

**THE INFLUENCE OF EXPERIENCE AND WORK MOTIVATION
ON EMPLOYEE PERFORMANCE AT PT. TELKOM
WITEL MAKASSAR**

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Abstract

This research aims to analyze the influence of work experience and motivation on employee performance at PT. Telkom Witel Makassar. The population in this study was 37 permanent employees at PT. Telkom Witel Makassar. And this research uses a saturated sample, the entire population is sampled. This research data was obtained from a questionnaire (primary data). The research results from data processed using SPSS Version 25 statistical calculations, based on partial SPSS output results, research results show that partially the variables of work experience and work motivation have an influence on employee performance. Other results found that the variables work experience and work motivation had a significant effect on employee performance with a significant value for work experience of $0.001 < 0.05$ and a significant value for work motivation of $0.000 < 0.05$. Work experience and work motivation have a positive and significant effect on employee performance. Therefore, the two independent variables, namely work experience and work motivation, need to be maintained and maximized so that employee performance can be further improved.

Keywords: *Work Experience, Work Motivation and Employee Performance*

INTRODUCTION

The achievement of organizational goals is highly dependent on employee performance, for this reason the company must monitor the work of its employees, guide and motivate to improve employee performance. Employees with good performance will be able to work in accordance with the work given to them, understand the relationship between their work and the tasks of others, understand the company's goals and be able to overcome difficulties in carrying out their duties. One of the factors that affect employee performance is work experience. Work experience is obtained from employees who have worked for a longer period of time and are expected to have various problems of experience in solving various problems. With this experience, it is hoped that each employee will have quality human resources to lift work performance to a higher level (Rachamawati, 2016).

Work experience is knowledge or skills that a person understands and masters through action or work within a certain period of time (Trijoko, 2004). In addition to experience, one of the factors that affect employee performance is work motivation. One of the efforts that companies can make is to provide guidance and direction to their employees and provide training programs for the employees themselves.

Work motivation is the power that causes individuals to act in a certain way. As for how to increase employee work motivation is to increase work motivation through training, for example conducting training to improve work, provide rewards (bonuses) for employees who excel, approach to optimize employee performance, hold special activities to build kinship between employees and leaders, in essence work motivation is to move and direct employees at work so as to prevent obstacles to errors and failures at work (Benowitz, 2001: 43).

Employee performance is influenced by many factors, including internal and external factors. The factors themselves are knowledge, skills and abilities, work motivation, personality, attitudes and behaviors that have an impact on performance. External factors include the leadership style of superiors, relationships between employees, the work environment where employees work, and so on. The work environment is one of the factors that determine employee performance. Employee performance is one of the keys to achieving the success of a company, therefore every company must have an appropriate work environment for employee sustainability in improving employee performance. Research shows that work environment variables have a very significant influence on employee performance (Widiasworo, 2014).

PT Telkom Witel Makassar is part of Telkom's legacy business. As the company's business, Telkom provides fixed line telephony, ordinary telephone services (POTS). Wireless fixed line data communication services, broadband, satellite, network leasing and interconnection, as well as cellular telephone services provided by the subsidiary Telkomsel. PT Telkom Witel Makassar Tbk. As a company engaged in telecommunications with a mission to become the main communication network provider, it should have employees who have the ability, skills, competence and most importantly are supported by the work environment so that they can work well and carry out their work effectively and efficiently and ultimately show high productivity in an effort to achieve the mission and goals that have been set Telkom telecommunications services have reached various market segments ranging from individual customers, micro and medium enterprises (UMKM) and corporations, so that these services are expected to meet customer needs.

Based on preliminary observations at PT Telkom Witel Makassar, the author found that recently work motivation on employee performance has decreased due to several factors, namely the work environment, job placement, and employees are easily bored in the work they do and these factors have an impact on employee performance.

Work experience is very important in running a company by gaining work experience so that the tasks assigned can be done well while work experience clearly greatly affects employee motivation because by having work experience, employee performance will increase both for themselves and for the company. Therefore, to develop potential human resources and improve overall employee performance, work experience and motivation are very influential in achieving company goals at PT Telkom Witel Makassar.

RESEARCH METHODS

The type of research used is quantitative research. The quantitative research method is a scientific way to get data with specific purposes and uses. There are four keys that need to be considered, namely, scientific methods, data, goals, and specific uses (Sugiyono, 2019: 1).

This study uses quantitative methods because there are variables that affect, namely the independent variables of Work Experience (X1), Work Motivation (X2) and the dependent variable, namely Employee Performance (Y). The data sources used are Primary: Primary data is a research data source obtained directly from the original source (not through intermediaries) at PT Telkom Witel Makassar. And Secondary: Secondary data is a data source that does not directly provide data to researchers and secondary data is data that supports primary data needs such as books, literature and readings related to implementation.

The sampling technique is that the population in this study is 37 permanent employees at PT Telkom Witel Makassar so that the sample in this study is using saturated samples, all the population is used as a sample at PT Telkom Witel Makassar.

To support the analysis of this study, it proves that the data collection used in this study is as follows:

1. Observation: researchers made observations of employees at PT Telkom Witel Makassar to make it easier to find out the problems that exist in the office.
2. Questionnaire: researchers will provide questionnaires or questionnaires to employees at PT Telkom Witel Makassar.
3. Documentation: researchers will include photos that occur in the field, namely at PT Telkom Witel Makassar.

The variables to be measured are Experience, Motivation, and Employee Performance using a Likert scale to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena. The questionnaires distributed in this study were using Sugiyono's Likert scale (2019: 146)

RESULTS AND DISCUSSION

A. Data Analysis Results

Validity is an instrument that can be used to measure what should be measured. Factor analysis performed in validity correlates the number of factor scores with the total score. If the correlation of each factor is positive and the amount is 0.3 and above, the factor is a strong construct. So it can be concluded that the factor has a very good construction. To test the level of validity of research instruments or data measuring devices, the Pearson product moment correlation technique can be used with rough numbers if the validity calculation uses SPSS, in the Corrected item-Total Correlation column. The decision is if $r_{count} > r_{table}$ then the statement is considered valid. This validity test uses a significant level of 5% or 0.05. How to find the r_{table} value with $N = 37$ at a significant 5% at the statistical r_{table} value, the r_{table} is 0.325.

Table 1 validity test results

Items	Variables	Calculated r value	Table r value	Information
	Experience X1			
1	X1.1	0,854	0,325	Valid
2	X1.2	0,800	0,325	Valid
3	X1.3	0,831	0, 325	Valid
4	X1.4	0,901	0, 325	Valid
5	X1.5	0,743	0, 325	Valid
6	X1.6	0,668	0, 325	Valid
	Work Motivation X2			
1	X2.1	0,541	0, 325	Valid
2	X2.2	0,680	0, 325	Valid
3	X2.3	0,734	0, 325	Valid

4	X2.4	0,704	0, 325	Valid
5	X2.5	0,700	0, 325	Valid
6	X2.6	0,666	0, 325	Valid
7	X2.7	0,570	0, 325	Valid
8	X2.8	0,636	0, 325	Valid
9	X2.9	0,720	0, 325	Valid
10	X2.10	0,749	0, 325	Valid
	Employee Performance Y			
1	Y1	0,873	0, 325	Valid
2	Y2	0,713	0, 325	Valid
3	Y3	0,830	0, 325	Valid
4	Y4	0,824	0, 325	Valid
5	Y5	0,799	0, 325	Valid
6	Y6	0,778	0, 325	Valid

Table 2. reliability test result

Variable	Cronbach's Alpha Based on Standardizes Items	Information
Experience (X ₁)	0,888	Reliable
Work Motivation (X ₂)	0,850	Reliable
Empoloyee Performance (Y)	0,880	Reliable

The results of the reliability test show that the variables have a large enough alpha coefficient, which is above 0.6 so that it can be said that all the concepts of measuring each variable from the questionnaire are reliable, which means that the questionnaire used in this study is a reliable questionnaire.

B. Classic Assumption Test

For the Kolmogorov-Smirnov method, it is enough to see the value (significance). If the significance is less than 0.05, it can be concluded that it is not normally distributed, if the significance is more than 0.05, the data is normally distributed. The results of the data normality test on the experience variable (X₁), work motivation (X₂), and employee performance (Y)

Table 3. data normality test results

		Unstandardized Residual
N		37
Normal Parameters ^{a,b}	Mean	,0000000
	Std. Deviation	1,41698803
Most Extreme Differences	Absolute	,145
	Positive	,145

	Negative	-,126
Test Statistic		,145
Asymp.Sig. (2-tailed)		,047 ^c
a. Test distribution is normal b. Calculated from data c. Lilliefors Significance Correction		

The significance value of Asymp. Sig (2-tailed) of 0.047 is greater than 0.05. So in accordance with the basis for decision making, it can be concluded that the data is normally distributed. Thus, the assumption or requirement of data normality has been met.

Table 4. Multicollinearity Test Results

Independent Variable	Tolerance	VIF	Information
Experience (X1)	,660	1,515	Non Multikolinearitas
Work Motivation (X2)	,660	1,515	Non Multikolinearitas

The tolerance number of the independent variables has a tolerance value greater than 0.10, which means that there is no correlation between the independent variables. Meanwhile, the calculation results of the Variance Inflation Factor (VIF) value also show the same thing. None of the independent variables have a VIF value of more than 10. Thus it can be concluded that the regression model does not have multicollinearity between the independent variables.

Heteroscedasticity is a variant of residuals that is not the same for all observations in the regression model. The heteroscedasticity test aims to test whether in the regression model there is an inequality of variance from the residuals of 1 observation to another. If the variance of the residuals of 1 observation to another observation is constant, it is called homoscedasticity and if it is different it is called heteroscedasticity.

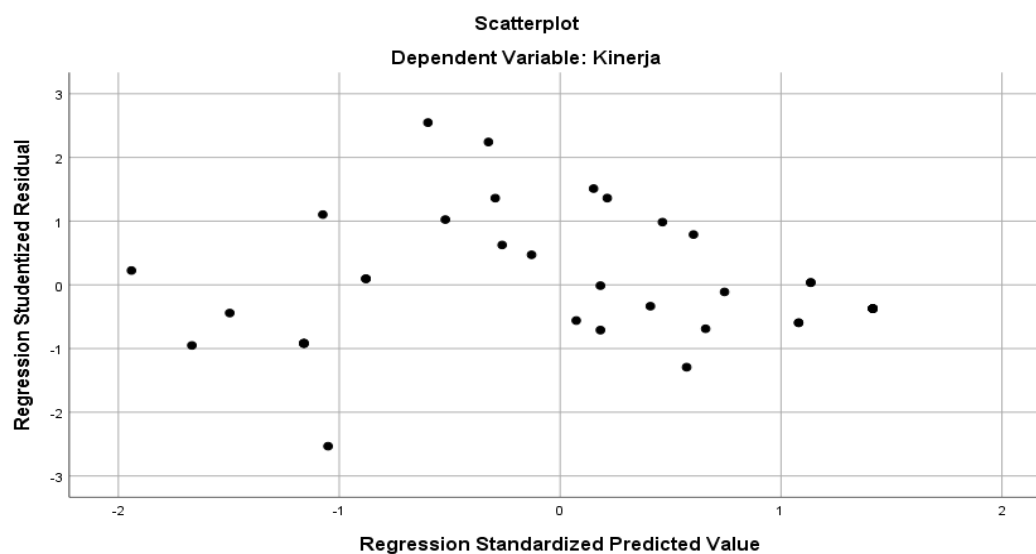


Figure 1. Heteroscedasticity Test Results

The figure shows that the data distribution does not form a clear pattern. The data points spread above and below the number 0 on the Y axis. This indicates that there is no heteroscedacity in the regression model.

C. Multiple Linear Regression Analysis

Table 5. Multiple Linear Regression Test Results

Model	Unstandarzed Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1(Constant)	4,397	2,796		1,572	,125
Experience	,396	,110	,436	3,605	,001
Work Motivation	,285	,071	,485	4,016	,000
a. Dependent Variable : Employee Performance					

Based on the results of the multiple linear regression equation, it is described as follows:

1. Constant $b_0 = 4.397$, meaning that if the independent variables of work experience and work motivation are constant, then employee performance is $Y = 4.397$.
2. $b_1 = 0.396$ indicates that, if the work experience variable (X_1) is increased by 1%, then employee performance at PT Telkom Witel Makassar will increase by 0.396% or 0.396% assuming the work motivation variable is constant.
3. $b_2 = 0.285$ indicates that if the work motivation variable (X_2) is increased by 1%, then the performance of employees at PT Telkom Witel Makassar will increase by 0.285% or 0.285% assuming the work experience variable is constant.

D. Hypothesis Testing

The coefficient of determination (R^2) analysis measures how far the model's ability to explain the dependent variables. The coefficient of determination (R^2) ranges from 0-1. A small coefficient of determination (R^2) value indicates the ability of the independent variables to explain the dependent variable.

Table 6. Coefficient Of Determination Value

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,820 ^a	,672	,653	1,45807

a. Predictors : (Constant), Experience, Work Motivation.

b. Dependent Variable : Employee Performance

The result of the determination test (R^2) is 0.672. This value indicates that the effect of independent variables, namely work experience and work motivation on the dependent variable,

namely employee performance at PT Telkom Witel Makassar, is 67.2%, percent while the remaining 32.8% percent is influenced by other factors not included in this study.

CONCLUSION

Based on the results of data analysis that has been carried out on all data obtained, the following conclusions can be drawn:

1. The work experience variable has a positive and significant effect on employee performance at PT Telkom Witel Makassar. This means that the more work experience employees have, the better and better employee performance will be.
2. Work motivation variable has a positive and significant effect on employee performance at PT Telkom Witel Makassar. This means that motivation in a company is very important for employees to optimize employee performance.

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