

# How Motivation Affects Productivity in the Workplace

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## ABSTRACT

The research team at PT PLN (Persero) Customer Service Executor (UP3) in Makassar Selatan set out to measure the effectiveness of motivation in boosting worker productivity. Quantitative methods are employed in this study. All 182 people now employed at PT. PLN (Persero) UP3 Makassar Selatan constitute the research population. The slovin method was used to select a sample size of 65 respondents. Primary data, collected from the responses to the survey, is used for this analysis. Data will be analyzed using multiple linear regression, t tests, f tests, and the coefficient of determination test in addition to a descriptive statistical analysis, validity test, reliability test for normality, multicollinearity, and heteroscedasticity, and hypothesis testing. Employees at PT PLN (Persero) Customer Service Executor (UP3) in Makassar Selatan were shown to benefit from both internal and external motivation, according to the findings of this study. Furthermore, the study's findings demonstrate that both internal and external motivation have a substantial impact on performance at PT PLN (Persero) Customer Service Executor (UP3) Makassar Selatan.

## ABSTRAK

Tim peneliti di Pelaksana Layanan Pelanggan (UP3) PT PLN (Persero) di Makassar Selatan mengukur efektivitas motivasi dalam mendorong produktivitas pekerja. Metode kuantitatif digunakan dalam penelitian ini. Semua 182 orang sekarang bekerja di PT. PLN (Persero) UP3 Makassar Selatan merupakan populasi penelitian. Metode slovin digunakan untuk memilih jumlah sampel sebanyak 65 responden. Data primer, yang dikumpulkan dari tanggapan survei, digunakan untuk analisis ini. Data akan dianalisis dengan menggunakan regresi linier berganda, uji t, uji f, dan uji koefisien determinasi selain analisis statistik deskriptif, uji validitas, uji reliabilitas terhadap normalitas, multikolinieritas, dan heteroskedastisitas, serta pengujian hipotesis. Karyawan di Pelaksana Layanan Pelanggan (UP3) PT PLN (Persero) di Makassar Selatan terbukti mendapat manfaat dari motivasi internal dan eksternal, menurut temuan penelitian ini. Selain itu, temuan penelitian menunjukkan bahwa baik motivasi internal maupun eksternal memiliki dampak yang besar terhadap kinerja di PT PLN (Persero) Pelaksana Layanan Pelanggan (UP3) Makassar Selatan.



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## INTRODUCTION

An organization will employ a wide range of tactics in the pursuit of its objectives. Human resources (HR) are crucial to an organization's success or failure (Hestisani et al., 2014), alongside advanced technology, sufficient funding, and a fully functional physical location. The advent of free trade necessitates that businesses and other organizations take into account this human resource component (Adi, 2023) as they plan for the future. In which the atmosphere of rivalry is considerably different. This necessitates that all businesses develop the capacity to function better through increased productivity, efficiency, and effectiveness. When facing stiff competition, businesses must focus on strengthening their human resources in order to stay afloat (Shalahuddin, 2022). According to Kurniawan and Alimudin (2015), people can be considered a deciding factor because it is through their efforts that the company's ideas would bear fruit and help it achieve its aims.

PT PLN (Persero) is a vital community institution and a vital State-Owned Enterprise

(BUMN) in Indonesia. As a tool for progress and growth in the economy and other areas, notably in the realm of manufacturing. On the other hand, SOEs play a crucial role in the community as a provider of rapid, inexpensive, and efficient services. This is why PT PLN (Persero) is so dedicated to improving its service quality with each passing day. After all, the company wants to maintain a positive public image and keep its customers happy. Workers at PT PLN UP3 South Makassar might benefit greatly from increased levels of motivation in order to maintain and even improve their performance.

Employees of PT. PLN (Persero) UP3 South Makassar are not very motivated, as evidenced by a number of issues, including a lack of pay for workers and a lack of guidance in carrying out employee performance. Each employee is expected to have strong work motivation in order to improve good employee performance (Coenraad, 2016) so that organizations and corporations can receive the human resources expected by them to positively contribute to all company activities in accomplishing their goals. If management truly wants all workers to be able to contribute positively to the accomplishment of company goals, then they must pay attention to this source of inspiration. Because an inspired worker will work with great passion to complete all of their assignments. In the absence of motivation, it is impossible for a person to meet or surpass expectations in their work performance. The results of an employee's labor will not be satisfactory or in line with expectations if he lacks desire to accomplish the work (Syahputra et al., 2020).

Understanding the definition of motivation in depth can help put these ideas into context. Here are a few ideas about what drives people (from Herzberg, 2017): a. An intense desire, purpose, need, drive, motive, or attitude can be thought of as motivation. b. Motivation is an internal drive that is associated with one's level, course, and duration of effort during work. All of us are motivated, either positively or negatively, by forces within ourselves, which can be thought of as drives and attitudes. In the year (2019), Akbar ruled. Learn how motivation may boost productivity in the workplace and share your findings with the world. If workers are enthusiastic about their jobs, they will do a better job. When workers lack enthusiasm for their work, though, their output suffers. According to the findings of the study (Marjaya & Pasaribu, 2019; Suwati, 2013), intrinsic motivation has little to no influence on work output.

You may motivate yourself at any given moment by focusing on two things: Recognition and Responsibility. Belief, that is the conviction that one is accountable for one's actions, is the most powerful internal motivator of all (Lazaroiu, 2015). Herzberg, 2017 Putting forth a theory of two two-factor elements, namely (1) hygiene factors, which comprise compensation, personal life, supervision quality, working environment, job security, interpersonal connections, and business policy and administration. Success, recognition, challenging work, improvement, and growth on the job are examples of motivation factors related to job content; (2) Hygiene considerations are also known as external motivation. Motivating aspects, or intrinsic motivation, are also commonly used. Employee motivation, according to Herzberg's theory, can be broken down into two distinct categories: hygiene factors (external motivation) and motivation factors (internal motivation). It is imperative for business executives to understand their employees' internal and external motivations. The need to provide for one's own basic requirements is a driving force behind people's willingness to work (Akbar & Jackson, 2019). That way, workers' needs can be met, and they can go about their days feeling satisfied and committed to their work. As a result, workers will treat each other with dignity and foster a pleasant environment at the office, and they'll work hard to complete their tasks to the best of their abilities (Murti & Srimulyani, 2018). Considering the importance of employee performance

to the company's overall success, it's clear that management's capacity to inspire employees is crucial to the organization's prospects.

Researchers at PT PLN (Persero) Customer Service Implementation Unit (UP3) South Makassar are aware of the importance of motivation in boosting employee performance, and so they wish to study the topic in order to learn how it can be used to best effect. People are an organization's most valuable resource; as a result, they play a crucial strategic role in getting the job done (Alex, 2006). Human resource management (HRM), human resource management (people), human resource management (labor), human resource (labor) management, personnel administration (staffing), and industrial relations are all words that refer to the same thing. Direction (Rosyada, 2013).

Human resource management (HRM) is the application of strategic planning, organizational design, leadership, and management to an organization's human resources with the aim of maximizing productivity and minimizing costs in the service of a common mission. This requires HR managers to take initiative and adapt quickly to the ever-evolving nature of the labor market. Human resource management's primary role has unquestionably shifted as a result of advances in the field of HRM (Farida & Hartono, 2016).

Human resources, or HR, are the procedures and initiatives put forth by an organization to acquire, train, motivate, and assess its workforce in order to achieve its strategic objectives. When it comes to filling positions in an institution or organization, it is important to know how to select candidates who have the necessary skills and experience (the "right man on the right place") and how to keep them that way over time (Christin & Mukzam, 2017). Organizational managers have a fundamental motivational challenge when trying to inspire a diverse group of individuals to unite behind a common mission. Motivation, as defined by Sutrisno (2016), is what pushes an individual to do action; it is the reason why they act in a given way. There must be a motivating element for every action taken by a human being. Employees are more likely to put in long hours and show enthusiasm for their work when they feel motivated to do so (Guterres et al., 2020; Sunyoto, 2012). From this definition, we can deduce that motivation is a force or circumstance that motivates or causes an individual to take some form of action or engage in some form of activity within a group or enterprise with the intent of advancing its goals.

Individuals' internal strengths are influenced by external elements that managers can control, such as pay, advancement opportunities, and scope of responsibility. Managerial control over work-related aspects such as pay, working conditions, and business policies, as well as intrinsic factors such as recognition, advancement, and challenge, are examples of external motivation (Harras, 2019). Managers who want a positive response from their staff members should learn to identify the extrinsic factors at play. This kind of response demonstrates that employees are striving to improve the business. External motives, both positive and negative, are available to managers. In contrast to negative motivation, which imposes consequences if the objective is not reached, positive motivation takes the form of an award for the matching achievement (Yanuarini & Triwahyuningsih, 2016).

The term "internal motivation" refers to the type of motivation that arises from inside. If workers already feel this intrinsic drive, additional motivation will only serve to boost their output. Orocomna et al. (2018) found that high and consistent work performance is largely the result of intrinsic drive. Several interventions, such as recognizing and rewarding exceptional employees, can boost intrinsic motivation. Allow for advancement in one's career, access to additional training, etc. (Djodjobo et al., 2020). Satisfaction theory (content theory) and process

theory (process theory) are the two main types of motivational theory, as described by Andjarwati (2015). One such theory is content theory, which is founded on the idea that people's actions and dispositions are determined by the degree to which their specific wants and needs are met. These internal elements that influence a person's conduct are the focus of this theory. This idea seeks to address the topic of what kinds of demands can best boost an individual's spirits.

Fundamentally, process theory tries to address the question, "how to strengthen, direct, maintain, and stop individual behavior?" so that all employees perform conscientiously in accordance with the manager's wishes. The process's underlying theory of motivation is known as Expectancy Theory. According to the Theory of Hope, proposed by William H. Vroom in Hasibuan (2016), an individual's level of dedication to his work is proportional to the satisfaction he derives from satisfying his own goals and needs. c) The Theory of Equity. When it comes to rewarding and punishing similar behaviors, the human ego craves fairness at all times. Superiors have an obligation to treat their subordinates fairly, as their treatment of them can have a significant impact on their morale. Theory of Reinforcement, c. Promotion, which is an example of how remuneration and behavior are linked in this theory, is based on stable performance indicators.

Factors Motivation The two so-called intrinsic factors identified by Herzberg (2008) are: 1) Being accountable. Everyone craves connection and the chance to share ideas; doing so boosts self-esteem and prepares one to assume bigger responsibilities. 2) Completed goals and objectives. Everyone desires uninterrupted triumph in all endeavors. When someone finishes a task and realizes they did a good job, it motivates them to move on to the next one. Acceptance of others is the third. The satisfaction gained from being acknowledged for one's efforts is greater than that gained from financial reward. Fourthly, the work itself. Employees are inspired to maintain their best behavior by the nature of the work itself. 5. The opportunity for development. It is important to provide employees with opportunities to develop their skills, such as through trainings, courses, and continued education. Advancement (6th). Because everyone works harder when they believe there is a chance they might be promoted, providing employees with opportunities to gain more skills and advance in their careers is a great way to motivate them to do their best work.

Herzberg in Kellner (2019) identifies a number of external factors that contribute to job discontent, including: ONE) Monetary compensation. A fair pay structure and salaries, when used properly, will encourage employees, but without them, no firm can provide its workforce new power or enhance productivity. 2) Safe and secure working conditions. Maintaining steady employment is one way to satisfy the demand for safety. Workplace conditions, third. When employees have a place to call "home" in the workplace and the resources they need to do their jobs well, they are more likely to go above and beyond in their daily efforts. 4) A connection based on employment. A productive work environment is one in which coworkers, supervisors, and subordinates are all able to get along and support one another. Procedures inside the company, number 5. Other factors that affect employee motivation include being treated fairly, having some say over how their work is handled, and receiving accurate feedback and updates. 6) Position. An individual's drive to succeed on the job is influenced by his or her social status, which is established by membership in a certain group.

What employees do or don't do determines their performance (Mathis & Jackson, 2006). The performance of an employee is measured by the extent to which they contribute to the organization in terms of output quantity, output quality, output duration, attendance, and



cooperative attitude. Employee performance reflects the extent to which workers can complete all of the responsibilities assigned to them. Mangkunegara (2016) explains that the word "performance" stems from the words "job performance" and "actual performance," which mean "work performance" and "actual achievement," respectively. Work performance, as defined by Hasibuan (2016), is "the outcome of an employee's efforts in terms of quality and quantity in carrying out his duties in accordance with the responsibilities given to him." Considerations related to one's abilities. Potential abilities (IQ) above average (IQ 110-120) with suitable education for the position and capabilities in completing everyday work constitute an employee's psychological ability, making it more likely that they will reach the desired performance. So it's important to put people to work where they can make the most of their skills (the right man in the appropriate position). Motivating elements, number two. Employees who are directed to attain organizational goals (work goals) experience motivation in the form of an attitude toward coping with the circumstance.

Robbins's (2008) Victor Vroom's optimistic theory. According to the statement, "That an employee will be willing to make more effort than if he believes that the effort will result in an increase in salary and promotion, and all of it will enable the person to achieve his personal goals," there is a correlation between motivation and performance. According to Arifin (2015), high-quality output and performance are possible when people feel intrinsically motivated to accomplish their best. This demonstrates that workers' output improves proportionally with their level of incentive to do their jobs. Companies require highly motivated workers if they want to see gains in productivity.

- H1: Employee performance at PT. PLN (Persero) UP3 South Makassar is significantly increased when employees are motivated from outside the company.
- H2: PT. PLN (Persero) UP3 South Makassar has seen a marked increase in productivity because to its employees' intrinsic motivation.

## RESEARCH METHODS

Quantitative descriptive research is aimed at assessing the strength of associations and influences between multiple factors. There are 182 people who make up the population of this study, all of whom are employees at PT. PLN (Persero) UP3 South Makassar. Slovin's theory was used to calculate how many samples to collect for this investigation, and the maximum number of samples collected was 65. Primary data is used for this investigation. Primary data is information gleaned by researchers from original sources. In this investigation, questionnaire responses were the main source of information.

This study's variable rating scale is an Ordinal scale with a Likert scale, where responses can be given a rating of 5 (Strongly Agree), 4 (S = Agree), 3 (Kindly Disagree), 2 (Totally Disagree), or 1 (Strongly Disagree). The gathered information will be put through a series of tests to determine its quality. A descriptive statistical analysis is the initial step. The second phase involves validity and reliability testing of the instruments used to collect research data. In the third phase, you'll check for violations of the classical assumptions (such as normality, multicollinearity, heteroscedasticity, and autocorrelation). The final phase of this research involves validating all hypotheses with statistical tests, including t-tests, simultaneous tests, and determination coefficient tests.

### Table 1. Operational Variables

Variable	Items	Indicators	Reference
External Motivation	X1.1	Rewards	(Cholis & Wijono, 2014; Christin & Mukzam, 2017)
	X1.2	Hope	
	X1.3	Intensive	
Internal Motivation	X2.1	Necessity	(Agustini & Ari, 2018; Marjaya & Pasaribu, 2019)
	X2.2	Desire	
	X2.3	Pleasure of work	
	X2.4	Encouragement	
Employee Performance	X2.5	Collaborate	(Silvya, 2019; Noviansyah & Zunaidah, 2017)
	Y1.1	Working quantity	
	Y1.2	Quality of work	
	Y1.3	Knowledge	

Source: primary data processed, 2022

## RESULTS AND DISCUSSION

The participants in this study were employees working at PT PLN (Persero) UP3 South Makassar. There were a total of 65 people that participated, and they were categorized according to gender and degree of education. The profiles of the respondents are outlined in table 2, which can be found here.

**Table 2. Demographic Data**

Variable	Measurement	n	%
Gender	Man	35	53,85%
	Woman	30	46,15%
Education Level	S1	45	69,23%
	S2	8	12,31%
	S3	0	0%
	Other	12	18,46%

Source: primary data processed, 2022

According to Table 2, out of the 65 respondents who work for PT PLN (Persero) UP3 South Makassar, 35 (53.8%) are men and 30 (46.1%) are women. The majority of the employees at PT PLN (Persero) UP3 Makassar Selatan who participated in this study (45 out of a total of 69.23%) had at least an S1 level of education. There were 8 workers (12.31%) with an S2 education level. While there are no workers with an S2 education level (0%), there are 12 workers (18.46%) with other levels of education.

Descriptive statistics is the starting point. The statistical measures of mean, median, standard deviation, lowest value, and maximum value are used to characterize a set of numbers. This analysis was performed so that the study's variables would be less mysterious. Table 3 displays the findings of the analysis.

**Table 3. Description of Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
External Motivation	65	3.67	5.00	4.5692	.43590
Internal Motivation	65	4.00	5.00	4.6277	.39350
Employee Performance	65	3.67	5.00	4.2308	.36763
Valid N (listwise)	65				

Source: primary data processed, 2022

Table 3 shows that the range of X1 is from 3.67 to 5, with a median of 4.5692, indicating that the possible responses are highly compatible. The standard deviation is 0.43590, which indicates that some answers are significantly different from the mean. Maximum and minimum scores of 4 and 5 on a scale from 0 to 10 show substantial agreement for the internal motivation (X2) scale variable. The standard deviation value is 0.39350, which is 3.935% lower than the mean value of the responses. Employee performance (Y) ranges from 3.67 up to 5 with a mean of 4.2308, therefore the options fall within a 95% agreement range. A standard deviation of 0.36763 indicates a number that is significantly different from the mean.

Validity and reliability tests of the research data instrument constitute the second phase. Each statement item's validity and reliability as a measure of a variable is put to the test through this procedure. If the significance level of the test is less than 0.05 and the alpha cronbach value of the construct or variable is greater than 0.60, then the item of the test can be considered legitimate. Test outcomes are shown in table 4.

**Table 4. Validity and Reliability Test Results**

Variable	Instrument	r-calculated	Cronbach Alpha	Result
X1	X1.1	0.846	0.857	Valid and reliable
	X2.2	0.966		Valid and reliable
	X2.3	0.936		Valid and reliable
	X2.1	0.830		Valid and reliable
X2	X2.2	0.883	0.879	Valid and reliable
	X2.3	0.792		Valid and reliable
	X2.4	0.876		Valid and reliable
	X2.5	0.877		Valid and reliable
And	Y1.1	0.780	0.682	Valid and reliable
	Y1.2	0.876		Valid and reliable
	Y1.3	0.855		Valid and reliable

*Source: primary data processed, 2022*

Table 4 shows that all of the questions in the study had a significance level below 0.05 for the variables of external motivation, internal motivation, and employee performance. Cronbach's alpha values above 0.6 indicate internal and external motivation, as well as employee performance, are all reliable. Evidence that the study's questionnaire items can be trusted. In this way, we can ensure that each question item yields comparable results and that repeat inquiries yield responses that are consistent with prior findings.

A violation of the classical linear regression assumption is checked for before the resulting regression results are interpreted. Testing for normality, multicollinearity, and heteroscedasticity will be performed in this research. The normality test determines whether or whether the distribution of the variables under consideration is normally distributed, both with respect to the bound variables and the independent variables. Regression models that follow the normal distribution are the best.

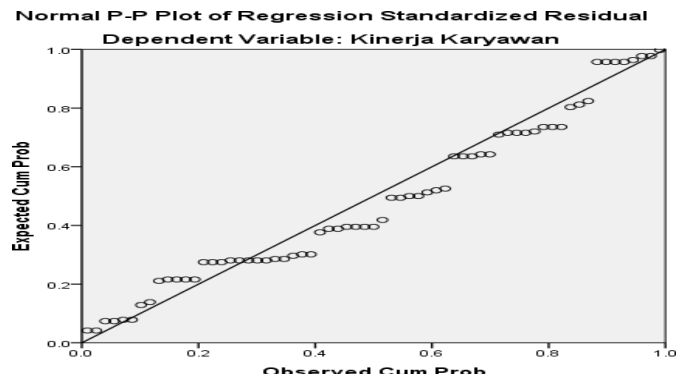


Figure 1. Normal P-P Plot Chart

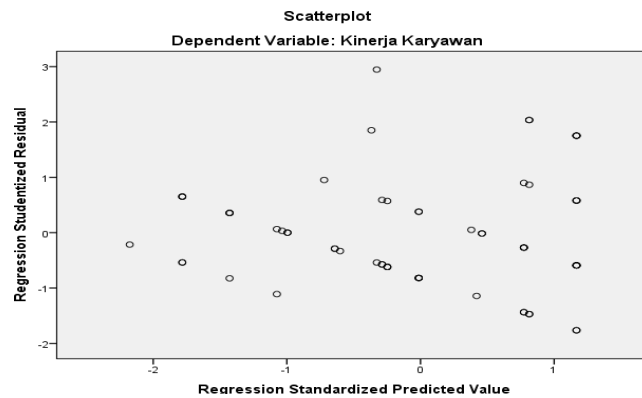


Figure 2. Heteroscedasticity Test Results

Figure 1 depicts a dispersion of points parallel to the diagonal line. These points radiate outward from the origin. Since this data fits the assumptions of normality, regression models can be constructed. Figure 2 is a scatterplot graph showing that the data is dispersed along the Y axis and does not follow any particular pattern. As a result, the regression model may be used to predict employee performance with influencing variables, including external motivation and internal motivation, without the need to account for heterodidacticity.

The objective of the multicollinearity test in multiple linear regression is to determine whether or not the independent variables are highly correlated with one another. Tolerance and VIF (Variation Inflation Factor) values can be used to check for multicollinearity. Multicollinearity can be considered absent from a model if its VIF is less than 10 and its tolerance is greater than 0.1 (sunjoyo, 2013). Table 5 displays the outcomes of multicollinearity analyses.

Table 5. Multicolonicity Test

Model		Coefficients	
		Tolerance	BRIGHT
1	(Constant)		
	External Motivation	.879	1.141
	Internal Motivation	.879	1.141

a. Dependent Variable: Employee Performance

Source: Primary data processed, 2022



Tolerance values for both external and internal motivation are greater than 0.1 and VIFs for both are less than 10 as shown in Table 5. This signifies that the data can be used in this study because the regression equation model does not contain any indicators of multicollinearity.

In the fourth step, the multiple regression model is evaluated and interpreted based on the findings of the classical assumption test and the overall results, which should indicate that the model satisfies the classical assumptions. To ascertain the causal connection between independent and dependent variables, multiple linear regression analyses are conducted. SPSS Statistics was utilized to perform multiple linear regression analysis for this investigation. Results from the tests are shown in table 6.

**Table 6. Multiple Linear Regression**

		Coefficients		t	Itself.
Model		Unstandardized Coefficients	Standardized Coefficients		
		B	Std. Error	Beta	
1	(Constant)	1.094	.506		.032
	External Motivation	.287	.102	.338	.002
	Internal Motivation	.423	.111	.452	.000

a. Dependent Variable: Employee Performance

Source: SPSS Output, 2022

Based on table 6, the regression equation formed in this regression test is:

$$Y = 1.094 + 0.287X_1 + 0.423 X_2 + e$$

It is possible to deduce from the equation that the value of the constant is 1.094. This conclusion can be supported by the evidence. This suggests that the value of the dependent variable (employee performance) is 1.094 units even if the independent variables (external motivation and internal motivation) are both equal to zero (0). The value of the external motivating regression coefficient (b1) is 0.287, and its sign indicates that it is positive. This indicates that the value of the variable Y will go up by 0.287 if the value of the variable X1 goes up by one unit and the values of all the other independent variables remain the same. The presence of a positive coefficient shows that there is a one-way relationship between the variable measuring employee performance (Y) and the variable measuring the level of external motivation (X1). When an employee has a higher level of external motivation, their performance tends to be better and higher overall. A positive sign is associated with the value of 0.423 for the internal motivational regression coefficient (b2). This indicates that the value of the variable Y will go up by 0.423 if the value of the variable X2 goes up by one unit while the value of the other independent variable remains the same. A unidirectional association exists between the variable measuring employee performance (Y) and the variable measuring internal motivation (X2), as indicated by the coefficient with a positive sign next to it. The employee's performance will be better and higher proportionately to the employee's level of internal motivation.

In addition, a partial test is conducted to determine the effect of each independent variable on the variable that is being tested, which is the dependent variable. The test is performed using a t-test, specifically by taking a look at the significant value of the t-value that was calculated. If the significance value of the t count is less than 0.05, then it is possible to assert that the independent variable does, in fact, have an effect on the variable that is being studied (the

dependent variable). The findings of the investigation are shown in table 7, which can be accessed here.

**Table 7. Test t (Partial Test)**

		Coefficients		t	Itself.
Model		Unstandardized Coefficients	Standardized Coefficients		
		B	Std. Error	Beta	
1	(Constant)	1.094	.506		.032
	External Motivation	.287	.102	.338	.002
	Internal Motivation	.423	.111	.452	.000

a. Dependent Variable: Employee Performance

Source: SPSS Output, 2022

The results of Table 7 demonstrate that the variable representing external motivation has a significant level of 0.002, which is less than 0.05. This demonstrates that Hypothesis 1 is correct and that Hypothesis 2 is incorrect; hence, it is reasonable to conclude that the influence of external incentive on employee performance is important. A result of +0.287 for the coefficient implies that there is a positive influence on the variable that is being studied. It has been determined that the level of significance for the internal motivation variable is 0.000, which is less than 0.05. This demonstrates that Hypothesis 2 is correct and that Hypothesis 1 is incorrect; hence, we can conclude that Employee Performance Is Significantly Affected by Internal Motivation. A result of +0.423 for the coefficient implies that there is a positive influence on the variable that is being studied.

The F test is used to determine whether or not there is an influence of the independent variable as a whole on the dependent variable. This examination, which uses simultaneous testing, can determine whether or not there is an influence. In the event that the significance of F counts is less than 0.05, then the proposed hypothesis can be considered valid. As shown in Table 8, the significance level is lower than 0.05; hence, it is possible to assert that both internal and external motivation concurrently (together) have an effect on employee performance, with a significance probability of 0.000. This is because there is a correlation between the two types of motivation. Because the likelihood is significantly lower than the 0.05 threshold for significance, regression models can be utilized to accurately forecast the levels of employee performance.

**Table 8. F Test Results**

		ANOVA <sup>a</sup>				Itself.
Model		Sum of Squares	Df	Mean Square	F	
1	Regression	3.496	2	1.748	20.608	.000b
	Residual	5.259	62	.085		
	Total	8.755	64			

a. Dependent Variable: Employee Performance

b. Predictors: (Constant), Internal Motivation, External Motivation

Source: SPSS Output, 2022

In addition, the purpose of the test known as the coefficient of determination is to figure out what proportion of the capacity of the dependent variable can be accounted for by the ability

of the independent variable. The findings of the tests are detailed in table 9, which may be seen here.

**Table 9. R Square Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.635a	.610	.579	.28979

a. Predictors: (Constant), Internal Motivation, External Motivation

b. Dependent Variable: Employee Performance

Source: SPSS Output, 2022

The fact that the R number in table 9 is 0.635 demonstrates that the association between employee performance and the two independent variables is quite strong. This is because the definition of strong lies between 0.6 and 0.8, and the R number is very near to falling into this range. The R square value of 0.610, which is equivalent to 61%, demonstrates that employee performance characteristics may be explained by external motivation variables and internal motivation variables by 61%, while the remaining 39% can be explained by other variables that are not included in this study.

## Discussion

### *The Effect of External Motivation on Employee Performance*

Test results The evidence supports the premise that variables of external motivation have a favorable and significant impact on the performance of the workforce. The higher the level of external motivation, the greater the impact it will have on the performance. The strengths that exist within individuals that are influenced by internal elements that are controlled by managers, such as rewards, promotions, and responsibilities, are examples of what are referred to as external motivation. When we talk about external motivation, we're referring to the aspects that are under the direct control of managers. These factors include work-related concerns such as pay or earnings, working situations and corporate policies, and occupations that include elements like rewards, development, and responsibility. An individual who is motivated to meet his daily demands and whose desire to do so inspires the employee to perform better on the job.

If managers want a favorable response from their staff, they need to know the external incentives that drive them. This encouraging reaction demonstrates that lower-level employees are actively contributing to the growth of the organization. Managers have the ability to employ both constructive and destructive forms of external motivation. According to Harras (2019), positive motivation takes the form of a reward bestowed upon the recipient upon completion of the associated task, whereas negative motivation takes the form of penalties imposed in the event that the task is not completed successfully.

Psychologists are of the opinion that in order for humans to have their fundamental requirements fulfilled, they require both a physical and psychological function to play in their lives. Maslow developed a concept that became known as the hierarchy of needs to categorize the levels of requirements. According to Maslow's hierarchy of needs theory, each individual in general has needs that have been arranged in stages, beginning with the most fundamental, namely physiological (physiological need), and progressing all the way up to the highest need, namely knowing self-effort (self-actualization), so that each individual will try to satisfy his

needs hierarchically by trying to meet the needs of physiology first, then increasing in meeting the needs of taste needs. Ultimately, the individual will try to meet the needs of self-actual needs for safety, affection, and self-esteem, all the way up to needs for self-actualization. This research is consistent with research carried out by (Andi Prayogi & M Nursidin, 2018; Sembiring et al., 2021), which shows that the level of motivation an employee possesses has a substantial impact on the level of performance they are able to achieve. This research is also corroborated by research that was conducted by Murti and Srimulyani (2018), which demonstrates that the level of work motivation an employee possesses has a major effect on that employee's performance.

### ***The Effect of Internal Motivation on Employee Performance***

The hypothesis test indicates that there is a positive and substantial relationship between employee performance and factors measuring intrinsic motivation. The more drive a person has within themselves, the higher their output will be. The term "internal motivation" refers to the type of motivation that arises from inside. If workers already feel this intrinsic drive, additional motivation will only serve to boost their output. The ability to sustainably perform at a high level depends in large part on one's own intrinsic motivation. An individual who works harder because he wants to provide for himself and his family. The term "motivation" refers to an aspect of one's attitude and/or action. Employees are more likely to consistently do their best work when the behavioral factor is prioritized over the motivational one.

Humans require motivation because they cannot have their needs or wants fully satisfied without making an effort to do it on their own. People that are really motivated to succeed always set a good example and put in a lot of effort. Psychologists believe that humans can't fulfill their most fundamental needs without actively engaging in some kind of physical and/or mental activity. Maslow developed a concept known as the hierarchy of needs to classify the many types of wants. According to Maslow's hierarchy of needs theory, human beings have a variety of needs, from the most fundamental (the physiological need) to the most advanced (the need to know one's own self-effort, or self-actualization), and so people strive to meet their needs in a hierarchical order, starting with the physiological needs and working their way up to the higher needs of the other categories. Protective, social, esteem, and self-actualization requirements.

These findings corroborate those of (Alimuiddin, 2012), who found that intrinsic motivation significantly improved worker productivity. Research (Murti & Srimulyani, 2018) confirms that employee performance is significantly influenced by job satisfaction.

### **CONCLUSION**

The conclusion of this study, which is based on the data that has been collected and the hypothesis testing that has been carried out using multiple linear regression analysis, is that the influence of external motivation on employee performance is significant and favorable. When an employee is externally motivated to a greater degree, their performance tends to improve and become more effective. In a similar vein, the performance of an employee is significantly improved when they are internally motivated. When an employee has a high level of internal motivation, their performance tends to be better and higher overall.

It is anticipated that PLN would pay bonuses for employees who have achieved certain goals, with the goal of motivating these exceptional individuals as well as other employees to improve their performance. 2. It is required of every employee to instill a sense of participation within themselves, with the understanding that any contribution made can be valuable for both

the individual's own interests and the interests of the group as a whole. 3. The sample size for this study is rather low, and it is restricted to those who are currently employed by PT. PLN (Persero) UP3 South Makassar. It is advised that future research can enhance and enlarge both the area covered and the quantity of samples collected.

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