

Implementation of Employee Motivation in the Gowa Regency Office's General Area

Muhammad Asir¹, Siswati Rachman²

^{1,2}Business Administrative Study Program, Politeknik LP3I Makassar, Indonesia
asir.polinias@gmail.com, sisrachman@gmail.com

Abstract

Motivation is the process of encouraging someone to work harder in order to accomplish a goal. Motivation is critical in an institution if it is to enhance labor production. The aim of this study is to investigate how to motivate staff in the general area of the Gowa Regency Office's General Area. The author employs a descriptive qualitative approach, in which she explains the findings of observations and direct interviews with those who supply inspiration to employees and employees who get motivation from leaders/superiors. This study was conducted from June to August 2021. The study's findings indicated that the General Section of the Gowa Regent's Office motivated employees through effective communication, involving employees in delivering ideas/opinions, providing remuneration commensurate with responsibility, presents/incentives, security, and work safety. The motivation to view employees' conduct and needs in terms of their degree or rank.

Keywords

implementation; motivation; employees



I. Introduction

Human resources (HR) are critical to the success of an institution/agency. Human resources contribute to an institution's success. An institution or agency's ability to manage its resources, particularly human resources, is critical. Human resources are critical to an institution's or business's growth. A institution's or agency's success is highly dependent on the actions and inventiveness of its human resources. Employees are an institution's or agency's most critical human resource for achieving its vision and goal.

To enhance an institution's or agency's human resource capability by providing training programs for employees that focus on personal development and the growth of employees' knowledge, attitudes, and abilities. Awarding employees with the goal of inspiring them to improve in order to obtain maximum results. Thus, employees' abilities and attitudes will improve, while their image will also improve. As a result, everyone requires incentive for himself.

The development of human resources through the cultivation of achievement motivation is one of the contributions in improving the quality of human resources (Werdhiastutie *et al*, 2020). Motivation comes from the Latin word *movere* which means drive or driving force. Motivation in management is only aimed at human resources in general and in particular subordinates (Purba and Sudibjo, 2020). Motivation is the process of persuading someone to raise their spirits in order to work diligently toward a goal. Motivating employees is critical for an organization or agency to inspire excitement or passion for their work and hence enhance production. By motivating personnel, they will always strive to do their best for institutions/agencies and will desire to work on projects launched by institutions/agencies. According to the findings of Parimiti *et al*. (2018), when

job motivation increases, job satisfaction increases as well. Sanjaya's (2018) research also demonstrates that job motivation has a substantial impact on employee performance.

Similarly, businesses always strive to boost the productivity of each employee. To accomplish this, the corporation needs motivate all employees to improve their work performance and productivity. Additionally, an employee's job experience establishes an excellent foundation for achieving a desired level of productivity. Similarly, in a firm or a sole proprietorship, if the culprit becomes motivated, he will continue to demonstrate his performance. Incentives or rewards obtained from his labour or the subsequent product are one type of motivation. According to Asir et al. (2019) and Asir (2021), the success of the cocoa company is highly dependent on the farmers' enthusiasm or motivation for garden care. The reason for this is that they receive a reasonable price from the trader based on the market price at the moment.

The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019). Other variables that obstruct the implementation of the motivation process for employees are employees who lack job motivation due to personal issues. The answer that leaders must implement is direct communication with their subordinates in order to ascertain their employees' difficulties and determine how to enhance employee motivation. These issues pique the writer's interest in learning how employee motivation is implemented in government agencies, specifically in the General Section of the Regent's Office in Gowa Regency.

II. Review of Literature

2.1 Motivation

Motivation is derived from the Latin word "movere," which meaning "to encourage" or "to drive." According to Sardiman (2018: 73), motive can be defined as a driving force within and within the subject that motivates the subject to engage in specific behaviors in order to accomplish goals. According to Sentot Imam Wahjono & Imam (2019: 148), motivation is an impulse to affect the conduct of others by instilling a work ethic in order to accomplish one's objectives. With the motivation of someone, they will attempt to instill a sense of purpose in their work in order to suit their requirements.

Thus, understanding motivation requires an examination of the variables (motives) that motivate humans to behave, act, and act. Often, the motivating cause is identified as a need or want. Employees have distinct needs and desires. Desires are not obligatory and do not require immediate fulfillment; more desires are added when basic necessities are met. While needs encompass all products and services required by humans to carry out daily activities, they cannot be isolated from daily existence.

1. Motivation Theory

a. Maslow's Theory on the Hierarchy of Needs (Patris Rahabav 2014:152) states that all humans have five categories of:

- 1) Physiological needs, notably the requirement for food, drink, water, air, clothes, and shelter, as well as the requirement for survival. This physiological need is the most fundamental requirement for an individual.
- 2) Security needs, namely the desire for protection against physical and psychological violence, such as a safe environment free of pollutants, protection of work safety and health, and protection from threats.
- 3) Social needs, specifically the desire to be loved and the desire to love. Humans are social creatures, and every person on the planet requires family and friends.

- 4) Needs for esteem, which encompasses self-respect qualities such as reputation and self-confidence, as well as universal regard.
 - 5) Self-actualization needs, the requirement or desire of an individual to achieve his or her personal aspirations.
- b. Alderfer ERG Theory
- This theory proposes three human needs, such as:
- 1) Existence needs, which include the need for physiological and materialistic components to be met, as well as the desire for security.
 - 2) Relationship needs, i.e. the need to interact with other people.
 - 3) Growth needs, that is, the need or desire to develop and maximize one's potential.
 - 4) Clayton Alderfer's hypothesis is dubbed Alderfer's ERG Theory, which stands for Existence, Relatedness, and Growth.
- c. McClelland Needs Theory
- The following are the components of McClelland Theory of Needs:
- 1) Need for achievement
 - 2) Need for affiliates
 - 3) Need for power
- d. Motivator-Hygiene Theory of Herzberg
- The idea was developed by an examination of 203 accountants and technicians in the Pittsburgh metropolitan area of the United States. The study's findings revealed two distinct elements, namely job satisfaction and job discontent. The Motivator-Hygiene Theory, developed by Herzberg, is often referred to as the Two-Factor Theory :
- 1) Include something motivating (motivator). These elements include factors affecting achievement, factors affecting recognition/awards, factors affecting responsibility, factors affecting advancement and development at work, particularly promotions, and the work itself. This component is related to Maslow's thesis of the desire for order.
 - 2) Workplace health requirements (hygiene Factors). These variables can include wages or salary, employee relations, technical supervision, working conditions, company regulations, and administrative processes inside the organization. This relates to Maslow's notion of lower needs.

2. Motivation Function

Motivation plays a critical role in an activity, as it has an effect on the activity's strength. Where motivation is the drive that propels an activity. According to Sardiman (2018:25), motivation serves three functions:

- a. Encouraging humans to behave, for example, as a mover or motor that emits energy. Motivation is the driving factor behind all of the activities that will be undertaken in this scenario.
- b. Determining the direction of action, specifically toward the desired outcome. Thus, motivation can serve as a guide for the activities that must be carried out in accordance with the goals that have been established.
- c. Selecting activities, that is, determining which acts must be taken in harmony with one another in order to accomplish the goal, while excluding those that are superfluous.

According to Sardiman (2018,89), there are two types of motivation: intrinsic and extrinsic.

- 1) Intrinsic motivation refers to the motivations that become active or function in the absence of external stimulus, as each human has an innate desire to perform something.

- 2) Extrinsic motivation is a term that refers to motivations that become active or functional as a result of external stimuli.

2.2 Work Motivation

According to Hasibuan (2013:143), work motivation is the provision of a driving force that generates an individual's enthusiasm for work, causing them to desire to collaborate, work successfully, and combine all their efforts to obtain satisfaction.

1. Work Motivation Goals

In general, the purpose of work motivation is to move or upload someone in such a way that they develop a desire and readiness to do something in order to obtain results or accomplish particular goals. Work motivation has numerous aims in its execution, where motivating goals characterize a successful and efficient individual. According to Hasibuan's book (2013:146), work motivation has several goals, including the following, such as:

- a. Increasing employee productivity.
- b. Maintaining the stability of the company's employees.
- c. Improving employee discipline.
- d. Streamlining the procurement of employees.
- e. Creating a good working atmosphere and relationship.
- f. Influencing employee loyalty, creativity and participation.
- g. Enhancing employees' sense of responsibility towards their duties.
- h. Increasing the level of employee welfare.

2. Work Motivation Types

There are two sorts of job motivation: positive motivation and negative motivation. Hasibuan's book (2013: 150) describes these two motives as follows:

a. Positive Motivation (*Positif Insentif*)

Positive motivation refers to supervisors motivating their subordinates to be enthusiastic and passionate about enhancing workplace productivity in order to accomplish their objectives. One technique to inspire employees is to present a gift or stipend that encourages subordinates to work enthusiastically.

b. Negative Motivation (*Negatif Intensif*)

Negative motivation occurs when bosses use threats or punishments to motivate subordinates. While this negative motivation may boost subordinates' morale temporarily as they fear threats or punishment from superiors, in the long run, it may do more harm than good.

3. Work Motivation Methods

a. Direct Motivation

Directly providing monetary or non-material benefits to employees in order to meet their requirements and satisfy their satisfaction is a direct strategy to enhance job motivation. Such as through the presentation of praise, rewards, bonuses, and certificates.

b. Indirect Motivation

An obligation to give employees with facilities or methods to facilitate their work or to ensure their work runs smoothly. Employees will find it easier to do their jobs with these amenities and infrastructure, which will help to boost employee morale. Additionally to proper personnel placement, comfortable rooms, high-quality machines, and a positive attitude and work environment.

4. Motivational Principles at Work

- a. The principle of participation, employees need to be given the opportunity to participate in determining the goals to be achieved by the leadership.
- b. The principle of communication, meaning that leaders and employees communicate everything related to efforts to achieve clear tasks.
- c. The principle of recognizing the contribution of subordinates, meaning that the leader recognizes that employees have a stake in the effort to achieve goals.
- d. The principle of delegation of authority, meaning that the leader gives responsibility to employees to make decisions about the work they do.
- e. The principle of paying attention, meaning that the leader pays attention to what subordinates want

5. Forms of work motivation

In general, the forms of motivation that are frequently used in businesses involve four major components:

a. Compensation in monetary terms

Compensation is one of the most frequently offered forms by employees. Employees are typically compensated in monetary terms. Compensation as a motivator has a reputation or a good repute, and rightly so. Although this is not totally true, everyone will go to any length to boost their wealth. However, it has been demonstrated over decades that practically everyone will go to any length to avoid having their source of income taken away by others.

b. Direction and Control

The purpose of the briefing is to inform employees of what they should and should not do. While control entails determining which personnel are required to carry out specific tasks. The control role include performance appraisal, quality control, and performance measurement.

c. Establishing Efficient Work Routines

By and large, the reaction to work ennui is a significant impediment to work productivity output. When management recognized that the issue was due to the organization of the job, they responded with a number of effective and ineffective strategies.

d. Virtue

Virtue can be described as a deliberate action performed by management to affect employees' attitudes or feelings. In other words, virtue is an attempt to ensure the happiness of employees. Because dissatisfied employees have the right to organize unions, management is legally required to bargain. This way, attempts to keep employees happy are considerably more prominent than they were previously. The workforce's management is aware of this and makes concerted attempts to foster and maintain a good attitude in all aspects of the company's operations.

2.3 Factors Affecting Work Motivation

Motivation as a process in a person is influenced by a number of elements, including the following:

1. Internal variables are those that originate within a person and can also affect a person's motivation, such as the following:
 - a. Every human being desires to live is a requirement for survival.

- b. The desire to possess might motivate someone to work in order to have what they desire.
 - c. The drive to earn respect is motivated by the want to be respected, valued, and accepted by others.
 - d. The desire to be recognized is whether externally as a good leader, for accomplishments, or for acknowledgment appreciated by the community.
 - e. The desire for power can motivate an individual to work. This enables an individual to advance to the level of leader or entrepreneur inside the firm.
2. External variables, i.e., those that originate outside the individual, might erode an employee's incentive to work. which includes the following:
- a. The state of the work environment refers to how the company's facilities and infrastructure affect how workers work.
 - b. Appropriate remuneration serves as the primary source of income for employees to sustain themselves and their families and also serves as a motivator for employees to perform effectively.
 - c. Effective supervision purposes of supervision in the workplace is to provide direction and guidance to employees so they may perform their jobs effectively and without making mistakes.
 - d. The availability of job security in this organization motivates employees to work hard since they know their future employment is secure.
 - e. Status and responsibility serve as an encouragement for employees to meet their wants and aspirations, such as the desire for a high position.
 - f. The applicable regulations typically has set work methods and procedures that all employees must follow.

III. Research Methods

3.1 Research Location and Time

This research was conducted at the Gowa Regency Regent's Office, which is located at Jalan Masjid Raya Number 31 Sungguminasa, Somba Opu District, Gowa Regency, South Sulawesi, 92114.

This research period will last approximately two months, beginning in July and ending in August 2021. This research is conducted from start to finish, including research planning, execution, and report preparation.

3.2 Research Type and Design

The author employed a qualitative approach in conducting this study. The research is descriptive qualitative in nature, with data being gathered from the company through theories and observations. This qualitative research aims to comprehend what occurred and was experienced by research participants, as well as to precisely represent the state of a condition; in this study, humans act as research instruments through their words or responses to the circumstances faced.

3.3 Research Focus and Description

The research will examine how leadership applies motivation to employees and how employees respond to motivation in the General Section of the Gowa regency office's general area.

3.4 Data Source

The following data sources were consulted for this study:

1. Primary data is information collected directly from the source or a second party.
2. Secondary data is, information that is already available at the research location, such as books, journals, and scientific publications, as well as the results of prior study connected to this project.

3.5 Data Collection Technique

The authors acquire data for their research using a variety of ways, including the following:

1. Literature Review.
The author researches books, scientific journals, and anything else that might be valuable as a source of literature.
2. Field Investigation.
 - a. Method of Observation
Observations were made before to and following the collection of primary and secondary data.
 - b. Interview Techniques
Interviews were done with the head of the section who motivated the employees and the employee who was motivated.

IV. Results and Discussion

4.1 Results

The following are the findings of an interview conducted with Mr. Indra Wahyudi Yusuf, S.E, M. Adm.SDA, Head of the General Section of the Gowa Regency Office's general area:

- a. What factors should be addressed when encouraging employees?
Answered: To begin, I strive to understand each employee's behavior and level of need by fostering a more harmonious relationship between superiors and subordinates through effective communication. Secondly, I listen to each employee's ideas so they feel appreciated and motivated to work on completing their daily tasks. Thirdly, I direct each employee according to their inherent potential so that their work is productive. Additionally, we frequently arrange meetings or gatherings for employees. The objective of these regular events is to communicate any issues that arise in the course of their work and to foster strong relationships between employees and leaders.
- b. What are motivational techniques used in this institution?
Answered: a) Establishing good work routines in general to avoid boredom at work. b) Supervising and managing employees' work; the objective of supervision is to establish what should and should not be done. While control is the process of identifying what tasks must be completed in line with the instructions.
- c. How critical is motivation to employee performance?
Answered: Motivating people is critical because it fosters enthusiasm, passion, and authenticity in employees. Employee motivation will also aid in the achievement of specified objectives. Because motivation will motivate them to take an active role in fulfilling the numerous duties and responsibilities assigned to them. Motivated employees not only boost their productivity, but also their devotion to their jobs. This will promote employee happiness and have a beneficial effect on the agency.

d. What type of motivation does an employee require?

Answered: a) Physiological motivation, which includes incentive for salary, overtime pay, prizes, and other perks. b) Work-related needs, security, and safety motivation. c) Social needs, i.e., the desire to interact with others. d) The need for achievement and work, a need that is quantified by employees' expectations of perfection. e) The need to increase work capacity.

e. What happens when employees are always motivated in their work?

Answered: Employee motivation has a significant impact on their job productivity since they are motivated to finish assigned tasks and do so on time. Because motivation is a critical factor in moving the heart toward a goal, employee motivation will assist management in accomplishing the set goals. Without motivation, it will be difficult to meet the objectives stated.

The following are the findings from interviews with workers of the Gowa Regency Regent's Office's General Section:

1. How to motivate ourself at work?

Answered: By working ideally, because our superiors will judge us on the basis of our craft and abilities if we work optimally, energetically, and responsibly. Additionally, it is our responsibility as employees to perform our duties competently. The method to motivate yourself is to believe that the work will not be difficult if you work hard. Concentrating on your objectives will make any task much easier. Must be prepared to confront issues that need thinking clearly and intelligently in order to avoid manipulation and maintain a good attitude. The family aspect is also a motivator to work, as we believe we are obligated to work diligently and as an expression of our own thanks. We have always believed that there are still many people out there who want to work and are passionate about it. The final reason is that they believe that because they are paid by the government on a monthly basis, they are required to work in order to do their particular jobs correctly and in compliance with existing rules.

2. What type of collaboration exists between employees?

Answered: Cooperation takes the form of sustaining cohesion among coworkers, listening to and assisting one another, and fostering mutual respect for coworkers. Always be receptive to other people's perspectives and avoid becoming self-centered among coworkers. Because collaboration may make strenuous work simpler and more efficient. We frequently conduct regular meetings between employees to build a sense of community and strengthen fraternal ties, as well as to foster social feelings and a sense of concern for others.

3. Are the employee's work needs being met?

Answered: Yes, employees' job demands have been satisfied, including comprehensive stationery supplies, work facilities such as comfortable chairs and desks, and electronic work gadgets such as computers, typewriters, printers, and photocopiers. Motorbikes or official automobiles serve as transportation for persons who work in the field.

4. What forms of motivation have been obtained from this institution?

Answered: Motivation takes the form of direction and support as a type of work motivation, in addition to encouraging us as employees to be more active in our jobs by rewarding us with money/tips or by inviting us to eat with office staff. By rewarding employees, you can boost or acknowledge their work productivity. Employee performance is influenced by a variety of elements, including the ability to work productively and employee motivation. Colleagues can be more encouraged to constantly improve their work efficiency with bonuses, and rewarding employees helps

us feel happier and more appreciated as employees. With a positive attitude, our staff will be more motivated to compete and meet predetermined goal

4.2 Discussion

According to the findings of the research, superiors' motivation for employees of the General Section of the Gowa Regency Regent's Office has a significant impact on employee work productivity, and it has been established that this significantly affects a person's work in order to produce excellent work productivity. Along with impacting an employee's progress and success, motivation can serve as an encouragement and source of morale. However, not every employee possesses job motivation; some employees work harder than others, while others are slothful.

The spirit of work required for motivation has a significant impact on the work patterns and mindsets of employees or human resources in businesses or connected agencies. This enables the organization to endure and compete as a result of its human resources' ability to adapt to changing environmental conditions. According to Bairizki et al. (2021), an organization's human resources' ability to accept and adapt to changes, whether internal capabilities or external training, will boost the organization's competitiveness.

The majority of people are willing to work more if they are not confronted with impediments to accomplishing their goals. As long as an individual's motivation for work is strong, the likelihood of being more consistent with work goals increases. One way to inspire employees is to provide incentives or presents that encourage them to be more passionate about completing any task assigned by their superiors. Employees will be happier and feel more appreciated if they receive awards. Certain motives, on the other hand, emerge in humans as a result of an open heart and intellect. Motivation is inextricably linked to the question of intent. Because intent serves as the driving force behind an activity's performance. Thus, whether negative or positive, the mover and impetus are not dissimilar to instinct.

This appropriate work motivation can be seen in the productivity of work performed by employees in the sincere category at work, which demonstrates that some employees perform assigned tasks with complete dedication, awareness, and accountability, while others work honestly, following rules, being orderly, cautious, passionate, and punctual. Sincere employees do not restrict the amount and quality of their work to the worth of their salary and benefits. Sincere employees frequently work longer hours, are more serious than other employees, are enthusiastic about the things they perform, and are not intimidated by insults or insults that diminish their passion at work.

The following criteria distinguish employees who are highly motivated from those who are lowly motivated.

a. Characteristics of highly motivated employee.

1. Working according to job standards and are able to accomplish tasks on time.
2. Feeling happy at work.
3. Feeling valuable when doing a job that is driven by motivation from within.
4. Work hard to produce work that has been applied.
5. Little supervision at work and no need for supervision.

b. Characteristics of low-motivated employees.

1. As individuals lose interest in job, they become hesitant to return to work or take sick leave.
2. Absence of motivation for self-improvement.

- a) Incapable of taking initiative at work.
- b) Incapable of offering ideas or opinions.
- c) Do not have personal responsibility at work.

Techniques that are always used to motivate employees at work include the following:

1. The approach for addressing employee needs, because unmet employee needs result in work problems.
2. Persuasive communication is a technique for motivating employees' work that is carried out externally.

V. Conclusion

The authors conclude from the study's findings that the head of the General Section of the Gowa Regent's Office motivates employees through effective communication, employee involvement in expressing ideas/opinions, performance-based compensation, gifts/bonuses, safety, and work safety. Motivating employees begins with an examination of their behavior and needs in relation to their level or rank.

Motivation plays a significant role in enhancing staff performance at the Gowa Regency Regent's Office's General Section. Each leader must examine each employee's conduct in order to determine the type of motivation that will be provided to ensure that all employees are motivated. Along with impacting an employee's progress and success, motivation can serve as an encouragement and source of morale.

The provision of bonuses, employment benefits, food and beverage allowances outside of the basic salary will also increase enthusiasm and productivity at work. If employees are provided better and higher work motivation, their performance will improve. In the opposite direction, the lower the level of the work motivation provided to employees, the poorer the employee's performance.

Suggestion

On the basis of the study's findings and conclusions, it is hoped that the General Section of the Gowa Regency Regent's Office will be able to preserve its ability to recognize staff needs and methods of motivation.

References

- Arif, S. (2019). Influence of Leadership, Organizational Culture, Work Motivation, and Job Satisfaction of Performance Principles of Senior High School in Medan City. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)*. P. 239-254
- Asir, M. U. H. A. M. M. A. D., DAN, R. P. P. K., & PASOK, S. P. R. R. (2018). Revitalisasi Peran Pemangku Kepentingan dan Strategi Pengendalian Risiko Rantai Pasok Komoditas Kakao. *Disertasi. Sekolah Pascasarjana. Universitas Hasanuddin. Makassar*.
- Asir, M., Darma, R., & Arsyad, M. (2019). Study on stakeholders position and role in supply chain of cocoa commodities. *Int. J. Supply Chain Manag.*, 8, 1-9.
- Asir, M. (2021). *RANTAI PASOK KAKAO: Karakteristik & Peran Stakeholder*. Penerbit NEM.
- Bairizki, A., Irwansyah, R., Arifudin, O., Asir, M., Ganika, W. G., Karyanto, B., & Lewaherilla, N. (2021). *MANAJEMEN PERUBAHAN*. Penerbit Widina.

- Hasibuan, M., S.P. (2013). Manajemen Sumber Daya Manusia. PT. Bumi Aksara, Jakarta.
- Parimiti, W., Khoiriyah, S., & Handaru, A. W. (2018). Pengaruh Motivasi Kerja dan Kompensasi terhadap Kepuasan Kerja pada Karyawan PT Tridaya Eramina Bahari. *Jurnal Riset Manajemen Sains Indonesia (JRMSI)*, Vol 9, No.1.
- Purba, K., Sudibjo, K. (2020). The Effects Analysis of Transformational Leadership, Work Motivation and Compensation on Employee Performance in PT. Sago Nauli. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)* Volume 3, No 3, Page: 1606-1617
- Sanjaya, R. (2018). Pengaruh Motivasi Kerja terhadap Kinerja Pegawai dalam Perspektif Ekonomi Islam. Fakultas Ekonomi dan Bisnis Islam Negeri Raden Intan Lampung.
- Sardiman, A. M. (2018). Interaksi dan Motivasi Belajar Mengajar. PT Rajagrafindo Persada, Depok.
- Wahjono, Imam, S. (2019). Pengantar Manajemen : Depok : Rajawali Pers.
- Werdhiastutie, A., et al. (2020). Achievement Motivation as Antecedents of Quality Improvement of Organizational Human Resources. *Budapest International Research and Critics Institute-Journal (BIRCI-Journal)* Volume 3, No 2, Page: 747-752.
- <https://text-id.123dok.com/document/lq519n13y-bentuk-bentuk-motivasi-kerja-teori-motivasi.html> (accessed on May 20, 2021)
- <https://janxsopian.blogspot.com/2011/08/macam-macam-metode-motivasi.html> (accessed on May 20, 2021)
- <http://gowakab.go.id> (accessed on June 7, 2021)
- <http://gowakab.go.id/visi-dan-misi> (accessed on June 7, 2021)