0 with t count (2.905) > t table (1.996) and significance (0.005) < α (0.05) This shows that the variable Work Motivation has a positive and significant effect on Employee Performance, meaning that for every increase in Work Motivation 1 unit per item score, Employee Performance will increase by 0.304 units, and vice versa.

Discussion

Work Environment (X_1) on Performance Employee

The regression coefficient value of the work environment (β_1) = 0.283 > 0, with t count (2.727) > t table (1.996) and significance (0.008) < α (0.05) This shows that variable Environment Work influential positive And significant to Performance Employees, meaning that every increase in the Work Environment is 1 unit per score items, then Employee Performance will increase by 0.283 units, thus on the contrary.

Environment Work is environment Where employee do his daily work. A conducive work environment provides a sense of security and allows employees to work optimally. The work environment can affect employee emotions. If employees like the work environment where they work, then these employees will

feel at home in their workplace to carry out activities. so that time Work used in a manner effective And optimistic performance Work employees are also high. The work environment includes the working relationships that are formed between fellow employees and the working relationships of subordinates and superiors as well as the physical environment where employees work (Rahmayanti, 2014), so that a better work environment at PT Indomarco Prismatama Jakarta Tbk will increase employee performance.

Based on distribution answer respondent to variable Environment At work, there were 14 respondents with a percentage of 20 percent who answered that they did not agree with the statement " The room where employees work must have good air circulation ", meaning that there are some employees who do not feel comfortable with

the existing work environment . And there were 65 respondents with a percentage of 94.8 percent who agreed to the statement " Communication is the main thing in fostering good relations between employees ", meaning that the majority of PT Indomarco Prismatama Jakarta employees believe communication is something that can create a good work environment. Good. The results of this study are in line with research by Titi (2012) which says that the work environment has a positive and significant effect on employee performance.

The Effect of Work Discipline (X) on Performance Employee

The regression coefficient value of Work Discipline (β_2) is $0.318 > 0$ with t count $(3.317) > t$ table (1.996) and significance $(0.001) < \alpha (0.05)$ This shows that the Work Discipline variable has a positive and significant effect on Employee Performance, meaning that for every increase in Work Discipline of 1 unit per item score, Employee Performance will increase by 0.318 units, and vice versa.

Discipline is one's awareness and willingness to comply with all applicable company regulations and social norms. Good discipline reflects the magnitude of a person's responsibility for the tasks that are carried out given to him. This will encourage work passion, morale, and the realization of organizational goals. According to Rivai & Sagala (2009), states that work discipline is a tool used by managers to communicate with employees so that they are willing to change behavior and as an effort to increase awareness and willingness to comply with company regulations and norms. social Which apply, so that with the more the discipline para employee, it will improve performance employee.

Based on the distribution of respondents' answers to the Work Discipline variable, there were 15 respondents with a percentage of 31.5 percent who answered that they disagreed with the statement " Employees' working hours are carried out as optimally as possible by employees by not using them for personal gain", meaning that there are still There is employee PT Indomarco Prismatama Jakarta who uses time working hours for their personal interests. And there were 67 respondents with a percentage of 95.7 percent who agreed to the statement " Employees who work must maintain the security of equipment in the office ". This means that it is true that many employees maintain all office equipment facilities so that they are not damaged, so this creates good discipline for each employee his employees. The results of this study are in line with Juni (2013) which says that Work Discipline has a positive and significant effect on Employee Performance.

Effect of Work Motivation (X₃) on Performance Employee

The regression coefficient value of Work Motivation (β_3) is $0.304 > 0$ with t count $(2.905) > t$ table (1.996) and significance $(0.005) < \alpha (0.05)$ This shows that the variable Work Motivation has a positive and significant effect on Employee Performance, meaning that for every 1 unit increase in Work Motivation per item score, Employee Performance will increase by 0.304 units, and vice versa.

Amstrong (2008) in Ekaningsih's research (2012) states that motivation is something that makes people act or behave in certain ways. With good work motivation from employees for the work they do, this will encourage them to produce better work, because of the sincerity and confidence they do, so this will improve employee performance.

Based on the distribution of respondents' answers to the Work Motivation variable, there were 17 respondents with a percentage of 24 percent who answered disagree with the statement " Employees have the opportunity to attend education and training to support achievement ", meaning that there are still some employees who have not received education and training at the company , this is probably due to the lack of motivation for these employees to make them not get good education and training to support their achievements. And there were 64 respondents with a percentage of 92.4 percent who agreed to the statement " In completing work employees have their own methods and authority that can be accounted for ". This shows that it is true that the majority of employees have good motivation in their work so that they are able

to complete their work .

Results study This in line with Firmansyah (2015), Which say that work motivation has a positive and significant effect on performance Employee.

Conclusion

Based on the results of the explanation above, it can be concluded that: 1). Work Environment has a positive and significant effect on Employee Performance at PT Indomarco Prismatama Jakarta..2). Work Discipline has a positive and significant effect on Employee Performance at PT Indomarco Prismatama Jakarta..3). Work motivation has a positive and significant effect on employee performance at PT Indomarco Prismatama Jakarta.

Recommendation

Based on the research results obtained, the researchers received suggestions that: improve the work environment, work discipline and work motivation in improving the performance of PT Indomarco Prismatama Jakarta employees.

REFERENCE

- Arianto, (2013). The Influence of Discipline, Work Environment, and Work Culture on Teaching Staff Performance Economic Journal Vol 9, No 2
- Arikunto, Suharsimi. (1998). Research Procedure, Jakarta: Rineka Cipta
- Firmansyah, F., Amanah, S., & Sadono, D. (2015). Motivation, Job Satisfaction, and Performance of Forestry Instructors in Cianjur Regency, West Java. Extension Journal , 11(1).
- Ghozali, Imam. (2016). Multivariate Analysis Application with IBM SPSS 23 (Edition 8) Program . VIII print. Semarang: Diponegoro University Publishing Agency
- Ivonne. (2013). The Influence of Motivation, Discipline and Satisfaction on Employee Work Performance. Jakarta : EMBA Journal Vol 1 No. 4
- Murti, Harry and Veronika (2013). The Effect of Motivation on Employee Performance with Job Satisfaction Mediating Variables in PDAM Madiun City. Journal of Management and Accounting Research Vol.1 No. 1.
- Potu, Aurelia. (2013). The Influence of Leadership, Motivation and Work Environment on Employee Performance at the Regional Office of the Directorate General of State Assets of North Sulawesi and North Maluku in Manado, EMBA Journal Vol.1 No. 2
- Reza. (2010). The Effect of Leadership Style, Motivation and Work Discipline on Employee Performance. Thesis . Semarang : Faculty of Economics
- Rakasiwi, G. (2014). Influence Motivation, Satisfaction Work, And Discipline Work on Employee Performance (Empirical Study on Civil Service Police Unit, Karanganyar Regency) (Doctoral Dissertation , Muhammadiyah University Surakarta).
- Sutrisno, Eddie. (2015). Jakarta Human Resource Management : Kencana Prenada Media Group.
- Sutrisno, Eddie. (2015). Jakarta Organizational Culture : Kencana Prenada Media Group.
- Sidanti, Heny. (2015). The Effect of Work Environment, Work Discipline and Work Motivation on the Performance of Kab. Madiun, JIBEKA Journal , Vol.9, No.1
- Syahyuti, (2010). Definitions, Variables, Indicators and Measurements in Social Sciences, Bogor Center for Socioeconomic Analysis and Agricultural Policy.
- Sugiyono. (2019). Quantitative, Qualitative Education Research Methods, Bandung: CV Alfabeta.
- Wibowo. 2016. Performance Management . Jakarta : Rajawali Press PT. Raja grafindo persada