

## **THE INFLUENCE OF MOTIVATION ON EMPLOYEE PERFORMANCE**

**Ria Festiningtyas<sup>\*1</sup>, Alini Gilang<sup>2</sup>**

Universitas Telkom, Indonesia<sup>\*12</sup>

[riafestiningtyas@student.telkomuniversity.ac.id](mailto:riafestiningtyas@student.telkomuniversity.ac.id)<sup>\*1</sup>, [alinigilang@telkomuniversity.ac.id](mailto:alinigilang@telkomuniversity.ac.id)<sup>2</sup>

**Abstract:** Human resources are people working in a company and have the same functions and can be quantified (quantitative), and human resources is a major factor because the success and failure of a company then depend on its human resources. This research was taking place at PT. Telekomunikasi Witel Lembong Bandung, Lembong street No. 11-13 Bandung West Java. The purpose of this study was to determine the effect of motivation on employee performance at PT. Telekomunikasi Indonesia Witel Lembong Bandung. This research uses a quantitative research method with the type of causal descriptive. The research data collected by the questionnaire to 70 employees. The sampling technique in this research is probability sampling with a simple random sampling technique then the data is processed by descriptive analysis and simple linear regression analysis. Based on the result of this research it can be concluded that the responses of respondents to motivation variables get the value of 82,9% in the “high” category, and employee performance variables get the value of 83,5% where the percentage is in the “high” category. Motivation positively and significantly affect the performance of the employee of PT. Telekomunikasi Witel Lembong Bandung amounted to 39,5%.

**Keywords:** Motivation, Employee Performance

### **INTRODUCTION**

PT. Telekomunikasi Indonesia is a telecommunications and network service provider company that has millions of customers spread throughout Indonesia. As a large company, PT. Telekomunikasi Indonesia has always provided the best service for customers and has always developed digital era product innovations. To be able to fight tighter business competition, companies must-have products or services that are

better than competing companies, based on what is needed the company must have quality human resources.

According to Jatmiko (2015) Performance appraisal has an important role in increasing motivation at work. If there is an increase in performance well it will produce very high performance. While the employee performance data of PT. Telekomunikasi Indonesia Witel Lembong Bandung is as follows:

**Table 1. Employee Performance Assessment PT. Telekomunikasi Indonesia Wong Lembong Bandung, 2014-2016**

SKI Value	Range	Information	2014	2015	2016
P1	≥ 110%	Special	0%	0%	0%
P2	103% s.d 110%	Very well	38.6%	45.7%	57.1%
P3	96% s.d 103%	Well	61.4%	50%	38.6%
P4	90% s.d 96%	Less	0%	4.3%	4.3%
P5	< 90%	Very, very little	0%	0%	0%

Source: Manager HRD PT. Telkom Witel Lembong Bandung

From Table 1, discussing employee performance at PT. Telekomunikasi Indonesia Witel Lembong Bandung from 2014 to 2016. In 2014, employees who were entitled to the special category earned 0%, very good 38.6%, good 61.4%, less and less 0%. Then in 2015, the company lost the category of 0%, very good 45.7%, good 50%, less 4.3% and very less 0%. Whereas in 2016 the special category was 0%, very good 57.1%, good 38.6%, less 4.3% and very less 0%.

Based on the table above, it can be seen that from 2014 to 2016, no one has performed in the special category, then in 2014 the performance results were in the category of less than 0% but increased in 2015 and 2016 to 4.3%. Whereas the excellent category in 2014 was 38.6% and increased in 2015 by 45.7% and increased in 2016 by 57.1%. So, it can be concluded that it occurred from 2014 to 2016.

Several factors affect employee performance, according to Simamora in Mangkunegara (2013) Individual factors consisting of abilities and expertise, background, and demographics. 2) Psychological factors consisting of perception, attitude, personality, learning, and motivation. 3) Organizational Factors consisting of resources, leadership, rewards, structure, and job design. Related to this, motivation is an encouragement from within a person to improve results to get optimal results.

To be able to see what motivates employees, researchers who conduct small studies or pilot studies are direct questionnaires that test several employees of Telekomunikasi Indonesia Witel Lembong Bandung. In the study, respondents studied 10 employees. The following are the results of small studies conducted by researchers:

**Table 2. Pilot Study Questionnaire**

No	The Answer Statement	The Answer			
		STS	TS	S	SS
<b>Motivation</b>					
1	You are motivated to do a job	0%	10%	60%	30%
2	You get recognition from your work	0%	20%	60%	20%
3	Facilities provided by the company make you helped in doing work	10%	10%	30%	50%
4	You do work with responsibility	0%	20%	40%	40%
5	You get career development at work	10%	50%	20%	20%
6	Awards at work can motivate employees to work	0%	10%	40%	50%
7	The company provides an opportunity to get a higher position	0%	20%	50%	30%
8	You are in a comfortable environment	10%	20%	40%	30%
9	You get a good and decent salary	20%	10%	40%	30%
10	You have good supervision	10%	20%	50%	20%
11	You have a good relationship with coworkers	0%	10%	30%	60%
12	The administrative system in my office is very accommodating for employees	0%	0%	70%	30%
<b>Average</b>		<b>5%</b>	<b>17%</b>	<b>44%</b>	<b>34%</b>

Source: data that has been processed by the author

Based on the results of the questionnaire on a small study that researchers have done to see employee work motivation, from several statements, found that an average of 78% of respondents answered agrees

and strongly agree. However, it should be noted that the average number of respondents who answered disagreed and strongly disagreed at 22%, which indicates that as many as 22% of

employees feel less motivated in carrying out work.

The purpose of this research is to find out and analyze: (1) the motivation of the employees of PT. Telecommunications Wong Lembong Bandung; (2) the performance of the employees of PT. Telekomunikasi Indonesia Witel Lembong Bandung; (3) the effect of motivation on the performance of employees of PT. Telekomunikasi Indonesia Wong Lembong Bandung.

According to Herzberg in Sunyoto (2012) are two factors that affect a person's assessment of the work which is called the factor of job satisfaction or job satisfaction (intrinsic) consisting of achievement, promotion or promotion, appreciation, the work itself, awards, responsibilities Responsible, successful at work, and personal growth and development. While the factors of job dissatisfaction or job dissatisfaction (extrinsic) consist of acceptance, working conditions, status, interpersonal relations, quality control, and company policy and administration. Factors that support job satisfaction, which can satisfy and encourage employees to work well. Work dissatisfaction factors if improvements are made will reduce satisfaction, and if rejected it will increase disappointment and dissatisfaction of employees.

According to the results of research conducted by McClelland (1961), Edward Murray (1957), Miller and Gordon W, and Anwar Prabu Mangkunegara (2000) in Mangkunegara (2014) studied the relationship of outstanding research with positive testing findings. This means, leaders, managers, and employees who have high achievement motivation will achieve high performance, and conversely those with lower performance because they have low motivation.

## METHODS

This type of research is descriptive research with quantitative methods. The population in this study were all employees of PT. Telekomunikasi Indonesia Wong Lembong Bandung. In this study, the sampling technique used is probability sampling with a simple random sampling type. The sample used was 70 employees from PT. Telekomunikasi Indonesia Wong Lembong Bandung. The analysis technique used is descriptive analysis and simple linear regression analysis. The scale of this study is the Likert scale.

## RESULTS AND DISCUSSION

### Descriptive Analysis

**Tabel 3. Recapitulation of Respondents Responses Regarding Motivational Variables**

No. Item	Sub Variable	Score	Average Percentage
1,2,3,4,5,6,7,8,9,10,11,12,13	<i>Job Satisfier</i> (Intrinsik)	3783	83.1%
14,15,16,17,18,18,20,21,22	<i>Job Dissatisfier</i> (Ekstrinsik)	2602	82.6%
<b>Total score</b>			6385
<b>Percentage</b>			82.9%

Source: data that has been processed by the author

Based on the calculation results obtained from the value obtained is 6,385 or 82.9%. Thus it can be seen that the motivation of PT. Telekomunikasi

Indonesia Witel Lembong Bandung consisting of job satisfaction (intrinsic) and job dissatisfaction (extrinsic) are in the high category where PT.

Telekomunikasi Indonesia Witel Lembong Bandung can create satisfying (intrinsic) good jobs (in terms of achievement, awards, work itself, awards, responsibilities, personal

growth, and development) and can create unsatisfactory (extrinsic) jobs well (from in terms of payment, working conditions, status, interpersonal relationships, quality of supervision).

**Table 4. Recapitulation of Respondents' Responses Regarding Employee Performance Variables**

No. Item	Sub Variable	Score	Average Percentage
23,24	Quality	584	83.4%
25,26,27	Quantity	867	82.6%
28,29	Continue	587	83.8%
30	Cooperative attitude	300	85.7%
<b>Total score</b>			2338
<b>Percentage</b>			83.5%

Source: data that has been processed by the author

Based on the calculation results obtained from the value obtained is 2,338 or 83.5%. Thus it can be seen that the Performance of Employees of PT. Telekomunikasi Indonesia Witel Lembong Bandung which consists of quality, quantity, complete assessment, and cooperative assessment depends on the high category in which PT. Telekomunikasi Indonesia Witel Lembong Bandung provides good quality, excellence, comfort, and cooperation.

**CONCLUSION**

Based on the results of research that has been done regarding the effect of motivation on the performance of employees of PT. Telekomunikasi Indonesia Witel Lembong Bandung, several conclusions can be drawn that are expected to provide answers to the problems that have been formulated in this study that the motivation of employees at PT. Telekomunikasi Indonesia Witel Lembong Bandung in the eyes of respondents as a whole is in the high category. This is based on a recapitalization of the percentage of

respondents' responses to motivation, which is a value of 82.9%. Employee performance at PT. Telekomunikasi Indonesia Witel Lembong Bandung in the eyes of respondents as a whole is in the high category. This is based on a recapitulation of the percentage of respondents' responses to employee performance, which is 83.5%. Based on the results of the analysis and testing of hypotheses, the motivation variable (X) has a positive and significant effect on employee performance (Y) of the remaining 39.5% ie 60.5% influenced by other variables not examined in this study.

**REFERENCES**

Jatmiko, Dwi Enggar., Swasto, Bambang., & N, Eko Gunawan (2015). *Pengaruh Motivasi Kerja dan Komitmen Organisational Terhadap Kinerja Karyawan (Studi Kasus pada Karyawan Kompartemen Pabrik II PT. Petrokimia Gresik)*. Jurnal Administrasi Bisnis, Vol 21, No.1.  
 Mangkunegara, Anwar Prabu. (2013). *Manajemen Sumber Daya*

- Manusia*. Bandung: Remaja Rosdakarya.
- Mangkunegara, Anwar Prabu (2014). *Manajemen Sumber Daya Manusia*. Bandung: Remaja Rosdakarya.
- Sunyoto, Danang. (2012). *Manajemen Sumber Daya Manusia*. Jakarta: PT Buku Seru.