The Influence Of Work Motivation, Communication Style, And Work Stress On The Work Environment Of Ppll At The Office Of Transportation Service, West Jakarta Administrative City

[1]**Fernandus David Prasetyo**, [2]**Velly Randyantini**

[1,2] Dian Nusantara University, Jakarta

ARTICLE INFO	ABSTRACT
	The purpose of this study was to determine work motivation, communication style and work stress on the work environment in PPLL at the West Jakarta Administration City Transportation Office. The population of this study included all traffic handling officers at the West Jakarta Administration City Transportation Agency. The analytical method used is data analysis in this study using SEM analysis in the SmartPLS application.
Email : *111119050@mahasiswa.undira.a c.id* *Randyantini@undira.ac.id*	

INTRODUCTION

Within the scope of work of a company there are many supporting factors that make the activities of a company carry out, one of which is the work environment. These things must be taken seriously to achieve the main goals of the company so that they can encourage the company's activities to run as expected by the leadership. To achieve the company's goals can not be separated from how the performance of the company's employees. Employee performance will have a negative or positive influence. Positive performance can occur if it can provide a sense of comfort to employees such as the work environment. The work environment is the environment where employees carry out their 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 the employee likes the work environment where he works, then the employee will feel at home in his workplace to carry out activities so that work time is used effectively and is optimistic that employee performance is also high. Many PPLLs in the West Jakarta Administrative City Transportation Service Sub-dept. have worked for a very long time at the West Jakarta Administrative City Transportation Service Office with an average of 7 (seven) years of work. With the length of time they work these researchers Many PPLLs in the West Jakarta Administrative City Transportation Service Sub-dept. have worked for a very long time at the West Jakarta Administrative City Transportation Service Office with an average of 7 (seven) years of work. With the length of time they work these researchers Many PPLLs in the West Jakarta Administrative City Transportation Service Sub-dept. have worked for a very long time at the West Jakarta Administrative City Transportation Service Office with an average of 7 (seven) years of work. With the length of time they work these researchers felt that the PPLL in the West Jakarta Administrative City Transportation Sub-dept. really liked their work environment.

The work environment consists of security for employees, namely, job security, good relations with colleagues, recognition for good performance, motivation to perform and participation in the company's decision-making process. Once employees realize that the company considers them important, they will have a high level of commitment and a sense of ownership for their organization. Several factors affect the work environment, both physical and non-physical, including work motivation, communication style, and work stress.

Employee motivation is influenced by various factors both internal and external factors. One of the

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external factors that influence employee motivation is the work environment. Extrinsic motivation is still needed because not all jobs can attract the interest of subordinates or according to their needs. Work motivation is a driving force or driving force that is owned or contained within each individual in carrying out an activity so that the individual wants to act, work and be active to use all the capabilities and potential they have, in order to achieve the desired goals as previously determined.

Communication style which is a good way of delivery and language style, each communication style consists of a group of communication behaviors that are needed to get a certain response or response in certain situations as well. Suitability for one leadership style used can depend on the intent of the sender and the expectations of the receiver. So based on the opinion put forward by Suranto (2011: 51) suggests that communication style is a set of specialized interpersonal behaviors used in a particular situation. The problem of communication style in an organization is strongly influenced by the work environment where we work. There are 4 (four) types of Communication Styles. When detailing these four styles, we can understand the characteristics of each style, standard phrases, and what makes each

Each of these communication styles is unique. The types of communication styles include Passive Communication Styles, Aggressive Communication Styles, Passive-Aggressive Communication Styles and Assertive Communication Styles. The communication style used in the West Jakarta Administrative City Transportation Agency is the Assertive Communication Style. People who use an assertive type of communication will immediately lead to a win-win situation. This style respects personal wishes and opinions, as well as the wishes and opinions of others. Assertive individuals use the belief that we all have the ability to solve problems ourselves, and others only help. People like this will be responsible for their own decisions and actions.

One factor that also influences the work environment is work stress. Effendy (2002: 303) defines job stress as the emotional tension or pressure experienced by someone who is facing enormous demands, obstacles, and a very important opportunity that can affect one's emotions, thoughts, and physical condition. Experts say that stress can arise as a result of pressure or tension originating from a mismatch between a person and their environment. Stress is a condition of tension that affects one's emotions, thought processes and conditions. As a result, stress that is too great can threaten a person's ability to deal with the environment, which ultimately interferes with the implementation of his duties, which means interfering with his work performance. Usually more stress strong when faced with problems that come repeatedly. This is an indication that so much stress experienced by employees should not have happened and could have been prevented (Arianty, et al., 2016).

METHODS

This research method is a hypothesis test related to the effect of the independent variables on the dependent variable. Independent variables are defined as the most important collection of variables that affect other variables. and the dependent variable is defined as the most important collection of variables that affect the independent variables (Sugiyono, 2018). This study uses quantitative data types because the data presented is related to numbers 3 or scores. These data are then analyzed and processed in the form of statistical analysis to test the hypothesis that explains the relationship between the variables used. The source of data used in this study is primary data or data obtained directly from respondents without intermediaries.

The population of this study is the Traffic Handling Officer, totaling 240 people. Given that researchers were able to access all the data needed from traffic handling officers at the West Jakarta Administrative City Transportation Sub-Department and the population used in this study was relatively small, namely 240 employees. The use of the entire population without having to draw a

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research sample as a unit of observation is known as a census technique. Therefore researchers will examine all these employees. The type of data used in this research is subject data, namely data obtained, collected, and processed directly from the respondents (research subjects). Researchers distribute closed questionnaires with answer choices that have been provided to respondents to answer according to what they feel,

Data processing in this study uses smartPLS SEM (Partial Least Square – Structural Equation Modeling) Software. PLS has the ability to explain the relationship between variables and has the ability to carry out analyzes in one test. The purpose of PLS is to help researchers to confirm theories and to explain whether or not there is a relationship between latent variables. According to Imam Ghozali (2016: 417) the PLS method is able to describe latent variables (not directly measurable) and is measured using indicators. The author uses Partial Least Square because this research is a latent variable that can be measured based on its indicators so that the writer can analyze it with clear and detailed calculations. Indicator.

Work environment

According to Sukanto and Indryo (2018: 151) the work environment is everything that exists around workers that can affect their work including lighting arrangements, noise control, workplace hygiene arrangements and workplace safety settings.

Work motivation

According to some experts, motivation is defined as follows: (Hasibuan, 2009: 141) states that work motivation is something that causes, distributes, and supports human behavior, so that they want to work hard and enthusiastically achieve optimal results. Meanwhile, work motivation according to Terry Mitchell (in Werner and DeSimone, 2006: 48) is defined as a psychological process that causes action, which has direction and is continuous to achieve goals.

Communication Style

According to Steward L. Tubbs and Selvia Moss (in Ruliana, 2014: 31) communication style is defined as a set of specialized interpersonal behaviors that are used in certain situations. Communication style can be a characteristic of every person that will make other people give an assessment of the message we convey. So that the use of good and appropriate communication styles will support the success of the communication we do with others. Each style of communication consists of a set of communication behaviors that are used to elicit a certain response or responses in certain situations. The suitability of a communication style used depends on the intent of the sender and the expectations of the receiver.

Work stress

The condition of a person who can be categorized as experiencing work stress is a person who becomes nervous and feels chronic anxiety so that they often become angry, aggressive, unable to relax, or show an uncooperative attitude (Hasibuan, 2006). Furthermore, according to (Rivai, 2004), it is a condition of tension that creates a physical and psychological imbalance that affects emotions, thought processes, and the condition of an employee. Mangkunegara (2009) employees who experience work stress due to workload conditions that are felt to be too heavy are faced with demands for limited working time, an unhealthy working atmosphere, low quality of work supervision, work conflicts, inadequate work authority for the responsibilities they carry. , and feelings of frustration at work as a result of differences in values between employees and leaders. Excessive workload will cause stress in the work environment.

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RESULTS AND DISCUSSION

The results of the research and discussion conducted by the authors show that the data is processed using statistical tools. the following results of data processing:
1. Validity Test (Convergent and Discriminant)
2. AVE (Average Variance Extracted) Test
3. Composite Reliability Test and Cronbach Alpha Test
4. Structural Model Test (R-square, F-square and Q-square)
5. Test Bootstrapping

Table 1. SmartPLS processed results

	Cronbach's alpha	Reliability composite(rho_a)	Reliability composite (rho_c)	Average variance Extracted (AVE)
Communication Style	0869	0.871	0.906	0.657
Work Environment	0.886	0887	0911	0.594
Work Motivation	0.838	0.841	0.885	0.607
Work Stress	0.700	0.700	0.870	0.769

Table 2. Bootstrapping Results

	Sample original (O)	Average sample (M)	Standard deviation (STDEV)	T statistics (|O/STDEV|)	P values
Communication Style -> Work Environment	0.370	0.367	0.077	4,830	0.000
Work Motivation -> Work Environment	0.268	0.271	0.059	4,583	0.000
Work Stress -> Work Environment	0.291	0.291	0.060	4,881	0.000

From the results of the calculations carried out, the effect of work motivation, communication style and work stress on the work environment at PPLL at the West Jakarta Administrative City Transportation Sub-department Office is shown in Table 1. The results of tests conducted by researchers using SmartPLS showed that all constructs had a value > 0 ,50. Therefore there is no problem of convergent validity in the model being tested. Table 1 also shows the Composite Reliability value for all constructs above the value of 0.60. And Cronbach's Alpha from the indicator block that measures constructs is also above 0.60. Thus it can be concluded that all constructs have good reliability.

From the results of the calculations carried out, the effect of work motivation, communication style and work stress on the work environment at PPLL at the West Jakarta Administration City Transportation Sub-department Office is shown in Table 2. The results of tests conducted by researchers using SmartPLS showed that the results of testing the variable Work motivation were significant to the work environment variable with a P value of 0.000 <0.05 and shows the results of calculating the t-statistic of work motivation on the work environment (4.830) > t-table (1.96), indicating that the work motivation variable has a significant positive effect on the work environment. Thus, hypothesis 1 in this study is accepted. Table 2. Also shows the results of testing the variable Work motivation is significant for the Work Environment variable with a P value of 0.000 <0. 05 and 65 show the results of calculating the t-statistics of Work Motivation on the Work Environment (4.830) > t-table (1.96), indicating that the Variable Work Motivation has a significant

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positive effect on the Work Environment. Thus, hypothesis 1 in this study is accepted. The results of testing the Work Stress variable also show significant results on the Work Environment variable with a P Value of 0.000 <0.05 and show the results of the calculation of the t statistic Work Stress on the Work Environment (4.881) > t-table (1.96), indicating that the Work Stress variable has an effect positively significant to the Work Environment. Thus, hypothesis 3 in this study is accepted. shows that the Variable Work Motivation has a significant positive effect on the Work Environment. Thus, hypothesis 1 in this study is accepted. The results of testing the Work Stress variable also show significant results on the Work Environment variable with a P Value of 0.000 <0.05 and show the results of the calculation of the t statistic Work Stress on the Work Environment (4.881) > t-table (1.96), indicating that the Work Stress variable has an effect positively significant to the Work Environment. Thus, hypothesis 3 in this study is accepted. shows that the Variable Work Motivation has a significant positive effect on the Work Environment. Thus, hypothesis 1 in this study is accepted. The results of testing the Work Stress variable also show significant results on the Work Environment variable with a P Value of 0.000 <0.05 and show the results of the calculation of the t statistic Work Stress on the Work Environment (4.881) > t-table (1.96), indicating that the Work Stress variable has an effect positively significant to the Work Environment. Thus, hypothesis 3 in this study is accepted. 000 <0.05 and shows the results of calculating the t statistic of Work Stress on the Work Environment (4.881) > t-table (1.96), indicating that the variable Work Stress has a significant positive effect on the Work Environment. Thus, hypothesis 3 in this study is accepted. 000 <0.05 and shows the results of calculating the t statistic of Work Stress on the Work Environment (4.881) > t-table (1.96), indicating that the variable Work Stress has a significant positive effect on the Work Environment. Thus, hypothesis 3 in this study is accepted.

Conclusion

Shows that the relationship between the variables of work motivation and the work environment has a correlation value of 4.583. This value means that there is a positive influence between work motivation and the work environment at PPLL at the Office of the West Jakarta Administrative City Transportation Sub-Department. Shows that the relationship between the communication style variable and the work environment has a correlation value of 4.830. This value means there is influence positive relationship between communication style and work environment at PPLL at the Office of the West Jakarta Administrative City Transportation Sub-Department. Shows that the relationship between work stress variables and the work environment has a correlation value of 4,881. This value means that there is a positive influence between work stress and the work environment at PPLL at the Office of the West Jakarta Administration City Transportation Sub-Department. Shows that work motivation, communication style and work stress have a positive effect on the work environment in PPLL at the Office of the West Jakarta Administration City Transportation Sub-department. This is evidenced by the R-Square value of 0.678 or 67.8%.

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