

## **THE IMPORTANCE OF PROVIDING MOTIVATION TO BRING WORK SPIRIT THAT IMPACT ON INCREASING PERFORMANCE**

**Elena Noviani**

Universitas Paramadina Indonesia, Indonesia  
cuteelenanov@yahoo.com

### **ABSTRACT**

Performance is tangible evidence of good institutional governance. However, performance will not be achieved if the employees do not have a good work spirit. Therefore, the leadership and management need to pay attention to the factors that cause the increase or decrease in morale that has an impact on performance. This study aims to analyze the motivational factors that affect performance, either partially or simultaneously. The research method uses quantitative questionnaires as a data collection tool. While the data analysis was done by using linear regression statistical technique. The object of research is the religious court in Tangerang district. The results of the study show that employees are required to provide good work results in the right ways (regulated by procedures, policies, and work discipline). However, the employees realized that enthusiasm was needed in realizing these demands. That is, in carrying out the task required a driver who strengthens the heart and strengthens positive feelings, so that a feeling of pleasure and enthusiasm is born in work.

**Keywords: Work Spirit, Performance, Motivation, Internal And External**

### **INTRODUCTION**

The implementation of a clean and good government is a demand in the era of globalization which is full of competition and limitations in all fields. This fact demands the professionalism of apparatus resources in the implementation of government affairs. Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus in article 3 also includes commitment as one of the principles of the State Civil Apparatus in addition to basic values, code of ethics and code of conduct, moral integrity and responsibility for public services, competencies required in accordance with with the field of duty, academic qualifications, guarantee of legal protection in carrying out duties and professionalism of the position. Therefore, in line with the reform of government organizations, various changes in the government bureaucracy

have been carried out in order to achieve efficiency and effectiveness of government organizations, including promoting the management of human resources (apparatus).

The role of HR as an integral part of the organization also applies to the Tigaraksa Religious Court institution. In the Blue Print for Judicial Reform 2010-2035, there are six functions of implementing supporting functions, namely: Human Resources Management, Financial Resource Management, Facilities and Infrastructure Management, Information and Technology Management (IT), Judicial Transparency and Supervision Functions. .

As a judicial institution, the Tigaraksa Religious Court has a vision of realizing the rule of law through judicial power that is independent, effective, efficient and gains public trust, is professional in providing quality, open, ethical, affordable and low-cost legal services for the community and is able to answer public services. . In order to realize this vision, quality human resources are needed so that the level of commitment of the State Civil Apparatus to the organization can be maintained as a form of providing the best service in the field of justice to people seeking justice.

In the perspective of organizational theory, it is stated that the activities of every organization, both government and public organizations will always be influenced by the internal environment and the external environment. Therefore, in carrying out its activities, performance becomes important for human resources as a reflection of various interests in order to achieve organizational goals (Yu et al., 2020).

The Tigaraksa Religious Court is aware of the importance of having a qualified State Civil Apparatus (ASN), namely ASN who have good performance. However, in practice, it is undeniable that there are still many Tigaraksa Religious Court employees who have not performed as expected, such as less than optimal in carrying out work in accordance with job descriptions, work results do not match work standards and work targets set by the organization, lack of responsibility for the tasks assigned. carried out, imperfect work results, decreased attitude of obedience to regulations and leadership and the emergence of individualistic behavior among employees.

Many factors affect employee performance, including motivation. According to Wahyudi, M. (2019) and Anggraeni (2020) motivation has many links to the individual employee himself, the way he works and the results of his work. According to Harras et al. (2020) the basic thing about HR development is to provide motivation, and the most

consistent motivation is internal motivation through external motivation. It takes time and sufficient cost for employees to have their own motivation. Therefore, it takes hard efforts from management to encourage it from the external side, both material and non-material.

Welschen in Wahyu & Salam (2020) in an investigation found that the characteristic of employees who have internal motivation is openness. They like to share many things, including about the organization. How to work, how to achieve targets, how to get a career, how to increase wages, how to get bonuses or incentives, how to get noticed by the organization, how to get along and many other things they like to talk about. According to Osman & Warner (2020), the advantage for organizations to have internally motivated employees is to build a conducive environment.

According to Chang et al. (2020) many facts show that motivation has a relationship with performance, although it is not visible. However, if an employee is happy to provide public services, then others will consider it a work motivation. The impact of this is a good public perception. The public will tell their experiences, how fun public service is.

According to Manuoğlu & Uysal (2020) building motivation is easy, but difficult to be consistent. Companies have many ways to motivate employees, but companies can't always give employees what they want. At one point, employees must have motivation, so that they are strong in dealing with various work pressures and risks.

Schunk & DiBenedetto (2020) stated that in public services it is better to look for employees with good personalities. Namely employees who have a strong self-motivation. This explains if he likes to work, likes to do his job, likes to work hard, doesn't give up easily, doesn't get angry easily, doesn't easily defend himself and so on. In fact, employees with these characteristics have always succeeded in building public trust.

## **THEORETICAL BASIS**

Motivation has the meaning of encouragement. This means that all things, both material and non-material can be said to be motivation, the main condition is to be able to encourage people to behave or behave. If you look at this context, then everyone has

many things that can be used to motivate themselves, both in attitude and action. In an academic context, it means that motivation can be studied and known about what things are most appropriate to use for certain situations and conditions. Thus, anyone has no reason not to behave and act.

In many literatures, motivation is generally seen from the point of view of dominance, namely material motivation or external motivation. Everyone realizes that material motivations such as wages, salaries, bonuses, incentives, positions, facilities and so on are factors that influence them, but the weakness is temporary. If one day the company or organization is lacking or even unable to provide all of these things, the employee will leave it. Of course this situation has bad consequences for all parties, there needs to be a balance between internal motivation and external motivation to be built. Where the employee personally realizes that he as a member must obey, as an employee must work, as an employee must advance the organization, as an employee must maintain the good name of the organization, and so on. And vice versa for organizations, must provide wages, provide benefits, provide security, provide welfare, provide direction, provide assessments and other things. This will create continuity between employees and the organization, and the result will be success.

According to Anggraeni (2020) of the many components that affect performance achievement, the most dominant one is motivation. Whether we realize it or not, a teacher is motivated by professionals to teach science, educate students because of knowledge, show the truth because of knowledge, care about the future of students because of experience, and many other things, all of which are motivations.

Wahyudi (2018) explains that there are many types of motivation that affect employee performance, both internal and external factors. The results of research conducted by Anggraeni (2020) suggest that motivation has a significant effect on performance, either partially or simultaneously. The same thing was also stated by Paais & Pattiruhu (2020) that motivation had a significant effect on performance. This finding statistically confirms that the role of motivation in good work is very important, because its role affects the quality of work and work results. In addition, motivation always affects employees, whether there are other factors or not.

Based on the explanation above, it can be understood that employee performance is strongly influenced by motivation. In simple terms, performance can be interpreted as

the result of work. The result of the work in question is the achievement of an expectation or goal both in quantity and purpose. Therefore, to be able to achieve this, work motivation is needed. In many literatures, performance is always influenced by motivation. As the results of research conducted by Ford, Lavigne, Fiegenger, & Si (2020) suggest, what organizations expect from employees is performance, and what employees expect from organizations is motivation. In other words, motivation not only affects but also attachment. This means that a performance will not be achieved without motivation, therefore it is important to provide a lot of motivation to employees.

Strengthening the explanation above, Wahyudi (2018) suggests that motivation has a significant effect on performance. According to Van Thielen, et al. (2018) stated that the characteristic of a large company is when it can provide motivation at any time to its employees. Companies have a lot of motivation to encourage their employees to work as expected. It is enough for the company to do light things, there is no need to work hard or there is no need for conflict, it is only enough to provide motivation to move employees. Honestly, motivation is a classic science in life, as God gives his creatures what they want, need and expect every second.

Simple logic that can be put forward, to achieve goals requires effort, and the most useful effort is motivation. Motivation is universal, many types, varieties, forms and ways. For those who understand the importance of motivation, they can place motivation according to their needs in the right way, in the right composition and at the right time.

## **METHOD**

Quantitative research was chosen because it is easy to analyze and discuss. In addition, quantitative excess presents estimates in the form of statistical figures that can be used as confidence in providing input or suggestions. The object of this research is the Tigaraksa Religious Court with an employee analysis unit. The sampling technique used was simple random sampling, ie based on the willingness of the sample, so that extensive and in-depth information was obtained. As a measuring tool for data collection, a questionnaire with ascale was used Likert. The analysis method uses multiple linear regression with the analysis stages including descriptive, validity test,

reliability test, classical assumption test, partial test, simultaneous test and coefficient of determination test.

## RESULTS

The results of the validity and reliability tests show that all instruments can measure internal motivation variables and their truth can be confirmed. While the results of the descriptive analysis showed that internal motivation was perceived as good with an average answer of 3.99. The overall correct meaning is:

1. Intention to work

The employees of the Tigaraksa Religious Court have a strong intention to work. When I arrived at the office, the first thing that came to mind was that I had to work really hard, I had to do my job properly, because I was an employee who was paid for it.

2. Proud to be a civil servant

Tigaraksa Religious Court employees have pride in their status as civil servants. Therefore, upon arrival at the office he will carry out his duties as well as possible like a civil servant, namely by providing excellent service. In addition, employees try to maintain the good name or image of the institution by behaving like an employee of the Tigaraksa Religious Court in the midst of society.

3. Trustworthy or responsible

Employees feel that being an ASN at the Tigaraksa Religious Court is a gift from God, therefore they must be grateful for it, one way to be grateful is to come on time, carry out their duties as well as possible and truly, obey the rules, do not commit deviant actions and so on.

The results of the validity and reliability tests show that all instruments can measure external motivation variables and their truth can be confirmed. While the results of the descriptive analysis showed that external motivation was perceived as good with an average answer of 4.14. The correct meaning in its entirety is:

1. Rights granted

Employees acknowledge that the salary received is in accordance with applicable regulations, and in accordance with the workload, rank and or position held.

2. Facilities

Employees acknowledge that the building and office space are very decent, work equipment such as computers, air conditioners, printers, office stationery, photocopy machines, telephones and so on are fully available. The availability of work equipment makes employees feel happy to work.

### 3. Comfortable environment

Employees recognize that the relationship with co-workers is very harmonious, helpful, and friendly. These conditions make the working atmosphere feel pleasant.

**Table 1. Analysis of Research Data with Linear Regression**

Variable	Estimation of Linear Regression
Constant	10.245
Internal Motivation - Performance	0.346
External Motivation - Performance	0.430

Source: Research Data, 2020

Based on the data above, the regression equation can be stated as follows,  $\text{Performance} = 10.245 + 0.346X_1 + 0.430X_2$ . The constant value is 10,245, meaning that even though there is no influence from internal and external motivation, Tigaraksa Religious Court employees still have a performance of 10,245.

The regression coefficient value of internal motivation on performance is 0.346,  $t_{\text{count}}$  is 2.810 and significance is 0.007. It can be concluded that internal motivation has a positive and significant effect on performance of 0.346. That is, if internal motivation increases by 1 unit, then employee performance increases by 0.346. This finding has an interpretation, that the performance of Tigaraksa Religious Court employees is influenced by the work spirit that exists in the employees themselves. That is, if an employee has work intentions, work goals, is proud to be an employee, and so on, he will be happy to carry out his duties, and have an impact on maximum work results. In fact, this research has confirmed the theory and previous research.

The regression coefficient value of external motivation on performance is 0.430,  $t_{\text{count}}$  is 3.448 and significance is 0.001. It can be concluded that external motivation has a positive and significant effect on performance of 0.430. That is, if external motivation increases by 1 unit then employee performance increases by 0.430. This finding has an explanation, that the performance of the Tigaraksa Religious Court employees is

influenced by the amount of compensation, influenced by the leadership, influenced by the work environment, and so on. In other words, this finding reminds the Tigaraksa Religious Court to be able to build a supportive work environment and work system.

**Table 2. Simultaneous Testing**

Parameter Statistics	Statistic Value
Sum of Squares	546.772
Mean Square	273.386
df	2
F calculate	13.940
R Square	0,372
Adjusted R Square	0,346
Significance	0,000

Source: Research Data, 2020

Based on table 2 and table 3, it can be explained that internal and external motivation simultaneously have a positive and significant effect on performance with a coefficient of determination of 0.372,  $F_{\text{count}}$  13,940 and a significance of 0.000. That is, internal and external motivation together can explain the performance of employees by 37.2% while the remaining 62.8% is explained by other variables.

## CONCLUSION

The results of the analysis show that internal and external motivation have a significant effect on performance. The most influential variable is external motivation, especially in material terms (performance allowances and promotions). This finding confirms that the background of a person's willingness to work is material expectations. Therefore, the thing that needs to be considered in improving employee performance is to offer material motivation.

But the thing that needs to be considered is internal motivation. External motivation should be built to encourage the birth of internal motivation. This is because, internal motivation is the key to achieving real performance. If internal motivation has been born in every employee, then a responsible mentality will be born, work professionally, uphold the values of integrity and strive to provide excellent service.



## REFERENCES

- Anggraeni, F. N. (2020). DETERMINAN MOTIVASI INTERNAL TERHADAP KINERJA. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 3(2), 161-170.
- Anggraeni, F. N. (2020). DETERMINAN MOTIVASI INTERNAL TERHADAP KINERJA. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 3(2), 161-170.
- Anggraeni, F. N. (2020). SURVEY MOTIVASI KERJA DRIVER OJEK ONLINE GRAB. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 3(3), 251-260.
- Chang, Y., Hou, R. J., Wang, K., Cui, A. P., & Zhang, C. B. (2020). Effects of intrinsic and extrinsic motivation on social loafing in online travel communities. *Computers in Human Behavior*, 109, 106360.
- Ford, T. G., Lavigne, A. L., Fiegenger, A. M., & Si, S. (2020). Understanding district support for leader development and success in the accountability era: A review of the literature using social-cognitive theories of motivation. *Review of Educational Research*, 90(2), 264-307.
- Harras, H., Sugiarti, E., & Wahyudi, W. (2020). Kajian Manajemen Sumber Daya Manusia Untuk Mahasiswa.
- Manuoğlu, E., & Uysal, A. (2020). Motivation for different Facebook activities and well-being: A daily experience sampling study. *Psychology of Popular Media*, 9(4), 456.
- Osman, D. J., & Warner, J. R. (2020). Measuring teacher motivation: The missing link between professional development and practice. *Teaching and Teacher Education*, 92, 103064.
- PAAIS, M., & PATTIRUHU, J. R. (2020). Effect of motivation, leadership, and organizational culture on satisfaction and employee performance. *The Journal of Asian Finance, Economics, and Business*, 7(8), 577-588.
- Schunk, D. H., & DiBenedetto, M. K. (2020). Motivation and social cognitive theory. *Contemporary Educational Psychology*, 60, 101832.
- Van Thielen, T., Bauwens, R., Audenaert, M., Van Waeyenberg, T., & Decramer, A. (2018). How to foster the well-being of police officers: The role of the employee performance management system. *Evaluation and program planning*, 70, 90-98.
- Wahyu, W., & Salam, R. (2020). KOMITMEN ORGANISASI (Kajian: Manajemen Sumber Daya Manusia).
- Wahyudi, M. (2019). PENGARUH DISIPLIN DAN MOTIVASI TERHADAP KINERJA KARYAWAN. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 2(3), 351-360.
- Wahyudi, W. (2018). The Influence of Emotional Intelligence, Competence and Work Environment on Teacher Performance of SMP Kemala Bhayangkari Jakarta.

*SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 1(2), 211-220.

- Wahyudi, W. (2018). The Influence Of Job Satisfaction And Work Experience On Lecturer Performance Of Pamulang University. *SCIENTIFIC JOURNAL OF REFLECTION: Economic, Accounting, Management and Business*, 1(2), 221-230.
- Yu, W., Chavez, R., Feng, M., Wong, C. Y., & Fynes, B. (2020). Green human resource management and environmental cooperation: An ability-motivation-opportunity and contingency perspective. *International Journal of Production Economics*, 219, 224-235.