



## **Influence Of Work Motivation, Work Conflict And Work Environment On Performance Employees In Pandemi Time Covid-19**

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### **ABSTRACT**

*The Covid-19 pandemic has disrupted all processes of social and economic life, including companies. Initially the business could run freely, now the company must establish physical distancing, systems shift, and work from home to reduce the spread of the Covid-19 pandemic. New normal itself is a condition of the impact of the global crisis. The purpose of this study was to determine the effect of work motivation, work conflict and work environment on the performance of PTPN VII Bandar Lampung Office employees during the Covid-19 pandemic. This study uses quantitative research methods. Data analysis used multiple linear regression analysis. Based on the results of research and discussion, it can be concluded that work motivation has a positive effect on the performance of PTPN VII Bandar Lampung employees. Work conflict has a negative effect on the performance of employees of PTPN VII Bandar Lampung. The work environment has a positive effect on the performance of PTPN VII Bandar Lampung employees.*

## **INTRODUCTION**

The Covid-19 pandemic has had an impact on the health care system and all businesses, including businesses. In the past, business actors could work independently, but now business actors must practice physical distancing, replace machines and work from home to reduce the spread of Covid-19 which I have. The new normal itself is a global crisis, and all sectors of the world, including the economy, are taking advantage of new trends to increase the cycle, including employment.

The result of an employee's work is the creation of quality, quantity, length of work and cooperation to achieve the goals set by the business. Regardless of the level of progress, success can be assessed and measured when individuals or groups of employees already have a successful process or qualification achieved by the company (Moeheriono, 2012). Mangkunegara (2015) reports that employee performance is driven by the quality of work and how much effort employees put into completing their work according to their duties. Success comes from motivation and skills. Employee success is very important in business. . Work. To achieve the goal Better performance refers to improving the knowledge, skills or performance of a particular job in the organization or employees of the company.

Koopman et al. (2014) stated that employee performance influences employee performance or performance. For Matis and Jackson (2014) 2012, on the other hand, achievement is a type of employee work effort. Employee performance is an indication of how much an employee contributes to an organization . For Wibowo (2017), the concept of success can be seen from the results of interventions and how much is done by people who work according to the tasks assigned. Koopman et al (2014) show that the signs of success are performance, content success, and poor performance. The success of an organization can also be seen through the work of good people, such as the success achieved by individuals or groups.

Employee performance is very important in ensuring the organizational structure. I want to know the number and level of achievement of employees for the needs of the organization. This means that what people do in an organization is the main thing that guides the organization and is a source of strength and needs for different people and times. good job (Mangkunegara, 2014). A business is said to be successful and sustainable if it is successful and has the greatest potential for the community. Today, business organizations must be able to create the best employees as a way to improve their business. A business must be able to support and develop the work within it.

People working in the business must have good marketing skills. Users are actors at all levels of design, exploring who can use the other's strengths in their business (Rivai, 2014).

PT PTPN VII Bandar Lampung is a business established and supported by foundations and government support in the business and development of the country in general and agriculture in particular. All of this aims to do business in agriculture and the agricultural industry, using company resources to create quality products, and compete in activities that benefit company and limited liability company policies.

The initial analysis which was carried out together with the initial data collection showed a number of indications that PTPN VII Bandar Lampung's HR had not been fully involved. The progress indicators for PTPN VII Bandar Lampung's HR were not good. From our user research data, we can see that:

**Table 1. PT PTPN VII Bandar Lampung Employee Performance Assessment Data (2018-2020)**

No	Rank Category	Year		
		2018	2019	2020
1	Good	20	17	17
2	Pretty good	15	18	13
3	Less	27	33	35
4	Not good	8	2	5
	Amount	70	70	70

*Source: Results of data processing from PT PTPN VII Bandar Lampung's HR staff (2022)*

Based on the success report of PTPN VII Bandar Lampung employees (unsuccessful category) in Figure 1.1 it can be seen that the number of successful employees decreased and the number of unsuccessful employees increased. Employee losses are shown by declining inventories and not meeting the targets set by the business. Reduced activity leads to loss of business revenue.

In addition, according to the results of interviews with employees of PT PTPN VII Bandar Lampung, their skills did not increase considering the number of employees. Not sent. An error occurred during print processing.

Many factors affect work, work support, work conflict and work environment Hasibuan (2010) Work support is the ability of everyone to participate in efforts to meet needs, ideas and goals, it also influences other factors that increase employee productivity. he.

In addition to work motivation, another factor that affects work is work conflict. Conflict is an important and valuable part of organizational life. Conflict in the workplace is unavoidable and is part of the transformation process. Albert (2011) reports that there are labor disputes and accidents. Albert said this conflict is seen as good or constructive if other people discuss it and meet using safe language.

Research findings by Reza Yusuf (2018) show that conflict in the workplace has a negative impact on the work of nuclear facility workers. The study by Audina Gadis Pratami (2019) shows that there is conflict between jobs. Effective communication. About the work of PD staff. Pasar Jaya. And the research results of Didi Wangdi (2019) show that communication has a positive and positive effect on the performance of BPBD employees in Banten. Andri Ramadhan Walangantu's findings (2018) show that there is a positive and strong relationship between the impact of conflict and the work of PT Pegadaian (Persero) employees Manado. On the other hand, Yohana Lasmaria Panggabean's research (2019) shows that there is a negative relationship between employee work conflict and work performance.

Poorly managed workplace conflict can lead to poor performance, and poorly managed conflict can lead to organizational problems, lost productivity, and mental and physical injury. , anxiety and inability to hear, poor performance, progress and .It turns into hostility, and hatred and hostility increases (Akajiro, 2015).

Conflict in the workplace can have both positive and negative effects. This is because the positive impact of conflict requires administrative support to manage the conflict as a positive relationship. This document is intended to demonstrate the business benefits of improving employee performance to improve business performance. Conflict in the workplace should be always resolved quickly under normal circumstances to avoid conflict. The input process for solving operational problems must be fast and creative. This information is tested to make the system work.

Rivai and Sagala (2016) describe labor disputes as disputes between two or more professionals or members of companies or organizations who share resources, work, or facts, but have different levels, interests, values, and comparisons. . idea. Slocum and Hellriegel (2017) argue that job conflict is a way for other people or groups to criticize them. This refers to the process of feeling that you did not achieve your goals well.

For Hasan (2016), delays between employees can cause conflict between employees. A good leader can effectively manage these conflicts. Alternatively, employee culture and ethics cause employees and the organization to exist, thus creating personal and emotional conflicts that are detrimental to the organization. Therefore, if an employee is at odds with a manager or an employee who communicates poorly, they will want to work less.

Conflict at work is a social process that manifests itself in situations such as confrontation, confrontation, conflict between individuals, or people, groups, or groups. (Mckenna, 2010).

A good workplace makes employees feel comfortable and safe, and helps them focus on work and feel at home. In addition, employees can easily manage their work, thereby reducing distractions, lack of time, poverty, etc. Poor and unhealthy working conditions, on the other hand, can create multiple conditions, reduce motivation and satisfaction, and reduce employee productivity.

The word good comes from kindness or excellence (one's extraordinary work or achievement). Prepare yourself to work and work according to your duties so that your needs are met. This definition states that while success focuses on process, other efforts can be made to achieve work results or complete success.

Sinambela (2018) states that employee performance is defined as the employee's ability to master a particular skill. The role of employees is very important. Because through this achievement he knows the knowledge of the employees who work for him. Therefore, it must be planned, determined and measured its use.

Harsuko (2017), results are an individual's independent efforts to achieve organizational goals, either by achieving a number of goals related to that person's work or by demonstrating the necessary skills. At a meeting. Achievement is a multi-faceted concept that includes three elements such as action, intelligence and achievement.

Employee engagement is the result When Enough from work in his work for the system a position used for a particular job, someone who is a good performer Look with symbols a) take into account all the principles provided by the organization; b) Work or work without error or with very low error rate. c) accuracy and implementation of tasks;

You can see the work of employees as follows. b) Discipline, thoroughness in the use of work. When someone works according to the time requested. c) Responsibility and cooperation, how to work effectively with or without supervision. The points above are in line with Mangunegara (2017): Employee performance is driven by the quality and quantity of work that employees are willing to do according to their duties. Edy Sutrisno (2019) says that achievement is the result of the work of employees, both in terms of quality, quantity, time and commitment to achieving company goals that have been set. For Wibowo (2018), success comes from the notion of success, as well as an explanation of success as a result. work Also show Profession, However from truth the achievement is meaningful When Lots wide, no 1 person do not do it work but on the same street health place to work.

Success is the result of the quality and value of work that an employee wants to achieve for a given task (Mangkunegara, 2017). For Moehariono (2019), success is an expression of the level of progress achieved. Rivai and Basri's (2017) vision, not work or the police, achieve goals. Success is the ability of a person or group of people to work well and achieve the desired results. Maharjan (2018) also associates success with dedication and enjoyment of work. Mathis and Jackson (2019) state that success is a major factor, whether users try or not. Rivai (2017) argues that success is the ability of individuals or groups to work according to current tasks. this and the desired result and to achieve it.1 and.Work or work according to the skills and procedures specified for the situation. For Farida (2017), success is good and useful work that employees try to do to do their job. Achieving great success can give satisfaction to others and motivate people to always try to achieve good results in their work and have hope for the future.

From the description above we can conclude that the work of an employee is an employee who has worked for a certain period of time based on his expertise, knowledge,

## RESEARCH METHOD

This research is a type of research. This research focuses on the performance of PTPN VII Bandar Lampung employees. This research was conducted to determine the effect of work motivation, work conflict, and work environment on the work of PTPN VII Bandar Lampung employees during the Covid-19 pandemic around the world .The population of this survey is all 70 employees who work at PT PTPN VII Bandar Lampung, 70 of them answered.

## RESULTS AND DISCUSSION

**Table 2. Multiple Linear Regression Test Results**

Model	B	Std. Error
(Constant)	6,983	3,000
Work motivation	1,751	0,197
Work conflict	0,702	0,231
Work environment	0,584	0,157
R(Correlation)		0, 855
R Square (Determination)		0. 731

Source: Data processed in 2022

The results of the multivariate analysis above show a correlation coefficient (R) of 0.855, as shown in Table 4.20. This means that it describes the number of promotions, job conflicts, and the employee's work area. The correlation coefficient (R) of 0.855 is in the range of 0.800 to 1000, so the impact is high. Decision correlation value

(R-squared) is 0.731, which means work support and work conflict can explain employees. Performance of 73.1% and the remaining 36.9% affects other variables.

Table 4.20 above shows the results of multiple regression analysis using the SPSS program. The solution to the regression equation is obtained as follows.

$$Y = 6,983 + 1,751 X_1 - 0,702 X_2 + 0,584 X_3 + \text{and}$$

1. The number is 6,983 units, which means 6,983 units of labor disputes have not been added.

2. Work motivation coefficient

This means that there is a positive relationship between work motivation and employee performance. This means that as employees become more productive, job assistance will continue to increase if other levels are held constant. Or, if work aids are in the same group, work increases by 1.751 per group.

3. Work conflict coefficient

This means work conflict and has a negative impact on employee performance. That is, if contention is still low, user employment is high and the other levels are negative, or if contention decreases per unit, employment increases by 0.702 per group.

4. Work environment coefficient

This means that there is a relationship between work conflict and employee performance. This means that the work area will continue to increase in line with the increase in worker jobs, and there is another note that one work area unit increases the work per group by 0.584.

The t-test is used to show whether the independent variable affects differences in slope (Ghozali, 2011). The test model with a significance level ( ) = 0.05 is defined as

If the expected t value is t hours, H0 is rejected and Ha is accepted.

If t is close to time, then H0 is accepted and Ha is rejected.

Based on the search results received and data processing:

**Table 3. T Test**

Variable	t <sub>count</sub>	t <sub>table</sub>	Say.
Work motivation	8,905	1,660	0,000
Work conflict	-3,040	1,660	0,003
Work environment	2,145	1,660	0,031

Source: Data processed in 2022

The source for Table 4.21 states:

1. The decision t-test for differences in work motivation is 8.905 (t-score = 8.905 t - time = 1.660). This means that there is a positive influence of motivation on the performance of employees of PTPN VII Bandar Lampung.
2. Determination of the t-score for job changes is -3.040 (t-score = -3.040 t-schedule = 1.660) and a significant value of 0.003 means negative. Impact on work and employee performance. PTPN VII Bandar is an employee of Lampung.
3. The difference in the work area is 2.145 (t-score = 2.145 t-schedule = 1.660) with an average of 0.03-1. This means that there is a positive influence of the work area on employee performance at PTPN VII Bandar Lampung.

The purpose of decision testing is to measure how well the model explains different variables whose decision value is 0 R2 1 . Decisions close to 1 mean that the independent variable provides everything. The information needed to estimate probabilities. The use of R-squared depends on the number of independent variables in the model .Because the model sums all the independent variables, R-squared increases regardless of whether the independent variable has a significant effect. Unlike R-squared, the corresponding R-squared values can increase or decrease when there are non-independent variables in the model (Ghozali, 2011).

**Table 4. The coefficient of determination of work motivation, work conflict and work environment on employee performance**

Variable	R	R Square
Work motivation, work conflict, work environment	0,855 <sup>a</sup>	0,731

Source: Data processed in 2022

Based on time 4.22, the value of R2 = 0.731 x 100% = 73.1% means that the level of work motivation, work conflict and employee work area at PTPN VII Bandar Lampung increased by 73.1%. while the remaining 26.9% is related to other factors not analyzed in this study.

### 1. The Effect of Work Motivation on Employee Performance

The results showed that there was a positive influence between motivation and employee performance at PTPN VII Bandar Lampung. Handoko (2010) suggests the following definition of motivation: Rivai (2008) explains motivation as follows:

The findings of this study are based on the work of Audina Gadis Pratami (2019), which shows that work conflict and communication within an organization have an impact on the work of PD employees. a country of sheep. And research conducted in 2019 by Didi Wandu found that communication was effective and had a positive effect on the performance of BPBD officials in Banten.

## 2. Effect of Work Conflict on Employee Performance

As a result, it was found that work conflict has a negative impact on the performance of PTPN VII Bandar Lampung employees. Rivai and Sagala (2016) describe labor disputes as disputes between two members or business groups or organizations that wish to allocate resources or services.

Fights are not easy to avoid, but they can be minimized so as not to cause division, violence, and harm within the congregation. But if conflicts can be resolved effectively, the organization benefits by creating healthy competition. Managers must pay attention to the thoughts and concerns of their employees and consider their actions are to avoid conflict. Therefore, anything creative is useful because you want to waste time and energy settling down.

The results of this survey are in line with Yohana Lasmaria Pangabean's 2019 survey, which has the most industries =  $107,279 - 0.374 X 1 + 0.497 X 2$  This means that there is a negative relationship between work and work conflict. stress on employees. The strength of the correlation between the three variables was recorded as  $r = 0.468$ . Instead of being fully explained, 21.9% can be explained and the remaining 78.1% can be explained by other factors. When It is impossible to comment on this review.

## 3. The Influence of the Work Environment on Employee Performance

Investigation report results Own The positive impact of the work area on the work of employees of PTPN VII Bandar Lampung. Workplace Sedarmayanti (2014) "Workplace is material and knowledge, where people work, work processes and work organization work individually or in groups". For Oktavianto (2016), the domain of physical activity has a positive and positive effect on the morale of junior and senior high school teachers at Pondok Modern Selamat, Kendall Regency. Likewise the results of the 2015 Dwipayoga survey show that the physical workplace has a positive impact on employees at PT Gino Valentino Bali. The only one (2015) reported that the work environment has a positive effect on employee loyalty at PT BPR Cawangan Taj Nganjuk. For Purwandari (2018), there is an influence of work area on the integrity of CV staff. New and shiny

## CONCLUSION AND SUGESTION

Based on the results of our research and analysis, we can conclude that:

- a. Convenient job support for PTPN VII Bandar Lampung staff
- b. Labor disputes have a negative impact on the working environment of PTPN VII Bandar Lampung.
- c. The workplace provides a good perspective on the work of PTPN VII Bandar Lampung employees.

Based on the above criteria, specific income that can be reported by the auditor is:

- a. For PTPN VII Bandar Lampung
  - 1) Considering that work motivation has a positive effect on the work of PTPN VII Bandar Lampung employees, the management of PTPN VII Bandar Lampung needs to provide work motivation that can improve employee performance. Therefore, motivation at work is an important factor that is effective in maintaining good relations and reducing conflict, both between employees and between employees. Provision of good work motivation will make employees work harder and be more satisfied in achieving good work results, thus enabling employees to work efficiently.
  - 2) Labor disputes have a negative impact on the work of PTPN VII Bandar Lampung employees, so it is hoped that the management and employees of PTPN VII Bandar Lampung can reduce labor disputes within the company. Conflict in the workplace is unavoidable and is part of the transformation process.
  - 3) The workplace is a good representation of the progress of employees at PTPN VII Bandar Lampung. Therefore, it is hoped that the management of PTPN VII Bandar Lampung can add a good workplace to improve the working community. Creating a good work environment encourages employees to get good jobs.
- b. For Further Researchers

The results of this study can provide a basis or information for new researchers who wish to discuss work motivation, work conflict, and the company's impact on employee work. For other researchers, it is hoped that the amount used will increase along with the improvement and increase in results. A good leader can effectively manage these conflicts. Otherwise, it can lead to personal and emotional conflicts, affect organizational culture and employee morale, and lead to poor organizational performance.

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