



Work Motivation of The Regional Financial and Revenue Management Agency in Soppeng Regency

¹Muh. Yusuf, ²Muh. Akmal Ibrahim, ³Badu Ahmad

¹²³Departement Public Administration, Faculty of Social and Political Sciences, Hasanuddin University, Jl. Perintis Kemerdekaan No. Km. 10, Tamalanrea, Makassar City, South Sulawesi, 90245, Indonesia.

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ABSTRACT

The purpose of this study was to analyze the ranking of motivation, using a survey research method with a quantitative approach. The method of collecting data is through a questionnaire containing structured statements addressed to respondents. The total population is 98 people with an error rate of 5% and the number of samples is 80 people. The results of data analysis show that there is a ranking of work motivation from two motivational factors, namely intrinsic factors and extrinsic factors. Intrinsic factors include responsibility, the work itself, and opportunities for growth, while extrinsic factors include salary, working conditions, and interpersonal relationships.

E-mail:
m.yusufnurmang@gmail.com

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1. Introduction

In today's organization, it must be able to improve the quality of human resources so that they always develop their expertise, so that they can increase their competitiveness. Human resource management is management that focuses on employee capabilities through various strategic steps in order to improve employee performance towards optimizing organizational goals (Harahap, 2019). Therefore, employees must have high skills and expertise, broad insight and knowledge, talent and potential, personality and work motives, as well as high morale and work ethic (Harlie, M, 2012).

The quality of human resources is one of the factors needed in order to improve the performance of an organization. Human resources or highly competent employees are needed because they are the key to employee performance (Yuliantini et al., 2017). Every employee in an organization must have high work motivation in achieving a goal, because this motivation will foster the morale of every employee in doing his job every day and being able to complete the tasks assigned to him.

Zainun (Manihuruk & Tirtayasa, 2020) states that there are factors that cause enthusiasm to work. These factors are between a good relationship between leaders and subordinates in this case employees. Employee satisfaction with the given task obtains a fully preferred task, there is a friendly working atmosphere with all employees in an organization. Employees work because they want to fulfill their daily needs and other supporting needs. Every job they hope that their every need can be met to the fullest. To be able to fulfill these needs, every employee must improve and maintain their work spirit properly.

Employee morale arises because of the motivation created in a person in doing a job. Employee work motivation in organizations can be considered simple and can also be a complex problem, because basically humans are easily motivated by giving what they want, the problem of work motivation can be difficult in determining rewards where what is considered important for one person is not necessarily important for another (Solong, 2015).

One way to improve performance is through employee development so as to motivate employees to work. Low employee performance can be caused by motivational problems within an organization. The motivational factor that affects a person's performance is potential, where a person is not necessarily willing to mobilize all his potential to achieve optimal results, so there is still a need for encouragement so that an employee wants to use all his potential (Widyaputra & Dewi, 2017). According to Robbins (Titin Dunggio, 2017) that the level of motivation, education, and training followed by the working conditions faced by each

member of the organization is measured the extent to which effectiveness and efficiency can provide optimal service to each job, besides that leadership and work environment are also important factors. the cause of the unmotivated of each employee so that it affects his performance. Spence & Robbins (Laurence et al., 2020) employees who are driven to work can satisfy inner pressure in every job.

Tosi, Mero and Rizzo (Kuranchie-Mensah, 2015) motivation has psychological and managerial meanings. The psychological meaning of motivation refers to a person's internal mental state related to the initiation, direction, persistence, intensity and cessation of behavior. The managerial meaning of motivation on the other hand relates to the activities of managers and leaders to influence others for the results desired or outlined by the organization or by managers according to the relationship between motivation, ability and performance.

Flippo (Pemayun & Martini, 2021) argues that motivation is the ability of leaders to their subordinates to achieve organizational goals together so that what is a common goal can be achieved. Mifta (Pemayun & Martini, 2021) states that motivation is the willingness that arises from someone to carry out activities to achieve goals. Work motivation is the process that directs and sustains work. (Sitopu et al., 2021) motivation encourages employees internally to help them achieve certain goals or tasks assigned to them.

Motivation is something that almost everyone experiences and worries about, and research shows that individuals work best when they feel motivated. Motivation not only examines all aspects of human behavior and actions but also their intentions to carry out work. Edward and Richard (Malik et al., 2021) motivation strengthens and sustains work behavior over time.

Basically the organization not only expects employees to be able to work hard, but how employees have high motivation in improving performance. Employees are the dominant factor in achieving organizational goals so that special attention is needed. Organizational leaders have the obligation to motivate employees to improve their performance, thus cooperation and mutual understanding of the duties and functions of the work unit are needed.

Employees of the Soppeng Regency Financial and Revenue Management Agency vary greatly in circumstances, ranging from the level of employee attendance, the level of ability and willingness of employees to complete their work, have different motivations, so that leaders in work units must have a vision for the future that is used as a description of the goals to be achieved. There are several things that cause an employee's motivation to be high including responsibility, the work itself, opportunities for growth, salary, working conditions, and interpersonal relationships. Without motivation, employees are unable to carry out their duties and obligations in accordance with predetermined standards. Thus, employees in the organization can be motivated by providing what they need and want. However, providing work motivation in every organization is often difficult to implement because it is not necessarily what is considered important by employees is not necessarily important for other employees.

2. Method

The method used by the author in this study is a survey method with a quantitative approach. Survey is a method that aims to collect a large number of variables regarding a number of employees through a questionnaire measuring instrument. The population used as respondents is all civil servants at the Regional Finance and Revenue Management Agency of Soppeng Regency as many as 98 employees. The sample is part of the number and characteristics possessed by the population. Krejcie and Morgan (Sofian Effendi, 2017) have developed the formula into a ready-to-use table so that the sample required is 80 respondents who are civil servants of the Soppeng Regency Financial and Revenue Management Agency.

The variables in this study used a Likert scale to measure attitudes, perceptions of the educated towards the problems to be studied. The answers to each instrument item in the form of words and numbers include :

Table 1.

Liker Measurement Scale	
Response	Score
Strongly Agree	5
Agree	4
Hesitate	3
Disagree	2
Strongly Disagree	1

Source : (Sugiyono, 2017)

3. Results and Discussion

Robbins (Ekhsan et al., 2019) defines motivation as a process that takes into account the intensity, direction, and persistence of individuals to achieve goals. Handoko (Ekhsan et al., 2019) also defines motivation as a condition within a person that encourages an individual's desire to carry out certain activities in order to achieve goals. Work motivation in this study was measured using the theory of two motivational factors according to Herzberg, namely intrinsic factors and extrinsic factors, intrinsic factors consisted of 3 indicators, namely responsibility, the work itself, and the opportunity to develop, while extrinsic factors consisted of 3 indicators including salary, working conditions, and interpersonal relationships.

Table 2.
Motivation Rank

Indicator	Code	Score	Rank
Responsibility	M	,556**	5
Work Itself	M	,643**	2
Opportunities for Development	M	,603**	4
Salary	H	,630**	3
Working Conditions	H	,678**	1
Relationship Interpersonal	H	,371**	6

Source: Data Processing 2022

Information:

Intrinsic Factors (M)

Extrinsic Factors (H)

Based on the table above, it can be seen that there are differences in scores and motivational rankings for each indicator. The results of data analysis show that working conditions get the first rank, it can be understood that the score or value obtained by the working conditions indicator is the highest. While the indicators of interpersonal relations got the last rank, it can be interpreted that the indicators of interpersonal relations scores or scores obtained by the indicators of interpersonal relations are the lowest.

Based on the table above, the results that have been obtained will then be discussed, for details the discussion is as follows:

a. Intrinsic Factors

According to Luthans (Anggraeni, 2021) intrinsic factor motivation is a factor that encourages an employee to excel that comes from within the individual. Warr (Leat & El-Kot, 2009) defines intrinsic factor motivation as the extent to which employees want to do well in every job. Intrinsic factors include:

1) Responsibility

Responsibility is a separate behavior or action, whether intentional or unintentional. Responsibility requires action as a person's understanding of his commitment (Jismin et al., 2022). Based on the data analysis, the responsibility indicator ranks fifth in the sense that there is still a need for awareness of every employee in carrying out their responsibilities in accordance with their commitment from the beginning to become a civil servant.

2) The Work Itself

Luthans (Alex, 2019) defines the work itself as a state in which employees find interesting tasks and opportunities to learn. Based on data analysis, the job indicator itself ranks second, in the sense that all employees like their work because it is in accordance with their respective education.

3) Opportunities for Development

Opportunities for development are opportunities that employees have to develop in each of their jobs, such as promotions, promotions, and technology development for performance improvement (Triono et al., 2021). Based on the data analysis, the opportunity to develop indicator ranks fourth in the sense that promotions and promotions are in accordance with applicable regulations within the organization, but developments related to technology still have employees who do not understand and realize the importance of this even though the development is important for improving performance.

b. Extrinsic Factors

Motivational factors (Triono et al., 2021) are factors that arise from outside the employee that can influence an employee's work motivation. Extrinsic factors include:

1) Salary

Salary is remuneration in the form of money received by each employee based on rank/class as a result of his status as an employee who contributes to the achievement of goals (Afiza & Widodo, 2021). One practice of human resource management is the practice of normal salaries, wages, and benefits have an important role in an organization. High levels of salaries and benefits have a positive impact on the quality of employees but also have a negative impact on the quality of employees in maintaining the quality of their performance if the salary they get is not in accordance with the wishes of each employee (Iqbal et al., 2017). Based on the data analysis, the salary indicator ranks third, in the sense that the salary indicators obtained by each employee are as desired and make employees motivated in achieving organizational goals.

2) Conditions Working

Conditions Working conditions are the conditions or circumstances of the organization's work environment which is the place for employees who work in that environment and is an important factor that can affect every employee's activity in achieving organizational goals. Working conditions according to Sedarmayanti (Sinaga & Sihombing, 2021) are all conditions that exist around the workplace that will affect employees both directly and indirectly on their work. Based on data analysis, indicators of working conditions are ranked first in the sense that working conditions such as lighting, air conditioning in the workspace have been said to be good or according to what the employee wants.

3) Interpersonal Relations

Each dimension of human activity is based on interpersonal relationships. Organizations are the greatest incubators of interpersonal relationships because their employees are destined to interact frequently and be close to each other. The interpersonal component applies to personal relationships between employees thereby becoming closer to each other as good work partners and more focused on tasks and their effects on the organization (Szostek, 2019). Based on the data analysis, the interpersonal relationship indicator ranks sixth or last in the sense that employee interpersonal relationships still need to be improved because they focus more on their respective fields of work so that they are apathetic in every job.

4. Conclusion

Based on the results of data analysis and discussion that have been described previously, it can be concluded that there are differences in employee work motivation through intrinsic and extrinsic factors of financial management agencies and regional income with the results that the first rank is an indicator of working conditions, the second rank is the indicator of the work itself, the second rank is the indicator of the work itself. the three salary indicators, the fourth rank is the opportunity for development indicator, the fifth is the responsibility indicator, and the sixth is the interpersonal relationship indicator.

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