THE INFLUENCE OF INDIVIDUAL CHARACTERISTICS, WORK ENVIRONMENT AND MOTIVATION ON EMPLOYEE PERFORMANCE AT THE DISTRICT OFFICES OF JEBRES, PASAR KLIWON, LAWEYAN AND BANJARSARI IN SURAKARTA CITY.

Nadela Ajeng Widyaningrum[1], M. Farid Wajdi[2]
[1,2]Faculty of Economics and Business, Muhammadiyah Surakarta University
b100190214@student.ums.ac.id[1], farid.wajdi@ums.ac.id[2]

ABSTRACT

The purpose of this research is to analyze the influence of individual characteristics, work environment and motivation on employee performance at the Jebres, Pasar Kliwon, Laweyan and Banjarsari District offices in Surakarta City. This research method is using quantitative. The type of data used in the study is primary data. The population of this research is all employees at the Jebres, Pasar Kliwon, Laweyan and Banjarasari District offices in Surakarta City. The sample technique used in this study was purposive sampling. The number of samples in this study were 72 respondents. The method used for data collection is the questionnaire method. The data analysis technique used in this research is SEM PLS using Smart PLS tools. The results of this study are Individual characteristics do not have a significant effect on Employee Performance. Work Environment has a positive and significant influence on Employee Performance. Motivation has a positive and significant influence on Employee Performance.

Keywords: Individual Characteristics, Employee Performance, Work Environment, Motivation

A. INTRODUCTION

The public service office is a place where people will carry out administrative needs related to government. It is important for public service offices to have optimal employee performance for the community in providing administrative services. Optimal service to the community will give the impression that the community believes in government policies regarding community services. Employee performance according to (Fatawa, 2020) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. (Munir et al., 2023) defines employee performance as work performance, namely the comparison between the results of work that can be seen in real terms with the work standards set by the organization (Arifudin & Rusmana, 2020).

Employee performance according to (Dessy, Lidia Yunita, 2018) is a result achieved by employees in their work according to certain criteria that apply to a job. the willingness of a person or group of people to carry out an activity, and perfect it according to their responsibilities with the results as expected. (Dewi, 2018) defines employee performance as the degree to which employees achieve job requirements efficiently and effectively. There are several factors that can affect employee performance, including individual characteristics, work environment and motivation (Dessy, Lidia Yunita, 2018).

The first factor that can affect employee performance is individual characteristics. According to (Desyinta et al., 2019) individual characteristics are that each individual is unique, which differs only between one individual and another. According to (Emiyanti et al., 2020) defines individual characteristics as the interests, attitudes and needs that a person brings to a work situation. These differences are brought into the world of work so that the motivation of each individual is different. The individual characteristics that a person has are unique or different from one another (Desyinta et al., 2019b).

Individual characteristics are efforts to identify the task characteristics of the job, how these characteristics are combined to form different jobs and their relationship with employee performance (Fatawa, 2020). In research conducted by (Dewi, 2018; Hidayah et al., (2023) Emiyanti et al., 2020; Fatawa, 2020; Hajati et al., 2018) found results where individual characteristics have a positive and significant influence on employee performance. This shows that employee performance will be optimal if individual employees can manage themselves while working (Rofianti & Dewi, 2021).

The second factor that can affect employee performance is the work environment. According to (Arifudin & Rusmana, 2020) defines the work environment as everything that is around the workers that can affect him in carrying out the tasks assigned. According to (Desyinta et al., 2019) says that a conducive, good and comfortable work environment can improve employee performance (Haslindah et al., 2020).

The work environment can be interpreted as the overall tool faced, the surrounding environment in which a person works, his work methods, as an influence on his work both as an individual and as a group (Haslindah et al., 2020). In research conducted by (Nasrul et al., 2021; Nirha & Chairiyaton, 2021; Nurazis et al., 2021; Rahayu & Rushadiyati, 2021; Ratnasari et al., 2020) found that the work environment has a positive and significant effect on employee performance. This means that if the work environment is adequate and has facilities that can support employees in carrying out their responsibilities, employee performance will be optimal.

The third factor that can affect employee performance is motivation. According to (Nasrul et al., 2021) work motivation is an encouragement that is positive for an activity / work carried out by someone in order to improve the results of one's activities and goals. Employee work motivation can come from within himself or from outside himself. Positive motivation can encourage someone to improve their performance in order to achieve the expected goals and targets (Nasrul et al., 2021b).

A tendency (a trait that is the subject of opposition) in a person that arouses support and directs his actions, (Nasrul et al., 2021). In research conducted by (Haslindah et al., 2020; Pratama & Muhlisin, (2023); Nasrul et al., 2021; Ratnasari et al., 2020) found results where motivation has a positive and significant effect on employee performance. However, research conducted by (Dewi, 2018; Emiyanti et al., 2020; Munir et al., 2023) found that motivation has a negative effect on employee performance. This is a reference for researchers to conduct this research further seeing the difference in results in previously conducted studies.

This research was conducted at several sub-district offices in Surakarta City. The sub-district office has a function to help people take care of government-related administration such as population, ID cards, domicile letters etc. Seeing the function of the sub-district office itself as a public service office, the researcher wants to see how employee performance in the sub-district office and factors in the form of individual characteristics, work environment and motivation whether they affect employee performance in the sub-district office. The realization of a clean and authoritative government begins with the enforcement of national discipline within the state apparatus, especially civil servants (Hasibuan, 2012).

In several sub-district offices in Surakarta City, there are situations where some employees work casually and leave the office during working hours, giving an unfavorable impression of the image of the State Civil Apparatus (ASN), although not all employees behave in this way. In addition, the work environment in the agency feels less conducive and comfortable, both in terms of physical and non-physical. This is reflected in the lack of facilities, such as uncomfortable room temperature (for example, a room that is too hot) and limited work space (a narrow room), which results in many employees feeling uncomfortable and distracted in doing their work. An employee's performance can improve if they have high abilities, a supportive work environment, tasks that match the characteristics of work in various fields, and support from the organization or company where they work. Both large and small organizations,

in managing human resources, must ensure that each member feels safe and satisfied at work (Quality of Work Life) in their work environment so that HR in the organization becomes competitive. Without HR working optimally, even sophisticated capital and technology will not bring success to the organization. Therefore, organizations really expect their members to have good performance. From this analysis, it can be seen that there is a difference between expectations and reality and supports the theory that individual characteristics, work environment, and motivation affect employee performance. Therefore, the author is interested in conducting further research.

The purpose of this study was to analyze the influence of individual characteristics, work environment and motivation on employee performance at the district offices of jebres, pasar kliwon, laweyan and banjarsari in surakarta city.

B. LITERATURE REVIEW

Individual Characteristics

Characteristics are characteristics or traits that have the ability to improve the quality of life, while individuals are individuals, people. Individual characteristics are the characteristics possessed by each person that differ between people. The relationship between individuals and the organization will bring individual characteristics to the organization, so that there is an interaction between individual characteristics and organizational characteristics. Differences in individual characteristics can explain the causes of different employee performance from one another. The good and bad characteristics of individual employees depend on how they apply them (Sukmawati et al., 2020). Individual characteristics include abilities, values, attitudes, and interests. The development of employee characteristics is an important effort in the agency, because with good employee characteristics an agency will be able to progress and develop. The development of employee characteristics is designed to increase work efficiency and effectiveness, improve work performance, reduce absenteeism and job rotation, and improve job satisfaction. Employees who have expanded their skills and work abilities through employee quality development programs will get better results and quality in carrying out their duties and functions (Arifudin & Rusmana, 2020).

Work Environment

The work environment is the social, psychological and physical life in the company that affects workers in carrying out their duties. Human life is inseparable from various conditions of the surrounding environment, between humans and the environment there is a very close relationship. In this case, humans will always try to adapt to various circumstances of the surrounding environment (Ayunasrah et al., 2022). The work environment greatly influences employees in carrying out their duties. Comfortable, safe and supportive work environment conditions will make employees excited and passionate about working, in this case it can have a positive influence on their performance. With the enthusiasm and passion at work, employees tend to feel satisfied at work.

Motivation

Motivation is the driving force from within the individual to carry out certain activities in achieving goals so that it is the drive, effort and desire that exists within humans that activates, empowers and directs behavior to carry out task tasks properly within the scope of their work. Based on this understanding, in everyone, motivation is a self-concept realization which means that a person will be motivated if he lives in a way that is in accordance with the role he likes, is treated according to the level he prefers and is valued in a way that reflects one's appreciation of his abilities (Amellya et al., 2022).

Research Framework
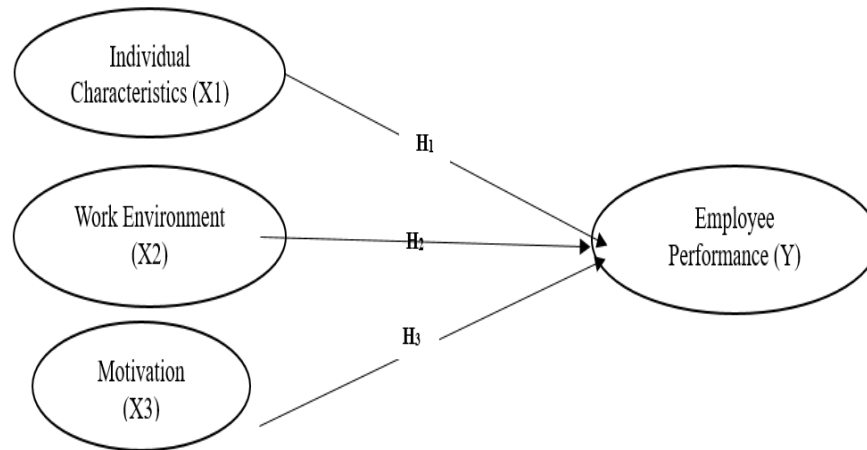
Figure 1. Research Framework

Hypothesis Development
The Effect of Individual Characteristics on Employee Performance
Therefore, it can be concluded that good individual characteristics of employees will influence to improve employee performance. The character of the individual will make their enthusiasm at work will be affected because of the continuous relationship between a person's character and his work.

This hypothesis is in line with research from (Ratnasari et al., 2020) which concluded that individual characteristics affect employee performance.

H1: Individual Characteristics have a positive and significant effect on Employee Performance

The Effect of Work Environment on Employee Performance
The work environment can create a binding working relationship between people in the environment. Therefore, it should be endeavored that the work environment must be good and conducive to making employees feel at home in the room and feel happy and excited to carry out each of their tasks (Rahayu & Rushadiyati, 2021).

The definition of work environment is something that is around the workers and can affect them in carrying out their assigned tasks. Based on this definition, it can be seen that the work environment is a condition or situation that has a considerable influence on employees in doing work or on the course of company operations. According to Fillipi (2003), the factor that affects employee performance is the work environment, if the work environment is more comfortable and conducive, employee performance will increase.

This hypothesis is in line with research from (Ayunasrah et al., 2022) which concluded that the work environment affects employee performance.

H2: Work Environment has a positive and significant effect on Employee Performance

The Effect of Motivation on Employee Performance
Motivation is also a driving force that causes a person to be willing and willing to spend all his abilities, both expertise or skills, energy and time for activities that are his responsibility and carry out his obligations in accordance with predetermined goals. Motivation is a desire in a person that causes that person to take action or a group of factors that cause individuals to behave in certain ways. Work motivation provides a driving force that creates a person's work

enthusiasm so that they want to work together, work effectively and integrate with all their efforts to achieve satisfaction and with the provision of motivation, work performance will increase (Dewi, 2018b).

In everyday life motivation can be interpreted as the whole in giving encouragement from leaders to employees so that they are willing to work wholeheartedly and they also feel comfortable. With the motivation that arises in employees, the performance of the organization/company will automatically increase. The growth of the organization will not be separated from the role of employees who always work seriously. In companies, performance appraisal is very important for stakeholders such as investors, government, financial consultants, creditors, management and audit teams.

This hypothesis is in line with research from (Harahap & Tirtayasa, 2020) which concluded that motivation affects employee performance.

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

C. RESEARCH METHODS

The type of research used is quantitative research where quantitative research is a method for testing certain theories by examining the relationship between variables (Sugiyono, 2016). Quantitative research is research in the form of numbers that has the aim of analyzing the cause and effect between the independent variable and the dependent variable. This research is carried out systematically and structurally which has a use in producing conclusions as a final result. (Arifin et al., 2023)

The population of this study were all employees at the Jebres, Pasar Kliwon, Laweyan and Banjarasari District offices in Surakarta City.

The sample technique used in this study was purposive sampling. According to (Sugiyono, 2016) Purposive sampling is a sampling technique by determining certain criteria for each member of the population when it will be selected as a sample. The number of samples in this study were 72 respondents with the following criteria:

1. At least 20 years old
2. Active as an employee at the Jebres, Pasar Kliwon, Laweyan and Banjarasari
3. District offices in Surakarta City.

The data used in this research is primary data. Primary data sources were obtained from questionnaires. Primary data relies on answers and information directly obtained from respondents regarding the objectives determined by the researcher.

The method used for data collection is a questionnaire method to obtain information directly from related respondents or commonly referred to as primary data. The data analysis technique used in this research is SEM PLS using Smart PLS tools. The tests that will be carried out using Smart PLS are validity test, reliability test, Determinant Coefficient (R2), Goodness of Fit (GoF) and Path Coefficient.

D. RESEARCH RESULTS AND DISCUSSION
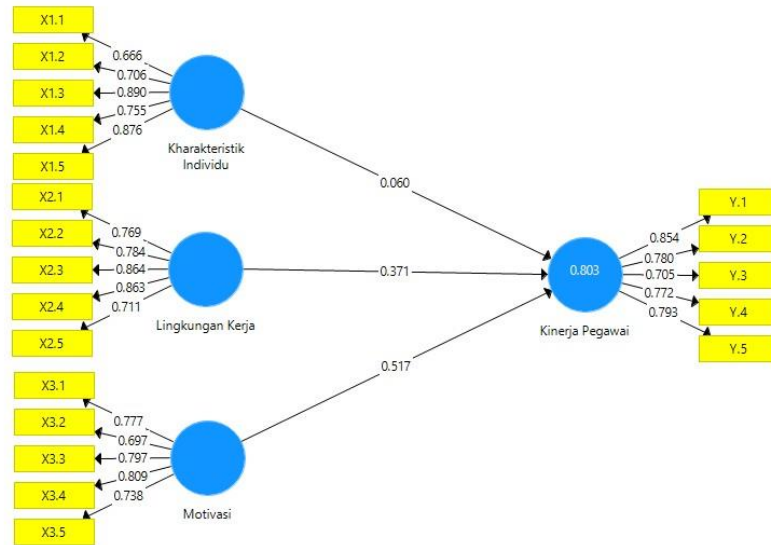
Figure 2. Outer Model

Outer Model Analysis is used to determine the relationship between latent variables and their indicators. Outer Model Analysis will test the Validity Test and Reliability Test.

Convergent Validity

If the outer loading value of an indicator is more than 0.7, it is said to fulfill convergent validity with a good category. The outer loading value of each indicator on the research variables is presented as follows.

Table 1. Outer Loading Value

Variable	Indicator	*Outer Loading*
Individual Characteristics (X1)	X1.1	0,666
	X1.2	0,706
	X1.3	0,890
	X1.4	0,755
	X1.5	0,876
Work Environment (X2)	X2.1	0,769
	X2.2	0,784
	X2.3	0,864
	X2.4	0,863
	X2.5	0,711
Motivation (X3)	X3.1	0,777
	X3.2	0,697
	X3.3	0,797
	X3.4	0,809
	X3.5	0,738
Employee Performance (Y)	Y.1	0,854
	Y.2	0,780
	Y.3	0,705
	Y.4	0,772
	Y.5	0,793

Source: Primary Data Processed, 2023

Based on table 1, it is known that each indicator of the research variable has many outer loading values> 0.7. However, according to Chin, (1998) the measurement scale loading value of 0.5 to 0.6 is considered sufficient to meet the requirements of convergent validity. The data above shows that there are no variable indicators whose outer loading value is below 0.5, so all indicators are declared feasible or valid for research use and can be used for further analysis.

Discriminant Validity

Assessing discriminant valid ity, namely by looking at the AVE (Average Variance Extracted) value> 0.5 so that it can be said to be valid in discriminant validity. The following is the AVE value of each variable in this study:

Table 2. Average Variance Extracted (AVE) Value

Variable	*AVE*	Description
Individual Characteristics (X1)	0,614	Valid
Work Environment (X2)	0,641	Valid
Motivation (X3)	0,585	Valid
Employee Performance (Y)	0,612	Valid

Source: Primary Data Processed, 2023

Based on Table 2, each variable in this study shows the AVE (Average Variance Extrancted) value, which is> 0.5. Each variable in this study has a value for individual characteristics of 0.614, work environment of 0.641, motivation of 0.585 and for employee performance of 0.612. This shows that each variable in this study can be said to be valid in terms of discriminant validity.

Reliability Test

Reliability test shows the level of consistency and stability of measuring instruments or research instruments in measuring a concept or construct (Abdillah and Hartono, 2015). Reliability testing in this study uses Composite Reli ability and Cronbach Alpha.

Table 3. Composite Reliability and Cronbach Alpha

Variable	*Composite Reliability*	*Cronbachs Alpha*
Individual Characteristics (X1)	0,887	0,840
Work Environment (X2)	0,899	0,858
Motivation (X3)	0,875	0,822
Employee Performance (Y)	0,887	0,841

Source: Primary Data Processed, 2023

From table 3, it can be shown that the composite reliability value of all research variables is> 0.7. With an individual characteristic value of 0.887, the work environment is 0.899, motivation is 0.875 and for employee performance is 0.887. This shows that each variable has met the composite reliability so that it can be concluded that all variables have a high level of reliability.

As for the Cronbach alpha value, all variables in this study are above> 0.7, which means that the Cronbach alpha value has met the requirements so that all constructs can be said to be reliable.
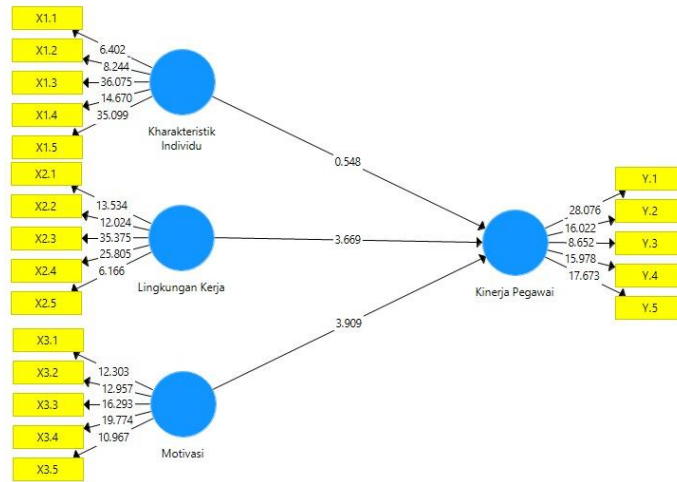
Figure 3. Inner Model

The inner model is used to test the interaction between two latent variables. The three analyses measure the R2 (R-square), Godness of Fit (Gof), and path coefficient values.

Goodness Of Fit

The R^2 or R-Square value shows the determination of exogenous variables on their endogenous variables. The greater the R2 value indicates a better level of determination. R^2 values of 0.75, 0.50, and 0.25 can be concluded that the model is strong, moderate, and weak (Ghozali, 2015). The following is the value of the coefficient of determination in this study

Table 4. R-Square Value

	R-Square	R-Square Adjusted
Employee Performance (Y)	0,803	0,795

Source: Primary Data Processed, 2023

Based on table 4, the R-Square is used to see the influence of individual characteristics, work environment and motivation variables on employee performance, namely with a value of 0.803, which means that the relationship between the independent variable and the dependent variable is strong.

The next test is the Q-Square test. The Q^2 value in structural model testing is done by looking at the Q^2 (Predictive relevance) value. The Q^2 value can be used to measure how well the observation value produced by the model is also its parameter. A value of Q2> 0 indicates that the model has predictive relevance, while a value of Q^2<0 indicates that the model lacks predictive relevance. The following are the results of the calculation of the Q-Square value.

Table 5. Q-Square Value

	Model	Nilai
Employee Performance (Y)	Q^2 (=1 SSE/SSO)	0,470

Source: Primary Data Processed, 2023

The analysis results obtained in this study are the Q^2 value of the resulting Employee Performance of 0.470, this means that the Q2 value> 0. Therefore, the feasibility of the model or goodness of fit in this study is good.

Hypothesis Test

Testing the path coefficient by using the bootsraping process to see the t statistics or p values (critical ratio) and the original sample value obtained from the process. The p value <0.05 indicates that there is a direct influence between variables while the p value > 0.05 indicates that there is no direct influence between variables. In this study, the significance value used is t-statistic 1.96 (significant level = 5%). If the t-statistic value> 1.96 then there is a significant influence. Hypothesis testing was carried out with the help of SmartPLS (Partial Least Square) 3.0 software. Below is the path coefficient value of the test results.

Table 6. Hypothesis Test (Path Coefficient)

Direct Effect	Hypothesis	Original Sample	t-Statistics	P Values	Keterangan
Individual Characteristics (X1) -> Employee Performance (Y)	H1	0,060	0,548	0,584	No Significant Effect
Work Environment (X2) -> Employee Performance (Y)	H2	0,371	3,669	0,000	Significant Effect
Motivation (X3) -> Employee Performance (Y)	H3	0,517	3,909	0,000	Significant Effect

Source: Primary Data Processed, 2023

1. The first hypothesis tests whether Individual Characteristics have a positive and significant effect on Employee Performance. The table above shows a t-statistic value of 0.548 with an effect size of 0.060 and a p-value of 0.584. With a t-statistic value <1.96 and a p value> 0.05, it can be concluded that hypothesis one is rejected where there is no significant influence between Individual Characteristics on Employee Performance.
2. The second hypothesis tests whether the Work Environment has a positive and significant effect on Employee Performance. The table above shows a t-statistic value of 3.669 with an effect of 0.371 and a p-value of 0.000. With a t-statistic value> 1.96 and a p value <0.05, it can be concluded that hypothesis two is accepted where there is a positive and significant influence between the Work Environment on Employee Performance.
3. The third hypothesis tests whether Motivation has a positive and significant effect on Employee Performance. The table above shows a t-statistic value of 3.909 with an effect of 0.517 and a p-value of 0.000. With a t-statistic value> 1.96 and a p value <0.05, it can be concluded that hypothesis three is accepted where there is a positive and significant influence between motivation on employee performance.

E. CONCLUSIONS AND SUGGESTIONS

Effect of Individual Characteristics on Employee Performance

Individual characteristics have a positive but insignificant influence on employee performance. This is evidenced by the path coefficient value which is positive (0.060) and P-value 0.584> 0.05. This research contradicts research conducted by (Ratnasari et al., 2020) which found that individual characteristics affect employee performance. However, this study is in line with research conducted by (Arifudin & Rusmana, 2020) where individual characteristics have a positive but insignificant effect on employee performance.

Characteristics are characteristics or traits that have the ability to improve the quality of life, while individuals are individuals, people. Individual characteristics are characters possessed

by each person that differ between people. The relationship between individuals and organizations will bring individual characteristics to the organization, so that there is an interaction between individual characteristics and organizational characteristics (Nirha & Chairiyaton, 2021b). The development of employee characteristics is an important effort in the agency, because with good employee characteristics an agency will be able to progress and develop.

In the results of this study, characteristics do not have a significant effect on employee performance because employees of the Jebres, Pasar Kliwon Laweyan and Banjarsari sub-district offices follow an organizational culture where many employees do not prioritize their character but are more concerned with their work atmosphere, which means that their performance is influenced by external factors.

Effect of Work Environment on Employee Performance

The work environment has a positive and significant influence on employee performance. This is evidenced by the path coefficient value which is positive (0.371) and P-value 0.000 <0.05. This research is in line with research conducted by (Ayunasrah et al., 2022) which concluded that the work environment affects employee performance.

The work environment is the social, psychological and physical life in the company that affects workers in carrying out their duties. Human life is inseparable from various conditions of the surrounding environment, between humans and the environment there is a very close relationship. The work environment can create a binding working relationship between the people in the environment. Therefore, it should be endeavored that the work environment must be good and conducive to making employees feel at home in the room and feel happy and excited to carry out each of their tasks (Rahayu & Rushadiyati, 2021).

Effect of Motivation on Employee Performance

Motivation has a positive and significant influence on employee performance. This is evidenced by the path coefficient value which has a positive sign (0.517) and a P-value of 0.000 <0.05. This research is in line with research conducted by (Harahap & Tirtayasa, 2020) which concluded that motivation affects employee performance.

Motivation is the driving force from within the individual to carry out certain activities in achieving goals so that it is the drive, effort and desire that exists within humans that activates, empowers and directs behavior to carry out tasks well within the scope of their work. With the motivation that arises in employees, the performance of the organization/company will automatically increase. Organizational growth will not be separated from the role of employees who always work seriously. In companies, performance appraisal is very important for stakeholders such as investors, government, financial consultants, creditors, management and audit teams.

CONCLUSION

Based on the results and discussion, it is found that Individual Characteristics do not have a significant influence on Employee Performance. Work Environment has a positive and significant influence on Employee Performance. Motivation has a positive and significant influence on Employee Performance.

For further research, it is expected to use additional variables that are not included in this study to explain other elements that can also affect business sustainability. The sample in future research is also expanded by not only in the sub-district office but also the local government office and can be expanded to the sub-district offices around Surakarta.

The implication of this research is to become a gu for further researchers to be a source for students and students who have an interest in conducting research or have an interest in

knowing information about the relationship between individual characteristics, work environment and employee performance. ideline and reference in solving problems that are happening in the company.

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