

The Influence of Motivation, Communication and Work Environment on Remote Work Satisfaction in PT Employees Smartfren Yogyakarta

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ABSTRACT

The purpose of this study was to determine the effect of Motivation, communication and work environment on Remote Work Satisfaction at PT Smartfren Yogyakarta which has motivation problems from fellow coworkers resulting in a lack of enthusiasm in employees, besides the lack of good communication between fellow employees resulting in a lack of support between employees with each other. The sample used in this study was 82 employees. the method used to collect data by distributing questionnaires is done through distributing questions arranged in a collection to respondents. The method used to collect data by means of observing or reviewing carefully and directly at the research location to find out the conditions that occur. Based on the results of the research conducted, the following conclusions can be drawn: There is a significant positive influence between motivation and work environment on Remote Work Satisfaction in employees of PT Smartfren Yogyakarta and there is a communication that is not significant positive on Remote Work Satisfaction in employees of PT Smartfren Yogyakarta.

Keywords: Motivation; Communication; Work environment; Remote work satisfaction

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui pengaruh Motivasi, komunikasi dan Lingkungan kerja terhadap *Remote Work Satisfaction* pada PT. Smartfren Yogyakarta yang terdapat permasalahan motivasi dari sesama rekan kerja sehingga mengakibatkan kurangnya semangat pada diri karyawan, selain itu kurangnya komunikasi yang baik antar sesama karyawan sehingga mengakibatkan kurangnya dukungan antara karyawan satu dengan yang lainnya. Sampel yang digunakan dalam penelitian ini adalah 82 karyawan. metode yang digunakan untuk mengumpulkan data dengan cara menyebarkan Kuesioner dilakukan melalui penyebaran pertanyaan yang disusun dalam satu kumpulan kepada responden. Metode yang dilakukan selanjutnya dengan mengumpulkan data dengan cara mengamati atau meninjau secara cermat dan langsung di lokasi penelitian untuk mengetahui kondisi yang terjadi. Berdasarkan hasil penelitian yang dilakukan maka dapat ditarik kesimpulan sebagai berikut: Terdapat pengaruh positif signifikan antara motivasi dan Lingkungan kerja terhadap *Remote Work Satisfaction* pada karyawan PT. Smartfren Yogyakarta dan terdapat komunikasi yang tidak positif signifikan terhadap *Remote Work Satisfaction* pada karyawan PT. Smartfren Yogyakarta.

Kata kunci: Motivasi; Komunikasi; Lingkungan kerja; *Remote work satisfaction*

Introduction

Micro, Many countries have adopted Remote work satisfaction, Remote work satisfaction mode brings positive and negative perceptions of professionals who are moving away from the traditional way of doing their work. For example, the benefits of working

from home are reported to be reduced fatigue, better work-life balance, and lower depression. The challenges of remote work are associated with nervousness. In addition, different living conditions have also been assessed individually to identify the degree to which workspace arrangements are less comfortable (Milana 2020).

Quality employees are really needed by agencies so that agencies can progress and develop. The agency's efforts to get quality employees are by implementing performance. Apart from motivation and communication factors in the organization, work environment factors are important things that must be considered. What is meant by work environment here is the work environment which includes facilities and infrastructure which include the work atmosphere and work relationships (Nisa, 2019). For organizations to understand cultural adjustments and motivations, we need to explore cultural values. Only limited research has been conducted on specific cultural aspects operating in the workplace and their relationship to job characteristics. However, available research does suggest that national cultural levels of power distance may play a particularly important role in moderating the effects of job characteristics related to power and status. The interaction of these cultural factors may have a major effect on Remote work satisfaction for workers moving between different cultures (Y. Zhang, Wei, and Gray 2021).

As one of the PT Sinarmas business groups, PT Smartfren Yogyakarta, is the only telecommunications service provider company in Indonesia that operates on a fully 4G network. PT. Smartfren Yogyakarta is located on Jl. Kenari No.62, Muja Muju, Kec. Umbulharjo, Yogyakarta City, Special Region of Yogyakarta., Smartfren has been appointed as the official telcom partner for well-known global smartphone brands as well as the pioneer of various product innovations such as Voice-over-LTE (VoLTE) and Digital SIM (eSIM) services in Indonesia. Apart from that, Smartfren also provides a flexible data service experience through a choice of starter cards and data packages for users in various circles. Smartfren offers the best internet communication experience at an affordable price for consumers, as well as business solutions, digital services and other innovations that help develop a better Indonesia.

From the results of an interview with one of the employees of PT. Smartfren Yogyakarta has problems in human resource management, including a lack of motivation from fellow co-workers, resulting in a lack of enthusiasm among employees, in addition to a lack of good communication between fellow employees, resulting in a lack of support between one employee and another, resulting in poor service. Good. Organizations are required to have competent human resources so that they can become a strength for the company to compete amidst increasingly dynamic changes and provide excellent service. To encourage employees to work according to the company's wishes, the company must understand employee motivation at work, because this motivation determines employee behavior at work. Contrary to what many people notice, everyone in the organization actively participates in a continuous internal communication process thereby increasing remote work satisfaction among employees (Ninaus, Diehl, and Terlutter 2021).

Motivation is about giving employees the right mix of guidance, direction, resources and rewards to keep them inspired and interested in working the way we want. Employees are one of the most valuable assets. Employees who are more motivated will increase Remote work satisfaction and help build the business (Mgaiwa 2021). Keeping employees

motivated will build the business and also reduce recruitment and training costs (Hanafi and Yohana 2017). Communication helps develop motivation by explaining to employees what to do, how they work well and what to do to improve performance if it is below standard. Several studies that have been conducted have found that there is a direct positive relationship between communication and employee performance (Ardiansyah 2016).

According to Muhraweni and Rasyid (2017), the work environment is everything around the worker, which can influence a worker in carrying out the tasks given. Basically, the definition of the environment is related to the elements around the company that have a direct or indirect impact directly to the company. Muhraweni and Rasyid (2017) explained that a good work environment is if it is able to support the effectiveness of the work tasks of both employees socially, it will increase employee remote work satisfaction, while remote work satisfaction is a worker's feeling of pleasure in viewing or carrying out their work. If someone feels happy with their work then that person can be said to be satisfied with their work. According to Aritonang (2019), remote work satisfaction is an emotional state that is pleasant or unpleasant for employees regarding their work. Remote work satisfaction reflects a person's feelings towards their work. This can be seen in the employee's positive attitude towards work and everything they encounter in their work environment. Positive and negative reactions are seen in employees depending on the remote work satisfaction they get. Employees will feel high work morale and enthusiasm in starting their work if Remote Work Satisfaction is achieved, but if it is not achieved, employees will try to avoid their social environment such as resigning from the company, skipping work, committing sabotage, intentionally making mistakes at work, actively striking and other behavior. which tends to avoid organizational activities (Hanafi and Yohana 2017; Aritonang et al. 2019).

The results of the research that has been conducted show that the work environment and non-physical work environment simultaneously have a significant positive effect on remote work satisfaction of employees, the work environment has a positive and significant effect on remote work satisfaction of employees, and the non-physical work environment has a positive and significant effect. on remote work employee satisfaction (Muhraweni, Rasyid 2017). Remote work satisfaction is one of the most important factors for an employee to produce optimal work results. By fulfilling these needs, employees will feel appreciated for their existence. When someone feels satisfaction at work, of course he will try as hard as possible with all his abilities to complete his work tasks. It is important for an employee to produce optimal work results (Muhraweni, Rasyid 2017).

In this research, there is a research gap conducted by Dhermawan (2019) which states that motivation and competence have a positive but not significant effect on remote work satisfaction, which means that even though employees have good work motivation, this does not have a significant effect or has a small effect on increasing employee job satisfaction. Meanwhile, research conducted by Sembiring (2021) states that the influence of motivation on remote work satisfaction is positive and significant. Thus, motivation has a positive and significant effect on Remote Work satisfaction. This shows that in research on motivation and remote work satisfaction, there are inconsistencies in several research results, so the researcher proposes other variables, namely communication and work environment, which have a positive influence on remote work satisfaction in several previous literatures and tries

to re-verify the influence of motivation on remote work satisfaction in a different subject, namely at PT. Smartfren Yogyakarta.

Hypothesis Development

The Influence of Motivation on Remote Work Satisfaction

Motivation is discovering employee needs and helping to achieve them in a smooth process. Motivating employees aims to expand their skills in meeting organizational demands and increase remote work satisfaction in employees (Hanafi and Yohana 2017). Every leader must have the responsibility to work with employees, knowing their individual needs and placing them side by side with the needs of the organization. This opinion is supported by Ludhans (Hanafi and Yohana 2017), who states that motivation is about giving employees the right mix of guidance, direction, resources and rewards so that they are inspired and interested in working the way we want. According to Heni's research (2022), motivation has a direct influence on Remote Work satisfaction. This research is also in line with research by Rivaldo and Ratnasari (2020) which states that motivation has a direct effect on remote work satisfaction.

H1: Motivation has a positive effect on remote work satisfaction

The Effect of Communication on Remote Work Satisfaction

Sukarja (2020) defines communication as a process of transitioning information and understanding through the use of shared symbols from one person or group to another. Then according to Sugiono and Lumban Tobing (2021) communication is a process through which individuals in relationships, in groups, in organizations and in society create, transmit and use information to coordinate their environment and other people. In research conducted by Munir (2020), it was stated that there is a significant impact of three dimensions of communication on Remote Work satisfaction. Munir (2020) also stated that effective communication between superiors and subordinates greatly influences remote work satisfaction of employees. Furthermore, there is a direct influence of individual characteristics, effective communication and remote work satisfaction on employee performance. Apart from that, research conducted by Ardiansyah (2016) states that effective communication influences employee job satisfaction. Based on the findings from these studies, it can be stated that communication is closely correlated with Remote Work satisfaction

H2: Communication has a positive effect on remote work satisfaction

The influence of the work environment on remote work satisfaction

According to Lestari (2020), the work environment is described as a work process in a company that is carried out using certain methods. Employees really pay attention to their work environment because it relates to the time and method of completing their work (Astuti and Iverizkinawati 2018). Remote work satisfaction will lead to good performance so that the work environment develops remote work satisfaction for employees (Kurniati and Jaenab 2020). This research is also supported by research conducted by Irma and Yusuf (2020) which states that there is an influence between the work environment on remote work satisfaction of employees. Apart from that, this research is also supported by research by Saputra (2021) which states that the work environment has an effect on remote work satisfaction of employees. . Based on the

findings from these studies, it can be stated that the work environment is closely correlated with Remote Work satisfaction.

H3: The work environment has a positive influence on remote work satisfaction

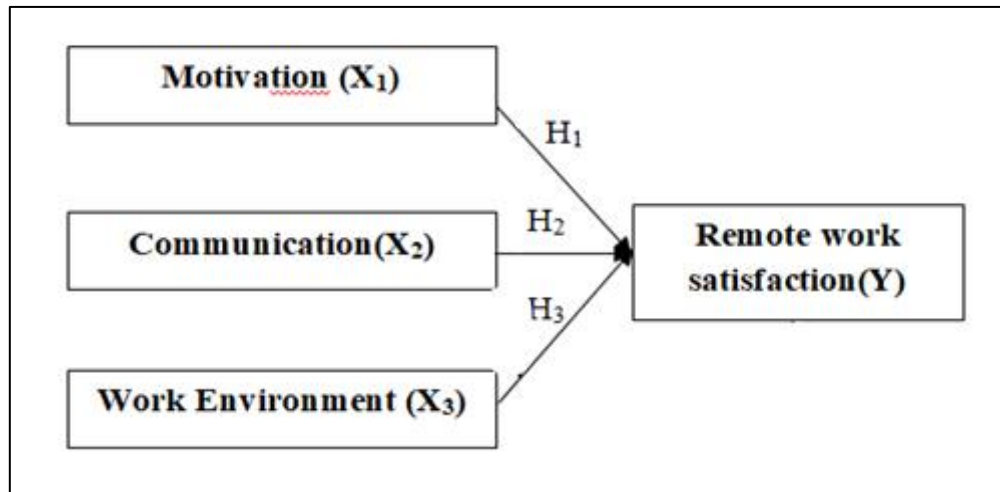


Figure 1. Research Framework

Materials and Methods

This research uses a quantitative approach method. Quantitative method is a method that can be interpreted as a research method based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, quantitative data analysis with the aim of testing predetermined hypotheses. Judging from its nature, this research is descriptive. Descriptive is research that is directed at providing symptoms, facts or events systematically and accurately, regarding the characteristics of the population. From this research, it is hoped that we can obtain accurate and widespread information, data and information so that it will increase knowledge about "The Influence of Motivation, Communication and Work Environment on Remote Work Satisfaction among PT Employees. Smartfren Yogyakarta". After the data is collected through research methods and instruments, the researcher tries to process the data and information obtained in order to obtain real results and the results can be used by the researcher as written research.

This research uses primary data located from internal data. Primary data sources are data sources obtained from within the company or organization itself where the research is conducted. In this research, the internal data source is employees from PT. Smartfren Yogyakarta. Internal data in the form of data points assessing employee work, profiles and organizational structure in the Company and answers from the results of filling out questionnaires and observations.

Results and Discussion

The Respondent Description

Respondent characteristics are used to determine the diversity of respondents based on gender, age, status, education and length of work. Respondents in this research were employees of PT. Smartfren Yogyakarta, numbering 82 people. It is hoped that this will provide a fairly clear picture of the condition of the respondents and its relation to the

problem of the research objectives. Of the 82 questionnaires that could be used, the majority of respondents were men, namely 51 people (62.2%), and the remaining 31 people were women (37.8%). Meanwhile, if based on age 20-30, that is 34 people (41.5%), age 31-40, that is 16 people (19.5%), age 41-50, namely 24 people (29.3%) and over 50 years is 8 people (9.8%).

Validity and Reliability Instrument Test

From the results of the validity test carried out, it shows that the motivation, communication and work environment variables on remote work satisfaction have an r-count greater than the critical value (r-table Product Moment, at a significant rate of 5% (0.05), and $df = 82$) with a figure of 0.1829, so the results are in accordance with the validity testing criteria. Whereas From the results of the reliability test for all items in the instrument, all variables in this research show a Cronbach's alpha value greater than 0.6, so that all variables in this research can be declared reliable.

Classic assumption test

The normality test is used to determine whether in a regression model, the independent variable and dependent variable have a normal distribution or not. A good model has a normal or close to normal data distribution. Normality testing can be done using SPSS 21.0 through data processing, namely the One-Sample Kolmogorov-Smirnov test.

Table 1. One-Sample Kolmogorov-Smirnov Test

Test statistic	0,056
Asymp. Sig. (2-tailed)	0,200

Source: Primary data processed, 2023

Table 1 shows that the Asymp. Sig. (2-tailed) of 0.200 obtained by the regression model is greater than $\alpha 0.05$, meaning the data is normally distributed. The multicollinearity test was used to determine the magnitude of the intercorrelation between the independent variables in this study. If correlation occurs, it is called a multicollinearity problem. To detect whether there is multicollinearity, it can be seen from the tolerance and VIF values. Guidelines for regression that is free from multicollinearity are to have a VIF value < 10 and have a Tolerance number > 0.1 (Ghozali, 2018). The calculation results can be seen in table 2.

Table 2. Multicollinearity Test

Indep Variable	Tolerance	VIF	Information
Motivation	0.861	1.161	there is no multicollinearity
Communication	0.778	1.286	there is no multicollinearity
Environment Work	0.744	1.344	there is no multicollinearity

Source: Primary data processed, 2023

From the data processing results in table above, it can be seen that the VIF value of the independent variable has a VIF value < 10 and a Tolerance value > 0.10 so that the

regression model above does not occur multicollinearity, so the regression model can be used. Heteroscedasticity means that the residual variation is not the same for all observations. The heteroscedasticity test used in this research is the Gleser test, then guided by the significance level $\alpha = 0.05$. If the probability value (sig) is > 0.05 then it can be stated that there are no symptoms of heteroscedasticity. The calculation results can be seen in the following table:

Table 3. Heteroscedasticity Test

Indep. Variable	t	Sig.
Motivation	0.981	0.329
Communication	0.954	0.343
Environment work	1.393	0.167

Source: Primary data processed, 2023

Based on 3, it is found that all independent variable values have probability values greater than the 0.05 significance level, so it can be concluded that in the regression there are no symptoms of heteroscedasticity.

Multiple Regression Analysis

To find out the results of the analysis of the influence of the three independent variables (X) on the dependent variable (Y) can be seen in table 4.

Table 4. Multiple Regression Analysis

Indep. Variable	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	8.130	3.393		2.396	.019
Motivation	.295	.084	.349	3.505	.001
Communication	.062	.065	.099	0.947	.347
Environment work	.268	.099	.291	2.718	.008
Dependent Variable	: Remote_Work_Satisfaction				
F	: 12.970				
Sig.	: 0.000				
R ² adj	: 0.307				
n	: 82				

Source: Primary data processed, 2023

The coefficient of determination measures the contribution of the independent variable studied to the dependent variable. If the calculated R² value is greater (closer to one) then the contribution of the independent variable to the dependent is greater. According to Totalia (2013), decision making results from data processing of the coefficient of determination are good looking at the Adjusted R Square value because there

are more than 2 independent variables studied and the Adjusted R Square has been subtracted from the standard error, so it is more valid than R Square. Based on the table 4, it is known that the independent variable influences the dependent variable by 0.307. It can be interpreted that work motivation, communication and work environment are able to explain Remote Work Satisfaction by 30.7% and the remaining 69.3 is explained by other factors outside the model.

Discussion

Every leader bears the responsibility of collaborating with employees, understanding their individual needs, and aligning them with the objectives of the organization. This viewpoint finds reinforcement in Ludhans (Hanafi and Yohana 2017), who asserts that motivation entails providing employees with a balanced combination of guidance, direction, resources, and rewards to ignite their inspiration and cultivate their engagement in aligning with organizational objectives. The research results show that motivation has a positive and significant effect on Remote Work Satisfaction. This is in line with research conducted by Hanafi and Yohana (2018) which shows that motivation variables influence remote work satisfaction at PT BNI Lifeinsurance Jakarta which is supported by research conducted by Erfan Ardianti, Qomariah, and Gunawan Wibowo (2018) which shows that Work motivation has a positive and significant effect on job satisfaction of PT employees. Sumber Alam Santoso Pratama Karangasari Banyuwangi, This shows that the higher an employee's work motivation, the Remote Work Satisfaction will experience a significant increase. This is also in line with research conducted by Sembiring (2021) which shows that motivation influences remote work satisfaction. This shows that the higher an employee's work motivation, the Remote Work Satisfaction will experience a significant increase.

In this research Communication does not have a positive and significant influence on Remote Work Satisfaction. This is in accordance with research conducted by Damsjik (2018) showing that communication has no significant effect on Remote Work Satisfaction of employees at the Bima Regency Public Works and Spatial Planning Office. Based on data from respondents' answers to the Communication indicator, the insignificant influence of communication on Remote Work Satisfaction is due to the lack of good communication between fellow employees, resulting in a lack of support between one employee and another, resulting in poor service for internal and external consumers. This is also in line with research conducted by Sembiring (2021) which shows that communication has no effect on remote work satisfaction. The population of this study is all employees of the Deli Serdang Regency Financial and Asset Management Agency, totaling 60 people. The results of the research show that directly, Communication does not have a positive and significant effect on Remote Work Satisfaction. This shows that apart from that, there is still ineffective communication from the leadership, the impact of which can make employees uncomfortable when carrying out their work, so that Remote Work Satisfaction cannot be achieved. This is proof that communication between fellow employees and with leaders at PT Smartfren Yogyakarta has not been effective and is not good. This was also proven by employees in the Marketing department at the PT Paper factory. Setia Kawan Makmur Sejahtera Tulungagung. The results of this research show that communication regarding

Remote Work Satisfaction does not have a positive and significant influence on Remote work satisfaction (Ardiansyah 2018).

This research shows that the Work Environment has a positive and significant effect on Remote Work Satisfaction at PT Smartfren Yogyakarta. This is in accordance with research conducted by Lestari (2020) which shows that employee job satisfaction is also partially and significantly influenced by the work environment at companies in Sidoarjo. Supported by research conducted by Aoliso and Lao (2018) which shows that the work environment has a strong influence on the job satisfaction of PT Taspen (Persero) Cabang Kupang employees. Thus the Work environment is an important factor that needs to be managed as well as possible in creating job satisfaction in the company so that each work program can run well and be satisfying and achieve the company's targets or vision and mission.

The research conducted by Julfiyati (2023) that there are several main factors that influence employee job satisfaction, easy communication. This is an aspect that can provide satisfaction to employees, because employees can convey information directly to the leadership, especially regarding matters related to the allocation of operational activities. Communication that is easy for subordinates to carry out with leaders also motivates employees to fulfill affiliate needs, such as working to establish good relationships with leaders and trying to avoid conflict, so that there is communication from the bottom up, a work environment in the form of facilities that support the implementation of work and fulfill employee needs. who provide motivation, can provide Remote Work Satisfaction to PT Smartfren Yogyakarta employees

Conclusion

Based on the research results, it can be concluded that motivation and work environment have a positive and significant effect on work remote satisfaction at PT Smartfren Yogyakarta employees. Meanwhile, communication is not able to influence remote work satisfaction. The employees of PT Smartfren Yogyakarta should carry out good communication between fellow employees in the company so that they can have a sense of enjoyment at work and increase their sense of responsibility to do their work better so that they can advance the company. The management of PT Smartfren Yogyakarta should improve effective communication in terms of making decisions in the workplace and improving two-way communication so that solid teamwork occurs, which will later provide solutions to the company in solving the problems it faces. In this case, employees feel a sense of pride because they can provide solutions to the company well and feel proud of what the company can achieve. With this, all employee performance in carrying out the vision and mission set by the company can be implemented and improved, and employees can obtain Remote Work Satisfaction.

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