

The Influence of Motivation, Ability and Experience on Employee Performance

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ABSTRACT

This study aims to analyze and examine the effect of motivation, ability, and experience on employee performance in the district office of the Gowa Regency. Data collection in our study was carried out by distributing questionnaires to 96 employees. The research data were analyzed in several stages using multiple linear regression analysis models and using SPSS tools. This study indicates that all variables, namely the motivational factor of experience ability, have a positive and significant influence either simultaneously or partially. The work motivation factor has a significant and most dominant influence on employee performance at the Gowa District office. This study suggests that the government of the district office of Gowa Regency can pay more attention to factors that can encourage work performance, such as providing motivation and providing opportunities for further studies that can further stimulate employees to work further

INTRODUCTION

The competition that occurs is global and dynamic, causing many organizations to undertake restructuring steps (Mahesa, & Djastuti, 2010). This encourages the organizational paradigm that is still traditional to continue to make changes and keep up with modern times in order to be able to survive and compete. This condition must be realized and prepared proportionally from all aspects. Rahim & Jam'an, (2018) stated that one aspect that must be improved is the human resource factor (HR) to have quality with qualifications by current world developments. Improving the performance of human resources is very important so that the improvement of services to the community can be realized to the maximum.

As a government apparatus, the demand to work and serve the community as much as possible is an urgent matter (Siregar, 2011). Community services must use efficient time management, which is needed so that the work given can be done according to what is expected (Fadli, 2020). However, what is happening now is that there are still many civil servants (PNS) who sometimes do not know what to do and where to start. If no assignments are given, they sit around discussing issues that occur through electronic media and print media and even problems that occur around their place of residence. Moreover, when there is no task, they look for something needed by their family; sometimes, they are also absent because they are looking for additional income elsewhere.

It is expected that a new employee or employee certainly needs the training to become a skilled and expert employee or employee (Evika, 2019). Simamora, (2000) suggests that human resource management is the utilization, development, assessment, provision of remuneration, and management of individual members of the organization or group of employees. As defined, the function of HR

management in an organization is to plan, organize, direct, and supervise operational activities to achieve organizational and community goals (Hariandja, 2002). This is because human resources are the only organizational resources with reason, feelings, desires, abilities, skills, knowledge, encouragement, power, and work (Mulyadi, 2010). All potential human resources are very influential on the organization's efforts in achieving its goals. Advances in technology, development of information, formulation of organizational goals and plans will only be in vain if the element of human resources is not considered (Ganta, V2014). Sule & Saefullah (2005) suggested that human resource management is applying management based on its function to obtain the best human resources for the business (Mulyana, 2021). In an organization, the maximum application of human resource management can emphasize the importance of strategy and process, human resource management for the continuity of the company's activities continuously (Nguyen; Yandi; & Mahaputra 2020).

In essence, the concept of leadership in an organization is how a leader can carry out organizational activities through empowering his subordinates (Aristarini, Kirya, Yulianthini, 2014). Effective resource management requires managers to find the best way to employ people to achieve company goals and improve organizational performance. However, effective human resource management also requires organizational members to achieve their personal goals (Ek, & Mukuru, 2013). Proper human resource management involves understanding individual and organizational needs so that the potential of human resources can be paid in full. The achievement of organizational goals and employee needs are not two separate and independent events, but they support each other (Badrianto & Julaeha, 2019). The essence of human resource management is the full utilization of the company's human resources so that employees work effectively in achieving company goals.

The responsibility for human resource management no longer rests solely with specific managers. However, it is now considered to lie with senior line management—changes in focus from union-management relations to employee-management relations, from collectivism to individualism. Human resource management is a mere strategic activity and something central to the achievement of business goals. Human resources are now used and recognized as the most valuable organizational assets—the need for human resource managers to pass on asset management responsibilities to senior line management. The third point shows a shift from "industrial relations" to "employee relations." The formation and management of organizational culture are as important as the organization's work, where individuals are allowed to realize their full potential.

In order to achieve the goals of human resource management, a department or department of human resources must develop, use and maintain employees so that all organizational functions can run in balance. Human resource management activities are part of the most central human resource management process and are crucial in achieving organizational goals. Human resource management activities will run more smoothly when utilizing human resource management functions. Meanwhile, Martoyo (2002) suggests that human resource management works with people to determine, interpret, and achieve organizational goals by implementing planning, organizing, arranging personnel or staffing, drafting and leadership, and supervision.

To achieve organizational goals, we need good planning, consistent implementation, and reasonable control to achieve the desired goals efficiently and effectively. Ghazali, (2017) explains that human resource management acknowledges the importance of the organization's workforce as an essential human resource in contributing to organizational goals and using several functions and activities to ensure that these human resources are used effectively and for the benefit of individuals, organizations, and society. Human resource management is a science that regulates the relationship and role of the workforce to be effective and help realize the goals of the company, employees, and society (Hasibuan, 2001). Flippo, (1979) defines human resource management as planning, organizing, directing and controlling the procurement, development, compensation, integration, and maintenance of the workforce to assist or support human, individual, and social goals.

Human resource management is an application of management functions, namely planning, organizing, determining staff and leadership, and controlling. While the formulation that emphasizes that human resource management is an art, apart from being a science, implies that in achieving the desired goals of the organization, a leader or manager is very dependent on his ability to influence the people under him. that management is the art of influencing other people (subordinates). According to Hasibuan, (2001) work, performance/performance results from work achieved by a person in carrying out the tasks assigned to him based on skills, experience, sincerity, and time. Hasibuan also explained that work performance is a combination of three essential factors: the ability and interest of a worker, the ability and acceptance of task delegation, and the role and level of motivation of a worker. The higher the three factors, the greater the work performance of the employee concerned. Ruky, (2006) defines achievement as a record of the results obtained from certain job functions over a certain period. Ismawan, (2006) says that work performance results from a person's work in a certain period compared to various possibilities such as standards, targets/targets, or criteria that have been determined in advance and have been mutually agreed upon.

All members carry out organizational goals by carrying out predetermined tasks based on load and volume, managed by management. In carrying out their duties, each member who functions as a subordinate needs to be assessed for the results after a certain grace period through a program (Istijanto, 2006). This program/business series can be regarded as an assessment of employee performance. Ruky (2006) states that performance appraisal records the results obtained from certain job functions or certain activities over a certain period. In essence, employee performance appraisal, an HR management activity, is a process of observing and observing the implementation of work by a worker who has protected human rights (Nawawi, 2005). According to Hasibuan (2001), performance appraisal assesses the ratio of actual work results to each employee's quality and quantity standards, establishing policies regarding promotions or remuneration. Irianto (2001) describes that the indicators/benchmarks/criteria for subordinates in carrying out work consist of several aspects: quality of work, responsibility for work, cooperation with colleagues, orientation to customers, and employee initiatives.

According to Hasibuan, (2001), the determination of quality performance appraisals must be carried out honestly, fairly, objectively, knowing in-depth knowledge of the elements to be assessed so that the assessment is by the existing regulations/facts. Therefore, the assessment team must know the job description of each employee to be assessed so that the results of the assessment can be accounted for. Must have formal authority so that the assessor can carry out his duties properly. Performance is a combination of three essential factors: the ability and interest of a worker, the ability and acceptance of the explanation of task delegation, and the role and level of worker motivation. The higher the three factors, the greater the performance of the employee concerned. Ruky, (2006) defines achievement as a record of the results obtained from certain job functions over a certain period compared to various possibilities such as standards, targets/targets, or criteria that have been determined in advance and have been mutually agreed upon.

In everyday interactions, when superiors and subordinates form their own set of assumptions and expectations that are often somewhat different, these differences ultimately affect the level of job performance. Work performance/performance results from a person as a whole during a specific period in carrying out tasks, such as work standards, targets or targets or criteria that have been determined in advance and have been mutually agreed upon (Rivai & Basri, 2004). Suppose it is associated with performance as a noun. In that case, the notion of performance or performance is the result of work that can be achieved by a person or group of people in a company according to their respective authorities and responsibilities to achieve company goals legally, not violating the law. and does not conflict with morals and ethics (Rivai & Basri, 2004). Performance is all results produced in a specific job function or activity during a specific period. Overall performance on the job is equal to the sum or average of performance on essential job functions. Functions related to the job will be performed and not performed with individual

performance characteristics. The opinion above is supported by the statement from Muogbo (2013), which states that high performance can be achieved due to high mutual trust among its members, meaning that members trust each other member's integrity, characteristics, and abilities. To achieve high performance takes a long time to build, requires trust, and demands careful attention from management.

H1: Motivation, ability and experience simultaneously have a significant effect on employee performance

H2: The motivational factor is the variable that has the most dominant influence on employee performance

RESEARCH METHOD

The research was conducted at the Pallangga District Office, Barombong District and Bajeng District in Gowa Regency, this location was chosen with the consideration that in addition to being very relevant to the problems studied. The population used as the target of the study were all regional office employees of Pallangga District, Barombong District and Bajeng District in Gowa Regency with a total of 96 people. The sample used in this study is total sampling, which is taken from the entire sample at the research site. To be able to understand the meaning of each variable, both independent and dependent variables, the primary references in this study are as follows:

Table 1. Operationalization of variables and measurements

Variable	Indicator	Scale
Employee Performance	<ul style="list-style-type: none"> ▪ Working Volume ▪ Speed of completing work ▪ Quality of Work ▪ Efficiency ▪ Effectiveness of task execution 	Ordinal
Motivation	<ul style="list-style-type: none"> ▪ Security ▪ Physiology ▪ Social needs ▪ Appreciation ▪ Self-actualization 	Ordinal
Ability	<ul style="list-style-type: none"> ▪ intellectual abilities ▪ Physical abilities ▪ Education ▪ Training 	Ordinal
Experience	<ul style="list-style-type: none"> • Lenght of work • Knowledge of level • Skills • Mastery of work 	Ordinal

$$Y = a + b1X1 + b2X2+b3X3 + e$$

Description:

- Y = Employee Performance
- X1 = Motivation
- X2 = Ability
- X3 = Experience
- a = Constant
- b = Regression coefficient
- e = Disturbing factor

RESULTS AND DISCUSSION

This study has met the requirements to use multiple linear regression testing, so that further analysis can be used. All variables (X1 - X3) are significant to work performance because the result is smaller than = 0.05.

Table 2. Summary of Multiple Regression Analysis Results

Independent Variable	Regression Coefficient	Statistic test	Sig.
Motivation	0,531	4,577	0,000
Ability	0,232	2,888	0,005
Experience	0,237	2,215	0,029
Correation Coefficient (R)		0,581	
Coefficient of Determination (R ²)		0,338	
F-count		15,625	
Sig. Simultaneous		0,000	
Constant (bo)		1,967	

Table 2 shows that the simultaneous multiple regression of this research model is as follows:

$$Y = 1,967 + 0.531X1 + 0.232X2 + 0,237X3$$

Simultaneously, the three independent variables, namely motivation, wherever, and experience, positively influence employee performance. This can be seen through the F-count value of 15.625 and Probability (sig) = 0.000 < a = 0.05. While the contribution or contribution of the influence of the three independent variables is relatively basic, namely: motivation (X1), ability (X2), experience (X3) on employee work performance at the Gowa Regency District Office, which can be shown through a determination index (R²) 0.338 or 33, 80% variation in work performance and there are 0.338 or 33, <80% employee performance is determined by other factors that have not been included in this study. Thus, the three variables can be used as predictions to improve the work performance of the Gowa Regency Regional Office employees.

Meanwhile, to find out the variables of each independent variable, namely: motivation, ability, experience on employee performance, the following will be explained:

- bo = 1,967, which indicates that if there is no motivation, ability, and experience, the employee's performance will be constant.
- b1 = 0.531, and a positive sign indicates that if the motivation possessed by employees is increased by the needs of the main tasks and functions of employees, it will be able to improve employee performance at the Kelara District Office Jeneponto Regency. The probability value = 0.000 or less than 0.05 - thus, the X1 variable can be used to perform hypothesis testing analysis.
- b2 = 0.232 with a positive sign indicating that the abilities possessed by employees are improved according to the needs of each employee as well as the main tasks and functions of employees, it will be able to improve employee work performance at the Gowa Regency District Office. Probability value = 0.005 and less than 0.05 . Thus the X2 variable can be used to test the hypothesis.
- b3 = 0.237 with a positive sign indicating that if the experience possessed by employees is increased according to the needs of the main tasks and functions of the employee, it will be able to improve employee performance at the Gowa Regency District Office. Probability value = 0.029 and less than 0.05. Thus the X3 variable can be used to ensure hypothesis testing.

Because of the analysis results, the probability value of P = 0.000 is less than 0.05, so simultaneously, the variables X1 X2, and X3 have a significant effect on employee performance. Thus,

the first hypothesis of this study can be accepted. Furthermore, the partial analysis shows that the most considerable standardized beta value is 0.576, which is the coefficient of the Motivation variable. Thus, the motivational variable has the most significant influence on employee performance. Accordingly, the second hypothesis of this research is accepted.

Discussion

Based on the purpose of this study, namely to determine and analyze the effect of work motivation, ability, and work experience of employees on employee performance at the Regional Office of the District of Gowa Regency. Work motivation is a process both psychologically and physiologically that can direct human behavior to do the best actions to achieve better goals for themselves and the organization. To direct human behavior in achieving individual and organizational goals, a need-satisfying tool is needed that can stimulate or encourage someone to work better. If the driving force of the tool satisfies the needs and can be felt by everyone, then the morale will increase even if it is constantly improved and improved; it will result in human behavior that has better performance. The results of this study indicate that the work motivation of each employee has a positive and significant effect on employee performance. The magnitude of the influence of work motivation on improving employee performance is due to the large desire of each employee to excel in the future, the desire to increase the amount of compensation to be received, the desire to get an award in the form of praise from superiors and the opportunity to develop themselves through various education and training provided. Can support a career in the organization of the District Office of Gowa Regency. This study indicates that if the three indicators inherent in employee work motivation receive increased attention and can be appropriately realized, employee morale will be further increased. This needs to be of more significant concern by the leadership so that every employee can have high integrity in upholding the organization's good name and carry out more professional duties, especially in maintaining the institution's good name. In addition, to increase employee motivation, fair treatment is needed in carrying out a position shift and promotion within the sub-district office. Gowa Regency is not only fair in doing promotions but also. Demonstrate fairness in imposing sanctions for those who violate work discipline. By considering these two things, employees can well accept every decision taken by the leadership.

Ability is one of the factors that can improve the workability of employees obtained through the education process. The educational strata possessed by an employee and directed at increasing work abilities can also be directed to forming employee attitudes and personality, especially in carrying out their primary duties and functions to provide services by service needs of the taxpayer community. In carrying out the main task that employees must carry out is to realize the Gowa district sub-district office as an effective forum to improve welfare. To achieve this goal, every employee who works at the Gowa district sub-district office must have the ability, especially knowledge related to his primary duties and functions through education. Services in these fields must be touched through capabilities sourced from education so that through dignified services, a good response is obtained from leaders and the community. To prepare and equip employee knowledge. This intellectual and technical ability is essential because the combination of the two will provide comprehensive services to the Gowa district office. This study indicates that the Gowa District Regional Office has made many adjustments between the need for improving the quality of human resources and work needs to improve employee performance by encouraging employees to improve their abilities and self-development through increasing education to the highest level. In order to improve the workability of employees both analytically and technically in the field of managing human resources, it is necessary to have work experience that can determine the behavior of employee performance at the Gowa District office.

The workability obtained through practice is necessary for determining and expediting personnel administration, finance, and service management activities to the leadership even though employees have adequate formal education and many skills but are not yet fully able to overcome more specific problems

regarding work behavior. Especially continuity in the system or procedure for the workings of administrative, financial, and service management. This research has proven that employees have work experience through placements that are systematically adjusted to motivation, abilities in various tasks; it is proven that work experience has a positive and significant effect on employee performance. The research results can support this through descriptive analysis, which gives a relatively large response that their experience is appropriate. This shows that employees' work experience is relatively easy. It helps improve employee performance, indicating that the length of work guarantees linearly with the more able to work well.

CONCLUSIONS

Simultaneously, the three independent variables, namely the ability, motivation, and work experience of employees, positively and significantly affect performance. Employees at the district office of Gowa Regency. Therefore, this research hypothesis is accepted. Partially, work motivation has a positive and significant effect on the performance of regional office employees in the Gowa district. The magnitude of this influence is due to the ample opportunities given to each employee to excel, the amount of compensation, the amount of personal attention, and opportunities for self-development. Partially, the abilities possessed by employees have a positive and significant effect on the performance of the Gowa Regency Regional Office Employees. This is due to an increase in employee participation in training and under its TUPOKSI. Partially, the work experience possessed by the employee has a positive and significant effect on the performance of the Gowa district sub-district office employee. This is due to the spirit of work in directing himself, the ability to place himself, the ability to make decisions, plan, implement and control, and be open to receiving input. The study's second hypothesis is accepted because the motivation variable (X1) has the most significant standardized beta coefficient with a value of 0.576.

Under the results and discussion and research conclusions that have been stated previously, several things need to be suggested, or recommended to the management leadership of the Gowa Regency District Office, namely To improve and maintain employee work performance, especially in terms of coaching and supervision services for taxpayers, then Communities need to make efforts to improve and improve their abilities through education. Besides the demands for ability in terms of formal management education, it is also necessary to make improvements and increase the welfare of members, especially in terms of providing incentives and rewards so that employees are motivated to carry out their duties properly. The workability of employees can be improved through formal education and requires expertise in the form of technical skills that touch services. Leaders need to provide more opportunities for employees to improve their skills through training related to their duties. In order to form a solid personality for employees, especially in carrying out their primary duties and functions, it is necessary to have a work attitude that is always respected, respected, and has a supportive and sympathetic spirit in carrying out their duties. Therefore, the existing experience should be used as a driving force for each employee continuously.

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