

Analysis Of The Work Motivation Factors On An Employee Performance

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Abstract.

The importance of motivation is because motivation is the cause and supporter of human behavior so that they are willing to work hard and enthusiastically to achieve optimal results. Motivation is increasingly important in an organization or company because the leader distributes work to his staff to be done well and integrated to achieve the desired goals. The method used in this study refers to the "associative or relationship research method, namely research methods that aim to determine the relationship between two or more variables. The source of data in this study is primary data, namely from distributing questionnaires directly to respondents who became the research sample, namely employees of telecommunications companies in Indonesia, totaling 30 people. To find out what factors dominantly affect work motivation and employee performance. The analysis technique or data processing uses frequency distribution and comparison of the average number of each motivational factor to determine what factors are the most dominant on employee motivation and performance. Based on the results of research that has been carried out through questionnaires and calculated based on the average value of each factor, it is obtained that the dominant factor of work motivation and performance is a harmonious relationship between fellow staff in the company.

Keywords: Motivation and Performance

I. INTRODUCTION

Human behavior is essentially goal-oriented. In other words, a person's behavior is generally aroused by the desire to achieve a certain goal. And in achieving that goal, there is a driving force that moves people so that they struggle and are even willing to sacrifice. The driving force of human action, as expressed by Dessler (2004:150), is called motivation. The importance of motivation is because motivation is the cause and supporter of human behavior so that they are willing to work hard and enthusiastically to achieve optimal results. Motivation is increasingly important in an organization or company because the leader distributes work to his staff to be done well and integrated to the desired goal. A person's motivation depends on the strength of the motivation itself. This drive is what causes a person to try to achieve certain goals, both consciously and unconsciously. This impulse also causes a person to behave in a way that can control and maintain activities and establish the general direction that the person is taking. The goal is something to be achieved that is outside the individual. Sometimes the goal is defined as an expectation to get an award. The award is not only in the form of money, but can also be in the form of a special promotion or the form of a service token, and so on.

Peterson and Plowman cited by Hasibuan (2000) said that people want to work because of factors: (1) the desire to live, (2) the desire to pursue a position, (3) the desire for power, and (4) the desire for recognition. Therefore, the organization must always try to meet the various levels of these needs continuously, so that there is synchronization or combination of achieving a goal for the benefit of the organization with the achievement of the personal needs of employees. Problem motivation is growing, Elton Mayo in 2003 examined the problem of man and his behavior in matters of desire to work, which he called the theory of "Human Science Theory", whose contents are 1) a human problem can only be solved by humans when using the information and tools humanity also. 2) work morale or work spirit has a big role in

the productivity of workers. The moral is a condition that is closely related to a person's mental condition. 3) good and fair treatment of employees has a greater impact on productivity than high levels of wages, even though wages are important. All of the above will affect what policies are suitable to be carried out by the organization or company to motivate their employees to work better. Based on this reason, the authors feel compelled to do more research on the issue of motivation, with the theme "*analysis of the work motivation factors on an employee performance*". In this study by looking at the background of the problem above, the authors can identify problems related to the research theme, namely 1) How is employee job satisfaction? 2) How is employee work productivity?, 3) How is employee motivation level. 4). What are the dominant factors influencing work motivation on employee performance?

Motivation

Motivation is a vital tool for work well. This activity relates to how committed people are to their work and in achieving their goals. Each individual in a job can have the same motivation and can also be different. For example, two employees who work at the same place and time may have different motivations, one may have the motivation to obtain pleasant working conditions, while the other has the motivation to get a good salary. A person's motivation is usually plural (more than one) and motivation can change from time to time. The definition of motivation according to Hasibuan (2000:140) states that motivation is an encouragement or move or in other words motivation questions how to direct the power and potential of subordinates so that they want to work together productively to achieve and realize predetermined goals. Siagian (2002:9) defines motivation as the whole process of giving work motives to subordinates in such a way that they want to work sincerely, to achieve organizational goals effectively and efficiently, and economically. According to Stephen (2000:198) defines motivation is a willingness to spend a high level of effort towards organizational goals, which is conditioned by the ability of efforts to meet an individual need. While Flippo (2002:117) defines motivation or direction as a skill in combining employee interests and organizational interests so that employee desires are satisfied along with achieving organizational goals. And Handoko, (2003) provides an understanding of motivation, which is an activity that results in channeling and maintaining human behavior.

From these definitions, there are three key elements, namely: efforts, organizational goals, and needs. The effort is a measure of intensity that must be considered both the quality of the effort and its intensity. So it can be concluded that motivation is an encouragement or mover so that a person takes action and makes a maximum contribution to the achievement of goals. The purpose of the organization is the variety of efforts that we should strive for. While the need means an interval state that causes certain results to appear attractive. An unsatisfied need creates tension that increases the drives within the individual. This drive gives rise to a seeking behavior to fulfill certain goals which, if achieved, will satisfy that need and encourage a lack of pressure. In other words, it can be said that motivation is a conscious effort to influence behavior towards the achievement of organizational goals efficiently. It means that motivation can be concluded that on the one hand, it is like a person's desire or encouragement to do or act. On the other hand, from a management perspective, it is an effort in the form of influence on human conscious power to carry out an organization's interests and goals effectively and efficiently.

Motivational Goals

As stated in the previous section, motivation is an impulse or mover so that someone takes action. However, it should be emphasized that these incentives will emerge following the efforts to fulfill the needs of each of these workers. Because basically, humans work to meet their needs. The greater the fulfillment of needs, the greater the motivation to work. For this reason, the organization must pay attention to what is the goal of each employee working, which in this case is what needs are satisfied. So that the organization can provide the right motivation system for each employee. In other words, the organization through its management must be able to adjust the needs of employees and the organization to provide the right motivation.

Motivation Theories

One of the main problems in an organization is how one can work with the help of others. He does not carry out the work alone but asks others to carry it out, assigning tasks to his subordinates. Likewise, a

subordinate may carry out the work assigned to him well, maybe not if it is assigned to him well, maybe not, if it is assigned to him well, that is what is desired. However, if the assigned task cannot be carried out properly then we need to know the reasons. Maybe he is not able to carry out the assigned work, but maybe he does not have the drive (motivation) to work well. Therefore, it has become one of the tasks of management in the organization to be able to motivate subordinates by the directions given.

Factors Affecting Motivation

In 1950, Frederick Herzberg researched some employees and found that job satisfaction was always associated with *job content*, and job dissatisfaction was always caused by the relationship between the job and other aspects related to the job (*job context*). (Thoha, 2003:201). The factors that can motivate employees are the so-called motivators, which are related to the content of the work that stimulates employees to always excel. These factors consist of success factors, awards, creative and challenging work factors, a sense of responsibility, and improvement factors. To be able to motivate subordinates, one must first consider the maintenance factors (*hygienic*).

This is because after these factors are met, then subordinates begin to be motivated by fulfilling the motivator factors (satisfactory), which are related to the content of the work itself (*job content*) which emphasizes achievement. Furthermore, according to Clelland (2001), that achievement motive tends to be influenced by background factors of workers which are very complex, which lies in several factors that can shape one's values and views in seeing life positively. Some of these factors include race and environment, the way of parenting as a child, religious values, social class background of workers, education level, and even the surrounding climate. From Clelland's statement, it can be understood that the factors behind the formation of certain motives in each person are complex problems.

Framework

Suharsimi Arikunto (2000) says that: "The basic assumption is something that is believed to be great by researchers that will function as things that are used as a foothold for researchers in carrying out their research". From the above definition, the author has the following basic assumptions and framework: "If the motivational factors, including economic factors, social environmental factors, workload factors, and performance factors are considered and implemented or applied properly, it will increase work motivation and performance. employee performance".

Hypothesis

A hypothesis is a proposition or assumption that may be true and must be proven as the truth. Hypotheses are often used as the basis for decision-making or problem solving or further research. In this study, the hypothesis was taken: "the dominant work motivation factor in employee performance is the salary factor".

II. METHOD

The scope of research

The method in the study according to the level of explanation or the explanation is divided into three types (Sugiyono, 2006:10):

- 1) *Descriptive method*, which is a research method that is to find out and explain the value of independent variables, either one or more variables without making comparisons, or connecting with other variables;
- 2) *The Comparative method* is a method that compares a variable for more than one sample or at different times; and
- 3) *Associative or relationship* research methods, namely research methods that aim to determine the relationship between two or more variables. This method serves to *explain, predict* and *control* a symptom or phenomenon event.

Because this study seeks to describe the dominant work motivation factors on the performance of employees of telecommunications companies in Indonesia, the method used is referring to *the associative method* as explained above. While the scope of research will discuss 7 variables of work motivation factors, namely:

1. Factors for achieving goals (*achievement*).

2. Recognition factor (*recognition*)
3. Factors work themselves (*the work itself*).
4. Factors career development opportunities (*advancement*).
5. Salary factor (*salary*).
6. Factors relationships with fellow employees (*relationship*).
7. Factors of security (*safety and security*) to personal safety.

Sampling technique

The sample, according to Sugiyono (2006:56), is part of the number and characteristics possessed by the population, which represent the characteristics of the population. Sampling in this study was carried out using a *random sampling* technique, namely random sampling from a wide population. In this study, the sample was set at 30 people.

Data collection technique

In collecting data, it is done using two ways, namely:

- a. Direct research (*field research*)

The author conducts field research using several ways, namely:

- 1) Questionnaire Distribution

Namely distributing questionnaires to respondents to find out their opinion about work motivation and performance.

- 2) Observation (*Observation*)

That is by direct observation of the object of research and record it systematically. This direct observation, for example, records and makes a resume from the information obtained regarding work motivation in addition to the existing data.

- b. Library Research (*Library Research*).

Library research is a method used to collect data through books, magazines, and other kinds of literature that are closely related to research problems.

Data Processing Techniques

After the data is collected, namely the answers to the questionnaire results, then the collected data is then processed. The data processing of the results of this study was done manually. The stages of data processing are 1. Editing, 2. Data Compilation and Calculation, 3. Tabulation. The data that has been compiled and calculated is then presented in tabular form. The table is made by direct tabulation. It is called direct tabulation because the data is tabulated directly from the questionnaire into a table framework that has been prepared without any other intermediary process. The calculation of the frequency is carried out using the *tally system (ijiran)*, namely by giving a strikethrough/ijiran

III. RESULT AND DISCUSSION

Before calculating the answers to the questionnaires that were collected from the respondents, the questionnaire questions were grouped based on the motivational factors on employee performance. Furthermore, after grouping the questionnaire questions based on motivational factors, below are data on respondents and the frequency distribution of respondents' answers to motivational factors on employee performance. It should be noted that of the 30 questionnaires distributed, all of them were returned. Thus, the results of the questionnaire answers from respondents who are considered valid to be used as analysis material are as many as 30. Below is a table showing the historical implementation of data collection efforts through questionnaires that have been designed to be used as material for analysis in research. The number of respondents was deliberately set at 30 people from the marketing division, HR division, and operational division, to make the entire population of employees drawn evenly. Based on the respondents' answers to the motivational factor, in this case, salary, above, it can be seen that the average value of the three questions about salary is 4.62, close to 5 (the highest value on the Likert scale).

This indicates that the salary factor is an important factor according to the respondents. Based on the answers from respondents to motivation factors, in this case, job security above, it can be seen that the average value of the three questions about job security is 4.67, close to 5 (the highest value on the Likert

scale). This indicates that the job security factor is an important factor according to the respondents. Based on the respondents' answers to the motivation factor, in this case, the relationship with fellow staff above, it can be seen that the average value of the two questions about job security is 4.82, close to 5 (the highest value on the Likert scale). This indicates that the relationship factor with other staff is an important factor in work motivation according to the respondents. Based on the respondents' answers to the motivational factor, in this case, the relationship with fellow staff above, it can be seen that the average value of the two questions about job security is 4.15, close to 4. This indicates that the relationship with other staff is a fairly important factor in work motivation according to the respondents. Based on the respondents' answers to the motivational factor, in this case, the opportunity for self-development above, it can be seen that the average value of the three questions about self-development opportunities is 4.72, close to 5. This indicates that the relationship factor with other staff is an important factor in work motivation according to the respondents.

Analysis of Research Results

Next, a ranking of all the factors of work motivation that have been distributed to respondents is carried out to find out what factors are dominant in influencing work motivation on employee performance. Below will be presented a ranking of the factors of work motivation.

Table 1. Ranking of Work Motivation Factors on Employee Performance

No.	Motivational Factor	Average	Rank
1	Salary	4.62	4
2	Job Guarantee	4.67	3
3	Relations with staff	4.82	1
4	appreciation	4.15	6
5	Self-development	4.72	2
6	Self-actualization	4.60	5

From the table above, it is clear that of the 6 employee motivation factors studied in this study, the relationship with staff factor occupies the first position as the most dominant factor on employee motivation and performance. The second position is the possibility of self-development within the company, and the third position is a job guarantee from the company. While other factors are in position 4 and so on.

Discussion of Research Results

Based on the results of the research above, it turns out that the relationship with staff is the most dominant factor in work motivation and employee performance. Other factors that are quite dominant, namely those in the second and third positions are self-development factors and work guarantees from the company. For this reason, if the company wants to increase work motivation and employee performance, it is closely related to increasing the factor of maintaining internal relations between fellow employees, and the existence of guarantees for self-development and job security as factors that influence work motivation and employee performance.

IV. CONCLUSION

In this chapter, the discussion that has been discussed in previous chapters will be summarized into the following points:

1. This study aims to determine the factors of work motivation on employee performance.
2. The hypothesis tested in this study is: "It is suspected that the dominant work motivation factor in employee performance is the salary factor."
3. Based on the results of research that has been carried out through questionnaires and calculated based on the average value of each factor, it is obtained that the dominant factor of work motivation and performance is a harmonious relationship between fellow staff in the company.

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