The Effect of Motivation on Employee Performance at the Social Service, Manpower and Transmigration, Maros Regency, South Sulawesi, Indonesia

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ABSTRACT

This study aims to determine the magnitude of the effect of motivation on employee performance at the Department of Social Affairs, Manpower and Transmigration Maros Regency . Theoretically, the results of this study are expected to develop scientific treasures and establish well-coordinated human relationships and roles in the field of human resources in the hope of making a contribution that leads to improving agency performance, through the application of motivation for social services, labor and transmigration in Maros Regency. The variables in this study are the motivational variable as the dependent variable, while the performance variable as the independent variable. The data collection technique uses observation and questionnaire methods as well as being the sample in this study as many as 53 employees. The results of this study indicate that partially the motivational variable has a significant positive effect, while simultaneous testing shows a significant positive effect on the performance of social service employees, labor and transmigration in Maros Regency. The coefficient of determination indicates that the ability of the independent variable to predict the influence of motivation has a moderate effect on employee performance. Therefore, it is necessary to pay attention to the provision of motivation by the leadership, especially the Head of the Social Service of Manpower and Transmigration in Maros Regency so that employees are more enthusiastic about working.

Keywords: Motivation; Employee Performance; Social Service

INTRODUCTION

Human resources are one of the most important company assets among other assets because human resources are the most important and very decisive (Brewster & Söderström, 2017; Cowling & Mailer, 2013; Snell et al., 2015). Human Resources are the only ones who have reason, feelings, desires, skills, knowledge, encouragement and work. The diversity of potentials possessed by every human being, therefore needs to be regulated or managed/managed properly and cannot be separated from the right concepts in order to optimize the role of HR in an organization. One of the company's efforts to increase the role of HR requires encouragement or

motivation that is oriented towards achieving organizational goals (Jurchak et al., 2017; Manara et al., 2014; Reinholt et al., 2011).

Organizational goals in general are related to the achievement of performance, both employee and organizational performance, both of which cannot be separated from the role of HR as a manager or driver of a company/organization. Resource management must be carried out accurately, especially the determination and utilization in order to maintain the existence/survival of the agency (Farndale et al., 2014; Gagné, 2018; Kotlar et al., 2018). Human Resources must be placed in the right position so that the smoothness and quality of work can be realized. Human Resources is one of the most important and dominant resources in leading the company to achieve its goals (Campbell et al., 2013; Katz, 2014; Suryani et al., 2021). Availability of capital, equipment (machinery) and other components without the support of adequate quality human resources, it is difficult to obtain large profits. Therefore, whether or not the use of components owned by the company is effective depends on the quality of its human resources (Jeeva, 2012; Khan et al., 2020; Nino et al., 2015).

Improving the quality of human resources will be meaningless without being based on high motivation and great will so that they push themselves further and develop according to their abilities (Berampu & Sari, 2020; Nimon, 2011; Okoye & Ezejiofor, 2013). The main indicator that a person must have in achieving certain goals is how to grow that motivation, they can try to fulfill their needs and desires through effort and hard work. Motivation is closely related to a person's psychological factors that reflect the relationship or interaction between attitudes, needs and satisfactions that occur in humans so that they can affect their performance. Without motivation, people will not be able to do something. Motivation that arises from within humans is called intrinsic and sources from outside humans are called extrinsic. The influence of motivation raised by the researcher in this case is a source from outside the human self (extrinsic) which consists of the work itself, the salary received, the work environment on the performance of the employees of the Social Service, Manpower and Transmigration of Maros Regency. the work itself, the salary received, the work environment because of these three influences which researchers feel are very influential on employee performance (Arifai et al., 2019) alone. Likewise, the provision of salaries and the work environment, if the salary is not smooth and not in accordance with what the employee is doing and the condition of the work environment is not good for the employee will make the employee less than optimal for work.

METHOD

This research was conducted at the Office of Manpower and Transmigration of Maros Regency. In conducting research, the time used to collect data and information related to this research was approximately two months. To test and prove the hypothesis proposed in this study, the following analytical methods were used. :
1. Descriptive analysis method, which explains motivation on employee performance
2. Multiple linear regression analysis method, to determine the effect of motivation on employee performance.

In the method of multiple linear analysis of data processing using the SPSS program, the following models can be arranged:
$$Y = a + b1\ X1 + b2\ X2 + b3\ X3 + e$$
where:
Y = Employee Performance
a = Constant Number
b1b2b2 = Correlation Coefficient

X1 = The work itself
X2 = Salary
X3 = Work Environment
e = Palm Level (epsilon)

Then to measure the strength of the relationship between motivation and employee performance (Ek & Mukuru, 2013; Olusadum & Anulika, 2018; Shahzadi et al., 2014) used: A measurement has high validity if the instrument can carry out its measurement function and provide measurement results that are in accordance with the purpose of the measurement. Reliability test is the extent to which a measurement can be trusted, meaning that if in several times the measurement of the same group of subjects obtains relatively the same results, as long as the aspects in the subject being measured have not changed. Reliability concerns accuracy, consistency and stability of the measuring instrument/question used is consistent or not. The reliability test was carried out on the questions that had validity. This reliability test used the Cronbach Alpha Technique. If the alpha value > 0.6 means sufficient reliability (sufficient reliability).

RESULT AND DISCUSSIONS

Characteristics of Respondents

The author distributed questionnaires to 53 respondents, of which the respondents were employees of the Maros Regency Social, Manpower and Transmigration Office. The profiles of respondents who were asked on the questionnaire were age, gender, work unit and last education. Data on employee profiles will be explained as follows:

1. Age

Table 1
Respondent Age Classification

	Variation (Age)	N (Person)	%	Total (Person)
Age Employee at nsosnakertrans	19-29	6	8.8	53
	30-39	23	36.7	
	40-49	14	29.4	
	50-59	10	25	

Source: Data Processing Results

Table 1, describes the data on the demographic results of the respondents. In age data, it shows that most of the employees at the Social, Manpower and Transmigration Office of Maros Regency are at the age level of 30 - 39 years, this can be seen from the number of respondents as many as 23 people (36.7 %), while the minority of employees aged 1 9 -2 9 only 6 people (8.8 %), this is because the agency retains employees Young people who are considered more cunning and experienced so that employees of easy age dominate.

2. Gender

Table 2
Gender Classification of Respondents

Gender	N (Person)	%	Total (Person)
Man	28	55.8	53
Woman	25	44.2	

Source: Results of data processing

Table 2, respondents with male sex as many as 30 people (55.8%) while respondents who are female as many as 23 people (44.2%). This has absolutely nothing to do with gender, it's just that most of those who pass the civil servant selection are men.

3. Work unit

Table 3
Classification of Respondents' Work Units

Work unit	N (Person)	%	Total (Person)
Secretariat	17	31.8	53
Social Development	7	9.1	
Social Assistance	10	23.4	
Labor	10	23.4	
Transmigration	9	12.3	

Source: Data Processing Results

Table 3 Respondents. The Secretariat work unit has the highest number of employees, namely 17 respondents (31.8 %), social coaching 7 respondents (9.1%), social assistance as many as 10 respondents (23.4 %), workforce as many as 10 respondents (23.4 %) , and transmigration as many as 9 respondents (12.3%). The secretariat, social and labor divisions have many employees, this is due to the many responsibilities they carry and therefore require many employees.

4. Employee Education

Table 4
Classification of Respondents Education Level

Level of education	Variation	N	%	Total
	senior High	13	29.6	53
	School	3	9.4	
	D3	35	58.8	
	S1	2	2.4	
	S2			

Source: Data Processing Results

Table 4, Respondents at the high school level were 13 respondents (29.6%), the D3 level was 3 respondents (9.4%) while the undergraduate education level had the highest number and at the same time dominated the employees of the Social, Manpower and Transmigration Office of Maros Regency, namely 35 respondents (58.8 %), and S2 education is a minority employee with only 2 respondents (2.4). This is due to the large number of employees at the time of recruitment of Dinsosnakertrans employees mostly with undergraduate education.

1. Validity and Reliability Test

a. Validity test

For the number of respondents from this study as many as 30 people, it can be seen that the r table value is 0.273. From the known r table value , it can then be used as a criterion for each item on the questionnaire. The questionnaire is said to be valid if the validity coefficient is greater than the r table value. of 0.273.

The validity used in this study is to use the *Product Moment* of Karl Person. The following are the results of the validity test of each statement item on the questionnaire:

Table 5
Summary of Job Validity Test itself, Salary, Environment Employee Work and Performance

Variable	Statement Items	r (count)	r (table)	Status
Motivation	1	0.824	0.273	**Valid**
	2	0.546	0.273	**Valid**
	3	0.534	0.273	**Valid**
	4	0.771	0.273	**Valid**
	5	0.707	0.273	**Valid**
	6	0.379	0.273	**Valid**
	7	0.515	0.273	**Valid**
	8	0.660	0.273	**Valid**
	9	0.512	0.273	**Valid**
	10	0.687	0.273	**Valid**
	11	0.484	0.273	**Valid**
	12	0.438	0.273	**Valid**
Employee performance	1	0.586	0.273	**Valid**
	2	0.582	0.273	**Valid**
	3	0.413	0.273	**Valid**
	4	0.679	0.273	**Valid**
	5	0.656	0.273	**Valid**
	6	0.395	0.273	**Valid**
	7	0.437	0.273	**Valid**
	8	0.668	0.273	**Valid**

Data Source: SPSS 24 . Processed Data

From the table on the previous page, it can be concluded that the results of the validity test for the effect of work motivation and cognitive aspects on employee performance are valid because all items that have r count greater than r table have met the validation requirements.

b. Data Reliability Test

The reliability test used in this study is the *Cronbach Alpha* technique . A questionnaire is said to be reliable if it has an *alpha* 0.6. The results of the reliability test can be seen in the table below:

Table 6
Reliability Testing Results of the work itself, Salary, Work Environment and Employee Performance

Variable	Count Value Cronbach's Alpha	Description
The work itself	0.805	Reliable
Wages	0.766	Reliable
Work environment	0.843	Reliable
Performance	0.742	Reliable

The results of the reliability test in the table above show that all variables in this study have a Cronbach's alpha coefficient greater than 0.60 so that it can be said that all the measurement concepts of each variable from the questionnaire used in this study are good questionnaires.

5. Classic assumption test

a. Normality test

The method used to test Residual Normality in this study is to use the graphical analysis method. Whether or not the distribution is normal can be seen in the data scattered around the diagonal line on the figure 1.
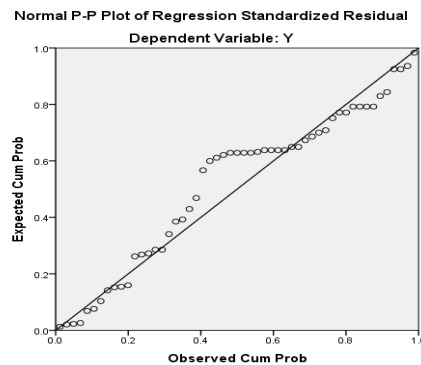

Figure. 1 Normality Test Graph
Data Source: SPSS 22 . Processed Data

Based on the figure 1, it can be concluded that the regression model meets the assumption of normality because the data is spread around the diagonal line and the data is spread in the direction of the line.

b. Heteroscedasticity Test

Simple regression equations also need to be tested regarding whether or not the *variance* of the residuals from one observation to another observation is the same. If the residuals have the same variance, it is called heteroscedasticity. Heteroscedasticity occurs if in the *scatterplot* the scattered points have a regular pattern, either narrowing, widening or wavy. The occurrence of heteroscedasticity can also be seen in the *Coefficients* [a table] by looking at the significance value, if

the significance value is less than 0.05 then heteroscedasticity occurs and if the significance value is greater than 0.05 then there is no heteroscedasticity.
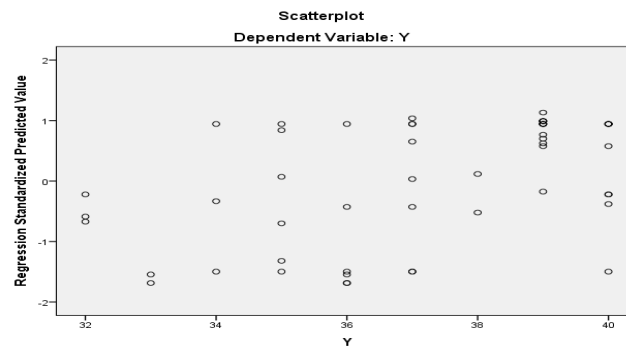

Figure 2. Heteroscedasticity Test Results
Data Source: SPSS 22 Processed Data,

Based on figure 2, it can be seen that there is no regular pattern. So it can be concluded that there is no heteroscedasticity. This is also confirmed by conducting a heteroscedasticity test using the Glesjer test. If the significance value contained in the *Coefficients* [a table] from the results of the heteroscedasticity test using the glesjer test is greater than 0.05, then there is no heteroscedasticity.

Data Analysis

1. Multiple Linear Regression Analysis regression analysis is the method used to establish the relationship between the dependent variable and the independent variable. If the independent variable is more than one, then the regression analysis using multiple linear is used. The results of simple linear regression can be seen in the following table:

Table 7
Multiple Linear Analysis Results

		Coefficients [a]				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	24,002	4.206		5.706	.000
	X1	0.055	.223	-.038	-.246	.806
	X2	.427	.211	.336	2,024	.048
	X3	.339	.177	.261	1,913	.062

Data Source: SPSS Processed Data

Based on table IV. 12, the *output* of multiple linear regression analysis obtained the following regression equation:

$$Y = 24.002 + ,0.062X_1 + ,0.055X_2 + ,0.339X_3$$

2. Hypothesis test
a. t test

The t-test is used to determine whether the independent variable partially has a significant effect or not on the dependent variable. The degree of confidence used is 0.05. Based on statistical calculations using *SPSS 24* as listed in table IV. 8 *Coefficient* obtained the following results:

Coefficient model 1 table there is a sig value. 0.002. The significance value is smaller than the probability value of 0.05, so H $_{0 is}$ rejected, H $_{a is}$ accepted. It is known that the value of the work motivation variable (X $_1$) t $_{count}$ 3,214 > t $_{table}$ 2,007 so it can be concluded that the work motivation variable (X $_1$) has a significant influence and has a contribution to the employee performance variable (Y).

Based on the results of the t-test above, it can be concluded that there is a partially significant effect on the provision of extrinsic motivation (X1) on employee performance (Y) at the Social Service for Manpower and Transmigration in Maros Regency .

3. Coefficient of Determination

The coefficient of determination is used to measure the influence of the independent variable (work motivation and cognitive aspects) on the dependent variable (ecotourism development). If you look at *RSquare* or R2 the determination of the value of the coefficient of determination is determined by the number of independent variables, the more independent variables, the value on *RSquare* will increase regardless of its significance. Therefore, to determine the value of the coefficient of determination is determined by using *an adjusted R square* because the magnitude of the value of the coefficient of determination will go up and down by looking at its significance. The results of the determination test can be seen in the following table.

Table 8
Coefficient of Determination

					Model Summary [b]			
				Std. Error		Change Statistics		
Mode l	R	R Square	Adjusted R Square	of the Estimate	R Square Change	F Change	df1	
1	.484 [a]	.234	.187	2.173	.234	4,988		3

Data Source: SPSS 24 . Processed Data

Based on the table, it is known that the value of *Adjusted R Square is* 0.234 (16.8%). This means that 16.8% of the variation of work motivation variable can explain employee performance variables, while the remaining 83.2% is explained by other factors not examined in this research.

Discussion

Based on the results of the analysis that has been described previously, it is explained that simultaneously the three independent variables, the work itself, salary and work environment play a significant role where the three variables can be explained on employee performance as follows:

The work itself in this study made a positive contribution to employee performance but was not significant, in the achievement of a predetermined work plan the factor from the work itself was able to make a positive contribution to improving employee performance, as for the cause of the insignificant variable X1 (the work itself) because maybe the employee does not feel suitable or has not mastered the work assigned to him yet but the employee must do it because it is their responsibility, the employee realizes his deficiency and hopes to get research that is in accordance with his field so that they can master the work assigned to him that with research they will can master the job.

Salary in this study has a significant effect on employees, the partial regression coefficient value of X $_{2 is}$ 0.569 which states that every increase or addition of 1 salary will increase work

performance by 0.569 units. Increased welfare through increased satisfaction, which in turn increases employees. However, an increase in salary alone is not enough, if it is not accompanied by an increase in other performance variables such as motivation towards the work itself, supervision, promotion opportunities, work groups and working conditions or environment. In influencing employee performance, the salary factor is an important issue. This is related to the problem of meeting basic needs such as clothing, food, it is also a prestige, recognition and symbol of success.

The work environment also has a significant influence on work performance, an adequate work environment is very important for employees to create work security and maintain health. This can be seen in the significant effect of the work environment variable on employee performance. A significant influence of work environment variables on employee performance occurs due to a good environmental arrangement, causing employees to feel satisfied or happy, thereby increasing their work performance.

CONCLUSION

From the description above, in this subsection, several conclusions will be drawn as follows: Work motivation and employee performance can be improved if the incentive system is based on work motivation and level of ability rather than employees. In realizing the provision of incentives along with other allowances for permanent and temporary employees, namely if they reach the predetermined target, they can get additional or more bonuses as determined by the Head of the Office of Social, Manpower and Transmigration of Maros Regency. The results of the analysis calculation that the value of determination is 0.168, which means that the level of incentives on employee motivation has an effect of 100%, which means the hypothesis can be accepted.

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