

## The Effect of Communication, Work Motivation and Physical Work Environment on Employee Work Spirit at Puri Sukawati Tourism Destination



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**ABSTRACT:** This study aims to determine the effects of communication, work motivation, and physical work environment on the work ethos of tourism workers in Puri Sukawati. This type of research is a kind of descriptive research. As for the study design, causal quantitative studies will be used. The subjects of this research were employees of Wisata Puri Sukawati. The sampling technique used was non-probability sampling with a saturated sample because all employees were sampled with a total of 48 employees as respondents. The analytical method used is multiple linear regression analysis with SPSS. The results showed that communication, work motivation, and the physical work environment together had a significant positive effect on employee morale by 72.9%. Partial communication can increase morale at Puri Sukawati Tourism by 23.46%. In addition, work motivation can also partially increase employee morale at Puri Sukawati Tourism by 37.51%. Likewise, the physical work environment partially has a positive influence on the morale of Wisata Puri Sukawati employees by 32.77%. Therefore, communication, work motivation and the physical work environment can increase work spirit for Wisata Puri Sukawati employees.

**KEYWORDS:** Communication, work motivation, physical work environment, employee work spirit

### I. INTRODUCTION

Facing rapid technological development, human resources quality will be a strength for the company to maintain his efforts. The implementation of human resource development must be planned properly to get satisfactory and appropriate results. According to Zainal (2015: 2) the role of HR management is crucial the realization of company goals, because to manage humans is not easy then need to be regulated with management theories that focus on regulation human beings (employees) in realizing the goals of the company/organization. To get good work results, the company must be able to manage these employees so that they can be passionate about doing their job. The passion for work can be reflected if the employee feels happy with their job, the employee will pay more attention and be more skilled at doing the job.

Tohardi (2012: 427) states that the spirit of work is an individual attitude and groups owned by employees in their work environment and to their willingness to cooperate in order to devote their abilities comprehensively in accordance with the main needs of the company. While Hasibuan (2014: 94) argues that the spirit of work is desire and sincerity a person does his job well and is disciplined to achieve maximum work performance. there are several internal factors and external factors that cause the emergence of work enthusiasm including communication (internal) and work motivation can from internal factors. While the physical work environment is an external factor employees because these factors arise from outside the individual employee.

According to Emmanuel (2018: 287) states that when employees communicate effectively with supervisors and co-workers, productivity will increases because effective communication means fewer complaints and more work can be done. Hasibuan in (Sutrisno, 2017) states that employee motivation in a company can be considered simple is also a complex problem. Work motivation has an important role for achieving maximum company goals, by motivating employees can complete the work according to predetermined standards According to Prawira, MS, & Riana, IG (2014) stated that the work environment A good one is characterized by very good air circulation, good lighting bright and far from noise that can disturb the concentration inside work, good layout and beautiful colors in the room, and cleanliness in in the room so that employees feel at home at work. Based on our observations, Pre-Tourism Sukawati has some problems and it is important to prepare quality manpower to be able to compete in modern times. This proves that the work spirit of employees on Tourism Puri Sukawati is not maximized. Another phenomena is that some employees leaves during business hours. Therefore the purpose of the researcher conducting this research is to

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determine the impact of communication, motivation work and physical work environment on employee morale at Puri Sukawati Tourism Destination.

## II. RESEARCH METHOD

The research method used in this research is quantitative research causal. Causal research is research that is used to prove something causal relationship between the variables studied (Sugiyono, 2013). This research aims to determine whether an independent variable can affect the variable other or bound. The subjects in this study were employees at Puri Sukawati Tourism Destination, Bali. The object of this research is communication, work motivation, physical work environment and employee work spirit. The sampling technique used is non-probability sampling using the entire saturated sample method employees were sampled with 48 employees. Data collection techniques used in this study were observation, interviews, and documentation studies questionnaire collection. The questionnaire is a data collection technique This is done by giving a set of questions or a written statement for the respondent to answer. The scale used to create the questionnaire is the Likert scale. Likert scales are used to measure attitudes, opinions, and individual or group perceptions of social phenomena (Sugiyono, 2018). Compilation of the structure of questions or statements that contain variables communication, work motivation, physical work environment and employee work spirit refers to a Likert scale of 1-5 points. The instrument test in this study uses reliability test and validity test to find out whether the questionnaire statement items used is valid and reliable for use in a study. The analysis technique used is multiple linear regression analysis with SPSS 19.0 for Windows application help. Multiple linear regression is used for knowing the relationship of communication variables, work motivation and work environment physical impact on employee morale. A good regression analysis must be free from classic assumptions. therefore, before conducting a linear regression analysis multiple, first performed the classical assumption test includes the normality test, test multicollinearity, and heteroscedasticity test to get good regression results. After the data tabulation is free from classical assumptions, it can perform regression analysis multiple linear for hypothesis testing. In this study, the authors use analysis multiple linear regression. So to test the hypothesis in this study using F statistic test and t statistic test.

## III. RESEARCH RESULTS

Based on the results of testing multiple linear regression analysis with assistance the SPSS 19.0 for Windows program obtained test results in the form of a summary output SPSS which can be seen in Table 1 below:

Unstandardized Coefficients		Standardized Coefficients Beta		t	Sig.
Model B		Std. Error			
1	(Constant)	-,597	1,388		
	Communication	,223	,095	,224	,024
	Motivation	,410	,109	,404	,001
	Physical work environment	,366	,112	,371	,002

In the existing problems, the researchers used linear regression analysis multiply by the equation:

$$Y = +11+22+33$$

$$Y = -0.597 + 0.223 X_1 + 0.410X_2 + 0.366 X_3$$

Based on the multiple linear regression equation above, the regression equation is obtained which provides information that a = - 0.597, meaning that if the Communication indicator, Motivation and Physical Work Environment are not considered, then the average Work Enthusiasm (Y) of -0.597. b1 = 0.223, the value of the influence between variables Communication (X1) on Employee'S Work Spirit (Y) is 0.223, which means that every time there is an increase in communication then there will be an increase in work spirit of 0.223 with the conditions of other variables assumed to be equal to zero. b2 = 0.410, the value of the influence between motivational variables (X2) on Work Morale (Y) of 0.410, which means that every time there is an increase Motivation, there will be an increase in work spirit of 0.410 with conditions other variables are assumed to be equal to zero. b3 = 0.366, the value of the Work Environment variable Physical (X3) to Morale (Y) of 0.366, which means there is an increase Physical Work Environment, there will be an increase in Work Spirit of 0.366 provided that the other variables are assumed to be equal to zero. Then test the hypothesis with the F test and t test. F test was conducted to see the effect independent variables simultaneously affect the dependent variable. If the significance value  $F < 0.05$  then the alternative hypothesis is accepted, meaning that all variables are independent simultaneous significant effect on the dependent variable. While the t test is used to test the effect of Communication, Motivation and Physical Work Environment on Work Spirit is partially significant or only obtained by chance. Table 2 will show the results of the F test with the SPSS 19.0 For Windows program.

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	Sum of Model	Squares	Df	Mean Square	F	Sig.
1	Regression	261,706	3	87,235	39,451	,000b
	Residual	97,294	44	2,211		
	Total	359,000	47			

Based on the results of the F test in the table, the calculated F value is 39,451 as well F significance of 0.000 where the value is smaller than 0.05, which shows that the variables of Communication, Motivation and Physical Work Environment simultaneously effect on work spirit, then H1 is accepted. Table 3 shows the t test with the SPSS 19.00 For Windows program.

	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	Model B	Std. Error			
1	(Constant)	-,597	1,388		-,430,669
	Communication	,223	,095	,224	2,346,024
	Motivation	,410	,109	,404	3,751,001
	Physical work environment	,366	,112	,371	3,277,002

Based on the test results, the calculated T-value for the communication variable is 2.346, with a significance level of 0.024, indicating that its value is less than 0.05. This means that communication has a positive and significant impact on work ethos, H2 is accepted. The test results show that the motivation variable has a calculated T value of 3.751 with a significance level of 0.001 where the value is smaller than 0.05 which means that motivation has a significant effect on work spirit, so that H3 is accepted. Furthermore, the test results show that the Physical Work Environment variable has a value T count is 3.277 with a significance level of 0.002 where the value is smaller of 0.05 which means that the Physical Work Environment has a positive and significant effect on Work spirit, so that H4 is accepted.

#### IV. DISCUSSION

The Effect of Communication, Motivation and Physical Work Environment on Work Spirit at Puri Sukawati Tourism Destination. Based on the data processing results, we can see that the value of Fcount = 39.451 with a value significance of 0.000. Where the value is smaller than 0.05. Then got concluded that the variables Communication, Motivation and Physical Work Environment has a positive and significant effect on employee's work spirit at Puri Sukawati . This means that the better the communication, the more work motivation and the physical work environment then the work spirit at Puri Sukawati Tourism Destination will increase. This is supported by the research of Ade Ardyansyah (2019) and Franky Sugara (2021) which states that communication, motivation and work environment physical positive and significant effect on morale.

##### The Effect of Communication on Work Spirit at Puri Sukawati Tourism Destination.

Based on the results of data processing, it is known that the value of T count = 2.346 with a value a significance of 0.024. Where the value is smaller than 0.05. Then got it can be concluded that the communication variable has a positive and significant effect on Work Enthusiasm at Puri Sukawati Tourism. This means that the better The communication that is established will affect employee morale. Matter This is supported by Pasha's research (2020) which states that communication greatly affects employee's work spirit because the stronger the relationship between employees with superiors, then employees will feel more enthusiastic at work.

##### The Effect of Motivation on Work Spirit in Puri Sukawati Tourism Destination.

Based on the results of data processing, it is known that the value of T count = 3.751 with a value a significance of 0.001. Where the value is smaller than 0.05. Then got it can be concluded that the motivation variable has a positive and significant effect on Work Spirit at Puri Sukawati Tourism Destination. This means that the better The motivation that is given will be the enthusiasm for working at Puri Sukawati Tourism increase. This is supported by research by Luh Putu Octaviani (2019), Franky Sugara (2021), Devi Oktavia Puspita Sari (2018) which states that communication has a positive and significant influence on employee's work spirit.

##### Influence of physical working environment on work spirit in Puri Sukawati tourist area.

Based on the results of data processing, we know that the value of T count = 3.277 with a value of 0.002 significance. If the value is less than 0.05. Then got it can be concluded that the variable Physical Work Environment has a positive effect and Significant Impact on Work Enthusiasm at Puri Sukawati Tourism Destination. It has meaning that the better the physical work environment

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provided, the more work spirit on Puri Sukawati Tourism Destination will increase. This statement is supported by research Luh Putu Octaviani (2019), Yuyu Fitri Andani (2021), Franky Sugara (2021), Devi Oktavia Puspita Sari (2018) which states that the physical work environment has a positive and significant influence on employee morale.

### V. CONCLUSION

Based on the results of statistical and hypothesis testing as well as the discussion that has been previously described, several conclusions can be drawn as follows. Communication, motivation and physical work environment simultaneously have a positive effect and significant to the Spirit of Work at Puri Sukawati Tourism Destination. Communication partially has a positive and significant effect on Enthusiasm for Puri Sukawati Tourism Destination. Work motivation partially has a positive and significant effect towards Work Enthusiasm at Puri Sukawati Tourism Destination. Physical Work Environment partial positive and significant effect on morale at Puri Sukawati Tourism Destination.

### VI. SUGGESTION

Based on the results, discussion, and conclusions that have been previously described, then some suggestions can be put forward as follows. First, further researchers expected to develop this research by adding the variables other variables that affect employee morale. Expanding theories about the variables used and can use the analysis techniques so that it can be used as a reference for further research increase knowledge, especially in the field of human resource management. Second, Puri Sukawati Tourism Destination need to pay more attention on communication, work motivation and physical work environment for its employees because in this study proves that these variables have a positive and significant effect on morale employees at Puri Sukawati Tourism Destination.

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