

# THE EFFECT OF HIGH WORK MOTIVATION TOWARDS EMPLOYEE PERFORMANCE IMPROVEMENT

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## **ABSTRACT**

*This study aimed to find out how much influence the high work motivation on improving employee performance at PT. Telkom Access Bandung. As for the population and sample in this study is the whole of the number of employees working at PT. Telkom Access Bandung, which numbered as many as 61 people. The research method used is descriptive and verification research methods. Meanwhile, the data processing and analysis techniques used are simple regression analysis, the calculations of which use statistical tools in the form of SPSS 25 for Windows. The results obtained showed that high work motivation has a positive and significant effect on improving employee performance. Thus, it is explained that the higher the work motivation possessed by an employee in working, the better the work results shown by the employee concerned.*

**Keywords:** Work Motivation, Employee Performance

## **1. PRELIMINARY**

Human resources is one important capital that needs to be managed very well in connection with its role that can determine the success of a company in carrying out its business or business activities, so that the goals aspired by the company can be achieved. In order to achieve company goals, it is necessary to improve the performance of employees owned by employees at work. That way, the higher the performance shown by employees at work, the performance of the company or organization as a whole can be better, too. This means that the progress or decline of a business run by a company is very dependent on the success of the work owned by its workers. To be able to measure and assess the work skills possessed by each person while doing their work, employee performance can be one way (Asnani, Mattalatta & Gunawan, 2016). If someone at work is able to meet the work standards set by the company, in the sense that the work results shown meet or even exceed, targets or work targets that have been predetermined, then that person can be said to have high performance. Conversely, if the work shown by an employee is considered to be less than good or unsatisfactory, then that person is unable to meet his work targets while working (Abidin, 2013). Even so, employees who have good work skills may not necessarily be able to show good work results or do their jobs well (Tulenan, 2015).

PT. Telkom Akses (PTTA) is a subsidiary of PT Telekomunikasi Indonesia, Tbk (Telkom), whose shares are wholly owned by Telkom, which is engaged in the business of providing construction services and managing network infrastructure. As for the background of the establishment of this company by PT. Telkom, which is one of Telkom's strategies that wants to provide unlimited access to information and communication for all Indonesian people by developing broadband networks. At this time, Telkom is working to bring quality and affordable internet connections, to improve the quality of human resources so that they are able to compete at the world level, which is done by building a backbone network based on Optical Fiber and Internet Protocol (IP) whose construction is part of the Indonesian program Digital Network (IDN) 2015. With the establishment of the subsidiary, it is expected to encourage the growth of broadband access networks in Indonesia. In order to realize this vision, the company needs workers who are able to work very quickly and precisely, and have a high enthusiasm for working. Below is a table containing data regarding the comparison between the target number of migration project work and the realization of its achievements in the period of May 2016 to April 2017 at PT. Telkom Access Bandung Migration Division:

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**Table 1**

**Comparison of the Target Number of Migration Project Work with the Achievement of Work Achievement in PT. Telkom Access Bandung Migration Division Period May 2016-April 2017**

Year	Month	Target	Realization	Percentage
2016	August	7000	6823	97%
2016	September	7000	6474	92%
2016	October	7000	7578	108%
2016	November	7000	7497	107%
2016	December	7000	7036	100%
2017	January	7000	6327	90%
2017	February	7000	5983	85%
2017	March	7000	6050	86%
2017	April	7000	5361	76%
2017	May	7000	5093	72%
2017	June	7000	4064	58%

Source: PT. Telkom Access Bandung

Based on the data shown in the table, it is known that the performance of employees who work at this company shows results that are still not said to be good or optimal. This can be seen through the comparison between the number of work targets that must be completed, the figures are still greater than the realization of their achievements. In fact, in the last few months in 2017, the number of work projects that have been realized or completed shows a declining percentage.

There are various factors that can affect employee performance improvement. As for one of these factors, namely work motivation. What is meant by work motivation, namely providing the driving force that creates the excitement of one's work, so they want to work together, work effectively and be integrated with all their efforts to achieve satisfaction (Hasibuan, 2003). Motivation theory developed by A. Maslow can be one of the indicators used in measuring one's level of work motivation at work. In his theory, it is stated that basically every person has five levels of basic needs consisting of (Kaswan, 2011): 1) Physiological Needs, namely the most basic needs needed by someone to be able to maintain their survival which includes the need for clothing, food and shelter; 2) Safety and Security Needs, i.e. needs related to the need for security for all forms of external threats that could possibly occur; 3) Social Needs, that is, a need related to a person's desire to establish a friendship with another person or be a part of another person; 4) Status Needs, namely the needs related to one's desire to be recognized and valued by others for the ability or performance that has been demonstrated; and 5) Self-Actualization Needs, namely the needs that are owned by someone related to the desire of that person to be able to develop their full potential. Meanwhile, employee performance can be defined as the results of work in quality and quantity achieved by an employee in carrying out their duties in accordance with the responsibilities given to him (Mangkunegara, 2007). Some indicators that can be used in assessing whether a person is performing well or poorly are, among others (Wibowo, 2016): 1) Objective, which is a better situation that is to be achieved in the future; 2) Standard, which is a measure of whether the desired goals can be achieved; 3) Feedback, i.e. reporting progress, both in quality and quantity, in achieving the goals defined by the standard; 4) Tools or means, which are resources that can be used to help complete objectives successfully; 5) Competence, which is the ability possessed by someone to carry out the work given to him well; 6)

Motives, which are reasons for someone to do something; and 7) Opportunities, namely factors that can give employees the opportunity to show work performance.

By referring to the results of previous studies, it is known that work motivation can have a significant influence on other work behaviors, one of which is towards improving employee performance (Guntoro, Hastuti & Nurtini, 2016; Yunandi, Hafasnuddin & Ibrahim, 2017; Muchlis, Amri & Majid, 2017). That way, it is known that someone who has high work motivation at work tends to be able to show better or better work performance compared to people who have less work motivation or are not motivated to work well. This shows that work motivation has a very important role in improving employee performance, so that in the end it can also affect the overall company performance. However, work motivation is not always one of the factors that can have a positive impact on improving employee performance. This is shown through the results of research put forward by Muchtar (2016) which states that work motivation partially does not have a significant effect on changes in employee work. Likewise with the results of research shown by Abidin (2013) which concluded that work motivation has a low positive effect on employee performance which means that if work motivation is increased, the effect on employee performance is not so great. Research with similar results was also shown by Taufik & Irdiana (2017) who concluded that partial work motivation did not have a significant effect on employee performance, so the results of the study contradicted the theory that there was a positive relationship or influence and significant between work motivation on employee performance which means that the higher the work motivation possessed by an employee, the better the work results shown by the employee.

Based on this explanation, the authors became interested in conducting a study entitled "The Effect of High Work Motivation Towards Employee Performance Improvement".

## **2. RESEARCH METHODS**

For the research methods used in this study, the types of research are descriptive and verification. The so-called descriptive research method is a research method used to describe or analyze a research result, but is not used to make broader conclusions (Sugiyono, 2010). Meanwhile, the verification research method is a research method that aims to find out the relationship between two or more variables (Sugiyono, 2014). In this study, the variables studied consisted of 2 (two) main variables, including work motivation variable (X) as an independent variable and employee performance variable (Y) as the dependent variable. The purpose of this research is to find out the relationship or the relationship between the variables studied.

The population in this study are all employees who work at PT. Telkom Access Bandung Migration Division totaling 61 people. Meanwhile, the number of samples taken in this study is the total number of members of the population, so the sampling technique used, namely in the form of census sampling technique which is a sampling technique that when all members of the population are used as samples.

In the case of collecting data needed to solve the problems examined in this study, the data was collected in several ways, including through the distribution of questionnaires, namely the collection of data carried out by giving several written questions distributed to employees as respondents aimed at to get responses to questions relating to the problem carefully. Then, data collection was also carried out by interviewing the respondents as a useful resource to obtain information about the problems that exist in the company. In addition, data is also collected through literature studies, namely data collection techniques which are carried out by reading, studying, and understanding mandatory books (literature) and other references, such as journals and various other articles that still have links with problems research

Furthermore, in terms of data processing and analyzing, the technique used is a simple linear regression analysis method whose calculations can be calculated using the SPSS version 19.0 program. The need for data that is further processed and analyzed with the intention that the data that has been collected can have useful meaning, especially in terms of solving the problem under study.

## **3. RESULTS AND DISCUSSION**

### **a. Data processing results**

#### **Coefficient of determination ( $R^2$ )**

Measurement of the coefficient of determination (R<sup>2</sup>) aims to measure to what extent the ability of the model in explaining the variation of the independent variable with the value of the coefficient of determination that is in the number between 0 to 1.

Based on the data shown in table 2, it is known that the coefficient of determination (adjusted R<sup>2</sup>) obtained for the variables studied in this study shows a figure of 0.440 which means that a 44% increase in employee performance can be caused by higher or lower levels of work motivation owned by everyone at work. Thus, it can be seen that the more motivated or not someone in carrying out the duties and responsibilities of work while working can have a significant influence on improving employee performance itself. Therefore, it is said that the two variables examined in this study are related to one another.

**Table 2**

**Coefficient of Determination (R<sup>2</sup>) The Effect of High Work Motivation Towards Employee Performance Improvement**

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted Square	R	Std. Error of the Estimate
1	.664 <sup>a</sup>	.440	.431		4.330

a. Predictors: (Constant), Motivation

b. Dependent Variable: Performance

Source: Primary Data Calculation Results

### Linear regression analysis

To find out about the effect or impact of high work motivation variables, as independent variables (X), on employee performance improvement variables, as dependent variables (Y), simple linear regression analysis method is used with statistical calculations performed using the SPSS software program version 19.0. Based on the results of the data analysis shown in table 3, it is known that for the simple linear regression equation model formed is as follows:

**Table 3**

**Simple Linear Regression Results The Effect of High Work Motivation Towards Employee Performance Improvement**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.579	3.394		1.349	.182
Budaya	.818	.120	.694	6.813	.000

a. Dependent Variable: Performance

Source: Primary Data Calculation Results

By referring to the results of the simple regression equation model shown in the table, it is known that the effect of high work motivation on improving employee performance can be formulated as follows:

- If the value of variable X is equal to (0), then the value of variable Y = 4,579
- If the value of variable X has increased by 1 (one), then the value of variable Y will increase by .818.

$$Y = 4.579 + (.818X) + \epsilon \quad (1)$$

### Hypothesis test calculations

In this study, the main hypothesis under study, namely the existence of a significant influence between high work motivation on improving employee performance. To be known about the truth of the hypotheses that have been put forward, then the next step is to do a hypothesis test aimed at finding answers about whether the existing hypothesis can be accepted or even rejected, the calculation is done by determining the critical value ( $\alpha$ ) where the value of  $p$  is the number smaller than the  $\alpha$  level used (by 0.05).

Based on the results of the calculation of the hypothesis test shown in table 4, it is known that the value of  $p$  has a smaller number compared to the level of  $\alpha$  used, which is equal to 0.05, or  $0.000 < 0.05$ , so  $H_0$  is rejected, which means that the high work motivation indicated by employees in work can have a significant or significant impact or influence on employees' work performance.

**Table 4**

### Hypothesis testing

#### ANOVA<sup>a</sup>

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	870.309	1	870.309	46.417	.000 <sup>b</sup>
	Residual	1106.248	59	18.750		
	Total	1976.557	60			

a. Predictors: (Constant), Motivation

b. Dependent Variable: Performance

Source: Primary Data Calculation Results

### b. Discussion

Based on the results of calculations and data processing, it is known that the results obtained indicate a significant or significant influence between the two variables examined in this study which consists of high work motivation variables, as independent variables (X), and employee performance improvement variables, as the dependent variable (Y). Thus, this shows the level of motivation of work that is owned by everyone in the work, the performance shown can be getting better or worse. Often, if someone when carrying out their duties and responsibilities while working has a strong urge to be able to work well, then the results of the work shown by that person can get better. Conversely, if someone at work does not have a strong desire to be able to complete his work well, then the results of the work shown can be even worse. Thus, the results shown in this study have outputs that are consistent with the theory that shows the relationship between motivation and employee performance. As the opinion stated by Schemerhorn in Hariandja (2006) which states that the level of performance is the multiplication between

individual attributes, the level of effort, and organizational support. It is known that what is meant by the concept of motivation is the level of effort done by someone in carrying out their work activities. That way, it can be said that the level of work motivation is one of the factors that can determine the merits of the work shown by someone at work.

#### 4. CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and discussion that has been stated above, it is concluded that if a person has a high level of motivation at work, then the performance shown by that person can increase. Thus, it is stated that high work motivation can significantly influence on employee performance improvement

The author realizes that the research has several shortcomings. Therefore, in the future this research can become better, it is suggested to bring up other variables which are still related to the topics studied in this study, especially variables related to employee performance issues such as workload variables, work environment, work discipline, job satisfaction, leadership style, quality of work life and other variables.

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