Providing Work Motivation in Improving Employee Performance at the Kedungwaringin District Office

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Highlights:
• Performance can generally be understood as the amount of contribution an employee makes to the progress and development of the institution where he works.
• Employees who have high motivation of course have good performance.
• Motivation is the driving force that every employee needs, both from outside and within themselves, to be able to increase employee motivation, usually obtained from agency leaders.

Abstract

This research aims to determine whether providing work motivation can improve employee performance at the Kedungwaringin sub-district office on Jl. Raya Kedoeng Gedeh No.10 – 17540. The method used in this research is qualitative research with triangulation methods and data collection is carried out by means of interviews and observations. The results of this research show that work motivation is given to employees through salary, work relationships, rewards and success, while performance is through the quality of employee work, quantity of employee work and punctuality of employee work time. The higher the employee's motivation, the better the performance, and vice versa, the lower the employee's motivation, the lower the performance.

Keywords: District Office, Work Motivation, Employee Performance.

1. Introduction

Human resources are a major part of the success of an organization because humans are part of the workforce that can grow and develop [1]. In order for employees to develop, employees need motivation. Motivation is one way for agencies to improve employee performance so that employees can do their work effectively [2]. In this way, employees can develop well and take responsibility for completing their work. Human resources are needed in the management of an agency or other company, and are needed especially in organizing, managing and managing existing human resources to achieve an agency's goals. An agency will be able to run well and effectively if there is operational human resource management as well as the human resources that drive the work [3]. With no small use of human resources, good human resources are needed to support employee performance at work. These human resources will manage the process in an organization or company, so that optimal performance is needed from all existing human resources involved in an organization or company.

Basically, performance can generally be understood as the amount of contribution an employee makes to the progress and development of the institution where he works [4]. Thus, more intensive and optimal performance is needed from the organization in order to optimize the
Employee performance in an organization is very important, because with performance the level of achievement of results will be visible so that it will be known to what extent the tasks that have been carried out through the tasks and authority given can be carried out in a real and maximum way. Employee performance that has been carried out to a certain level of achievement should be in accordance with the mission that has been set as the basis for carrying out the tasks assigned [5].

Employee performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him [6]. And is the work result achieved by an employee in carrying out his work in accordance with the provisions set by the company. Good employee performance can influence employee job satisfaction [7].

In research conducted by Fitria Dewi Cahyani (2020) entitled "Analysis of Work Motivation in Improving Employee Performance at PT. Cipta Kridatama Sietia Sebamban" states that providing motivation is very important for employees, especially at this company. The motivation given is not only in the form of money, goods or history and awards but motivation can also be given based on words or praise which can awaken the employee's work spirit to work even harder. In this company, a boss should provide motivation to employees, which can start in the morning by encouraging employees to be more active and achieve the expected targets at the end of each month. So that employees have high ability to carry out good work [8].

Motivation is the driving force that every employee needs, both from outside and within themselves, to be able to increase employee motivation, usually obtained from agency leaders [9]. Agency leaders must be able to provide motivation in order to raise employee enthusiasm while carrying out their work. Employees who have high motivation of course have good performance. Thus, high motivation can create good and quality employee performance. This is where agency leaders must be able to provide good motivation to produce a quality workforce [10].

In research conducted by Herlina Wati, Lamsah, Ervica Zamialah (2017) entitled "Analysis of Providing Work Motivation in an Effort to Improve Employee Performance at PT Sarana Doa Bersama in Pelaihari, South Kalimantan" stated that the importance of employee motivation, employee motivation which is implemented under leadership PT. Congregational prayer facilities. Motivation of employees of an organization or company is very important. Because it is closely related not only to the motivation of the organization's employees, but also to the success or failure of the agency/company in achieving these goals [11].

In research conducted by Laura Mustika Edward (2018) entitled "Analysis of the Implementation of Providing Motivation in Improving Employee Performance at PT. Bank Mega Syahriah PekanBaru District 1" stated that the motivation provided by employees of PT. Bank Mega Syahriah Pekanbaru District 1, where the impact arises from the implementation of motivation provided by PT. Bank Mega Syahriah Pekanbaru District 1 in improving the performance of its employees, if seen from the research results, shows that performance appraisal has an important role in increasing the motivation given to each employee. The better the implementation of providing motivation to employees at PT. Bank Mega Syahriah Pekanbaru District 1, the better the employee performance increases each year, so that what the employees do will also have a positive impact on the company, especially in this case PT. Bank Mega Syahriah [12].

The Kedungwaringin sub-district office is an agency that operates in the field of community services. The Kedungwaringin sub-district office must be able to provide good service to the community, therefore good employee performance is needed in this case. To be able to achieve good employee performance, the Kedungwaringin sub-district office must be able to provide motivation to employees. The motivation provided by agency leaders only relies on salary and is intensive to arouse employee enthusiasm for work. Motivation is still lacking, because there are still employees who are less enthusiastic about carrying out their work. This of course can hinder employees from working. As well as a lack of appreciation from leaders and colleagues for the work that has been done. However, of course this is still insufficient in encouraging employee enthusiasm for work.

In assessing the work targets of Kedungwaringin sub-district office employees, there are several assessment criteria for employees, including assessment of service orientation, work initiative, commitment, cooperation between employees with one another, as well as assessment of employees' abilities. In order to achieve good work achievement targets. Of course, agency leaders must be able to increase employee morale through the motivation provided to increase employee enthusiasm in doing their work. This has an impact on the resulting employee performance decreasing. This can be seen from several employees who are starting to become careless with their duties and lazing around, especially if the leader is not in the office.
2. Literature Review

2.1 Human Resources

Human Resources are one of the assets owned by a company or agency and are the main key in the ongoing process of the company's operational activities. Human resources will be something that has high value if they are managed well by company management.

Human Resources is the process of empowering humans as workers in a humane manner so that all their physical and psychological potential functions optimally to achieve goals [13].

Human Resources is the science and art of managing the relationships and roles of the workforce so that they are effective and efficient to help realize company and employee goals [14].

2.2 Employee Performance

Performance is something that is important for an agency, especially employee performance which can lead government agencies to achieve the expected goals [15]. Good or bad employee performance can influence the good or bad performance of the agency. Performance can influence the ongoing activities of an agency, the better performance shown by employees will be very helpful in the development of the agency.

Employee performance is an important thing in an organization to support the success of that organization. Performance is the result of work both in quality and quantity achieved by employees in carrying out tasks in accordance with the responsibilities given to them. Performance is also the output produced by the functions or indicators of a job or profession within a certain time [16].

Agus Dharma in his book Supervision Management (2015:24) says that almost all performance measurement methods consider the following things:

1. Quality
   Quality is the amount that employees must complete or achieve in carrying out their work. This relates to the work completed.

2. Quantity
   Quantity is the quality that employees must produce. Output reflects employee measurements of how well they complete the job.

3. Punctuality
   Timeliness is whether or not employees enter and leave work correctly and complete their work within the time planned by the company/agency.

2.3 Work Motivation

Work motivation is the enthusiasm within a person to behave and work diligently in accordance with the duties and obligations that have been given to him. Therefore motivation must exist within a person [17].

Work motivation is a series of processes that generate, direct and maintain behavior in achieving goals [18]. Work motivation is a factor that motivates employees to do work. Work motivation is work enthusiasm or encouragement that grows within an employee to carry out something according to his expectations [19].

Indicators of work motivation according to Sedarmayanti (2015:233-239) are:

1. Wages
   For employees, salary is an important factor in meeting the needs of themselves and their families. Apart from serving to fulfill the basic needs of each employee, it also serves as a driving force for employees to work enthusiastically.

2. Work relationship.
   In order to carry out good work, good working relationships are needed, good and harmonious working relationships will create a comfortable working atmosphere. Every social creature definitely needs relationships with other people in the work environment.

3. Recognition or reward
   Every human being has a need to feel appreciated. Recognition of achievements is a powerful motivational tool. Someone who receives recognition or awards will be able to increase their work morale.

4. Success
   Everyone certainly wants success in every activity/task they carry out. Achieving achievement or success in carrying out a job will move the person concerned to carry out subsequent tasks. In this
way, the achievements achieved at work will give rise to a positive attitude, one that always wants to do work that is full of challenges.

3. Research Method

This type of research is qualitative research with a triangulation method which includes understanding phenomena experienced by research subjects such as behavior, perception and actions described by describing them through words.

Data collection techniques are carried out by observation and interviews. An interview is a question and answer activity to obtain information so that you can understand the meaning of a particular topic. An informant is a person who provides a lot of information about the object to be researched, observed regarding the research object. The informant in this research is an employee of Kedungwaringin sub-district [20].

Observation is a data collection technique that has specific characteristics when compared with other techniques. Observations in this research are by making direct observations in the field. The data obtained in this research is in the form of primary data, data obtained through interviews and observation.

4. Results and Discussion

4.1. Research Result

Providing work motivation has an effect on agency. This can be seen from the increasingly high quality of employee performance when leaders are able to provide high motivation to employees. Discipline in employees can also reduce employee performance, employees who lack discipline in their work can of course reduce their performance. At the Kedungwaringin sub-district office there are still many employees who arrive late, so there is still a lack of discipline towards employees. Leaders can give rewards to employees as a form of leader appreciation for employees who are able to complete their work targets in accordance with agency regulations. Providing motivation can increase employee enthusiasm at work. At the Kedungwaringin sub-district office, motivation is still not optimal, this shows that employees are less than optimal in carrying out their work.

To provide motivation for Kedungwaringin sub-district office employees through:

1. Wages
   Salaries at the Kedungwaringin sub-district office are still not appropriate. Because there are employees who still complain about the salaries they receive.

2. Work relationship
   Working relations at the Kedungwaringin sub-district office are running quite well but there are still employees who do not maintain relationships between their co-workers.

3. Award
   At the Kedungwaringin sub-district office, awards have not been given, agency leaders only give salaries and incentives to employees who have been able to achieve their work goals.

4. Success
   The success of employees at the Kedungwaringin sub-district office is good, employees are successful in achieving work targets. However, there are still employees who have not achieved success in their work.

To improve the performance of Kedungwaringin sub-district office employees through:

1. Quality
   The quality of employees at the Kedungwaringin sub-district office is still low in carrying out their duties at work.

2. Quantity
   At the Kedungwaringin sub-district office there is still a lack of work output. The work results achieved are still less than the agency’s requirements.

3. Punctuality
   The punctuality of entry to work and departure times at the Kedungwaringin sub-district office is still not appropriate, there are still many employees who do not arrive at work correctly and leave work at the specified time.
4.2. Discussion

The Kedungwaringin District Office is a government agency office located in Kedungwaringin Village, Kedungwaringin District, Bekasi Regency, West Java Province, Indonesia. Judging from its geographical location, this sub-district is at the eastern end of the Bekasi Regency area which borders Karawang which is located on Jl. Raya Kedoeng Gedeh No.10 – 17540. Serving the community of course requires good performance. However, based on the information that researchers obtained, the performance of Kedungwaringin sub-district employees is still not optimal. This is proven by the results of work motivation and employee performance questionnaires for employees of 31 Kedungwaringin sub-district offices. The following is a work motivation questionnaire for 31 respondents from Kedungwaringin sub-district office employees.

Table 1. Work Motivation Questionnaire

<table>
<thead>
<tr>
<th>No</th>
<th>Indicator</th>
<th>R Count</th>
<th>R Table</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Punctuality</td>
<td>0.915</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>2</td>
<td>Responsibility</td>
<td>0.806</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>3</td>
<td>Neatness</td>
<td>0.960</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>4</td>
<td>Regulatory Compliance</td>
<td>0.938</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>5</td>
<td>Regulatory Compliance</td>
<td>0.951</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>6</td>
<td>Responsibility</td>
<td>0.963</td>
<td>0.275</td>
<td>Valid</td>
</tr>
</tbody>
</table>

The following is a work motivation questionnaire for 31 respondents from Kedungwaringin sub-district office employees. For salaries received by Kedungwaringin sub-district employees, the questionnaire results were 21 unfavorable, for employee work relations the questionnaire results were 19 unfavorable, for awards the questionnaire scores were 22 and for achievement results the scores were 16. The results from table 1.1 show that there is still low work motivation among Kedungwaringin sub-district office employees.

Table 2. Employee Performance Questionnaire

<table>
<thead>
<tr>
<th>No</th>
<th>Indicator</th>
<th>R Count</th>
<th>R Table</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Standard Setting</td>
<td>0.835</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>2</td>
<td>Standard Achievement</td>
<td>0.935</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>3</td>
<td>Achievement Targets</td>
<td>0.933</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>4</td>
<td>Target Benchmarking</td>
<td>0.894</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>5</td>
<td>Supervision Correction</td>
<td>0.949</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>6</td>
<td>Supervision Evaluation</td>
<td>0.936</td>
<td>0.275</td>
<td>Valid</td>
</tr>
</tbody>
</table>

Based on the results of the questionnaire, table 1.2 Employee Performance with 31 respondents being employees of the Kedungwaringin sub-district office. For the results of the quality questionnaire the results have a bad score of 20, for the results of the work results questionnaire the results have a bad score of 19 and for accuracy of entry it has a bad score of 21, for accuracy of going home it has a bad score of 18.

The results from table 1.2 show that employee performance is still low among Kedungwaringin sub-district office employees. Because judging from the value of employee work quality, it is still not good at 29.

Table 3. Employee Work Targets

<table>
<thead>
<tr>
<th>No</th>
<th>Indicator</th>
<th>R Count</th>
<th>R Table</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Individual expertise and skills</td>
<td>0.927</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>2</td>
<td>Work completed responsibly</td>
<td>0.918</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>3</td>
<td>Individual abilities</td>
<td>0.832</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>4</td>
<td>Individual experience and skills</td>
<td>0.884</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>5</td>
<td>Employee discipline</td>
<td>0.755</td>
<td>0.275</td>
<td>Valid</td>
</tr>
<tr>
<td>6</td>
<td>Employee discipline</td>
<td>0.889</td>
<td>0.275</td>
<td>Valid</td>
</tr>
</tbody>
</table>

Source: Kedungwaringin District Office Work Target Assessment Data (2021)

Based on table 1.3, Work Targets for Kedungwaringin sub-district office employees, the results for service orientation are good, for employee work initiative the score is not good, for commitment work targets the results are still not good, while for cooperation the score is still not good and finally for employee ability the score is sufficient.

The results from table 1.3 show that the employee work targets are Kedungwaringin sub-district office employees. Still not good.
The following are the results of interviews with Kedungwaringin sub-district office employees.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Cronbach's Alpha</th>
<th>Minimum Cronbach's Alpha required</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Discipline</td>
<td>0.966</td>
<td>0.60</td>
<td>Reliable</td>
</tr>
<tr>
<td>Work supervision</td>
<td>0.959</td>
<td>0.60</td>
<td>Reliable</td>
</tr>
<tr>
<td>Employee performance</td>
<td>0.930</td>
<td>0.60</td>
<td>Reliable</td>
</tr>
</tbody>
</table>

Source: Data processing results 2022

Based on the results of the interview and questionnaire results obtained, the following is a discussion regarding work motivation by the sub-district head to Kedungwaringin sub-district office employees. As follows:

1. Wages
Providing salaries to the Kedungwaringin sub-district office is expected to improve employee performance. The sub-district head has realized this, making this a form of motivation for employees to improve their performance. The sub-district head can give rewards as a form of motivation to employees.

2. Work relationship
Good working relationships in an agency will provide a sense of comfort in the work environment itself, therefore good working relationships are needed to achieve good employee performance. At the Kedungwaringin sub-district office there is still a lack of good working relationships between employees, this causes a lack of good cooperative attitudes at work. Therefore, the sub-district head can hold events such as family gatherings together which can strengthen the working relationships of his employees.

3. Award
Giving awards to Kedungwaringin sub-district office employees is still lacking. Giving awards only relies on intention. Giving awards to employees can be done not only materially, but also non-materially, such as praise, promotions.

4. Success
At the Kedungwaringin sub-district office, employee success is still lacking, because there are still employees who have not achieved work targets in carrying out their duties. This can be seen from the pile of documents for making KTP, making KK, making SKTM. In this case, the sub-district head must immediately take action so that it can be carried out quickly by employees through the direction of the sub-district head.

Based on the results of the interview and questionnaire results obtained, the following is a discussion regarding employee performance by the sub-district head of the Kedungwaringin sub-district office employees.

1. Quality
At the Kedungwaringin sub-district office, the quality of employees is still lacking, employees still need to maximize their work in producing good quality, therefore, to improve the quality of employees, training needs to be held to improve the quality of employee performance.

2. Quantity
Quantity is the amount of work carried out by employees in a certain period. The quantity of employee work can be seen from the work target table for the Kedungwaringin sub-district office.

3. Punctuality
At the Kedungwaringin sub-district office, punctuality is still less than optimal, both punctuality when entering and leaving work can be seen from the performance questionnaire table. Therefore, the Leader has the right to give a warning if there are employees who are negligent in their duties. So that it doesn't hinder his other work.
4. Conclusion

In improving employee performance, agency leaders are expected to always provide motivation to employees to continue to improve their performance. Providing work motivation can be by providing rewards such as other allowances, or in the form of basic necessities and holding meals together. Apart from increasing motivation, it can also strengthen work relationships. Leaders must pay more attention to their employees at work so that employees can carry out their duties optimally. To minimize punctuality, leaders can provide direction to employees to complete their tasks. And reprimand employees who are negligent in their work.

Authors' Declaration

Authors’ contributions and responsibilities – The authors made substantial contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation, and discussion of results. The authors read and approved the final manuscript.

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