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**Analysis Of Work Motivation In Increasing Employee Productivity At  
PT PLN (Persero) ULTG Panakkukang**

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*Abstract*

*This study aims to analyze work motivation in increasing employee productivity at PT PLN (Persero) ULTG Panakkukang. This type of research is qualitative with data collection techniques used through observation and interviews. The object of this research is the manager and employees of PT PLN (Persero) ULTG Panakkukang, totaling 5 informants. The results of the research that can be written show that employees of PT PLN (Persero) ULTG Panakkukang are less motivated at work which has an impact on employee work productivity. This can be seen from the lack of encouragement in the form of incentives such as awards given by the company, employees feel the work given and the awards received are not balanced. The condition of the work environment that makes the lack of comfort of employees at work, because of the interaction between employees who are less harmonious and good communication so that employees are busy with their respective activities such as playing cellphones. Physical needs such as office facilities that still need attention such as office chairs and tables that have not been updated, office ac that has not been repaired, and this has an impact on the level of employee work motivation.*

**Keywords:** *Motivation and Work Productivity*

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**INTRODUCTION**

Every company that is established has a goal, to achieve these goals must be supported by several factors, namely the work of company employees in achieving productivity set by the company. In the process of achieving productivity goals, human resources play an important role, without the support of human resources, the company's activities cannot be carried out smoothly. Human resources are the main resources in the organization, which has the potential in the form of the ability to create, think and have expertise that is needed in achieving goals (Suhardoyo 2017). To obtain human resources that the organization hopes can make an active contribution to the achievement of its goals in all company activities, each employee must have high work motivation, thereby increasing work productivity.

According to Afandi (2018) explains, motivation is a desire that arises from within a person or individual because it is inspired, inspired, encouraged, and encouraged to carry out activities with sincerity, pleasure and sincerity so that the results of the activities he does get good and quality results. According to Hasibuan (2012) motivation is important because motivation is what causes, channels and supports human behavior, so that they want to work hard and enthusiastically to achieve optimal results. Motivation is a very important thing that needs to be the focus of management if it wants each of its employees to make a positive contribution to achieving company goals. Because of the motivation, employees will have high

enthusiasm in completing the tasks assigned to them. Without motivation, an employee cannot carry out his duties according to the standard or even exceed the standard because of motivation and motivation. Or even exceed the standard because his motivation and work motivation are not realized. Even if employees have good operational skills, if there is no work motivation, the final work results will not be satisfactory. PLN ULTG Panakkukang Office is a company engaged in the generation, distribution of electricity and transmission network maintenance services located at Jalan Hertasing Baru, Kec. Panakkukang, Kota. Makassar, South Sulawesi 90222. The office shows symptoms of a lack of work motivation from employees. It can be seen from the lack of encouragement in the form of incentives such as awards given by the company. Work environment conditions that make employees less comfortable at work, because of the interaction between employees who lack harmony and good communication. Physical needs such as office facilities that still need attention such as employee chairs and desks that have not been updated for a long time, cctv that has not been repaired and this has an impact on the level of employee motivation.

Leaders must provide high work motivation to employees in order to carry out their duties. Motivation and productivity are interrelated. Increased work motivation has an impact on increasing productivity and vice versa. Motivation to work is very important for the high and low productivity of an agency or organization, without the motivation of employees to work together for the benefit of the organization and the agency, the goals that will be created will not be achieved. Vice versa, if there is high motivation from employees, this can be said to be a guarantee of the success of the agency or organization in achieving its goals. Research related to motivation Kartika Dwi Arisanti, Ariandi Susanto, Siti Wahyuni in 2019 conducted research and found that partially work motivation variables have a significant effect on employee performance. The more motivated employees are in doing work, the higher the work productivity. Vice versa, if employees are not motivated at work, employee work productivity is low.

## **RESEARCH METHODS**

The type of research used in this study is qualitative research. Qualitative research is a research process to understand human or social phenomena by creating a comprehensive and complex picture that can be presented in words, reporting detailed views obtained from informant sources, and conducted in a natural setting (Walidin, Saifullah and Tabrani, 2015).

The research focuses on the things that the researcher wants to find answers to. The focus of this research will later function to provide a limit to the things that the researcher will do. This research focuses on work motivation in increasing employee productivity at PT PLN (Persero) ULTG Panakkukang.

This research was conducted at PT PLN (Persero) ULTG Panakkukang, Jalan Hertasing Baru, Kec. Panakkukang, Kota. Makassar, South Sulawesi 90222. This research was conducted for 2 months on January 19, 2024 to March 19, 2024, this research was conducted after the proposal seminar.

The data sources used in this study consist of two types, namely: Primary data, namely data obtained through direct observation and interviews with respondents, in this case

employees. Secondary data, according to Sugiyono (2018: 456), namely data sources that do not directly provide data to data collectors, for example through other people or documents.

In this study, informants were determined using purposive techniques, namely selected with certain considerations and objectives, which mastered an object that the researcher researched. The informants in the study are as follows:

<b>Number</b>	<b>Position</b>	<b>Classification Of Informan</b>
1	Manager	The Main Informant
2	PJ LAKS K3L & KAM	Key Informant
3	TL HAR Prokoncada	Additional Informant
4	TL HAR Jargi	Additional Informant
5	Tenaga HAR	Additional Informant

In this study, the data collection used is:

#### 1. Observation

Observation is direct observation carried out at the research location to obtain more accurate data about the matter to be studied. Observations were made directly at PT PLN (Persero) ULTG Panakkukang about work motivation by making systematic observations and notes.

#### 2. Interview

Interview is a data collection process carried out through direct and in-depth question and answer to parties related to the object of research.

#### 3. Documentation

The documentation method is used as a complement to obtain data in the form of photographs, recordings, and notes on the results of interviews during research with related pinak.

Data analysis methods include:

#### 1. Data Reduction

Data reduction means summarizing, selecting what is important, looking for themes and patterns. In order to provide a clear picture of the data collected, data reduction is carried out. The data reduction that researchers use is to collect data, classify data and discard unnecessary data and then analyze based on the theory used.

## 2. Data Presentation

Presentation can be done in the form of tables, graphs, or the like. Through this presentation, the data is organized, arranged in a relationship so that it is easier to understand.

## 3. Data Collection

Data collection is an activity to find data in the field that will be used to answer research problems.

## RESULTS AND DISCUSSION

Based on the results of observations and interviews conducted with informants, informants in this study were managers and employees of PT PLN (Persero) ULTG Panakkukang, the following research results were obtained

### 1. Physical needs

Based on the results of the interview, the researcher analyzed that some office facilities at PT PLN (Persero) ULTG Panakkukang were inadequate, namely chairs and tables that needed to be updated and office air conditioners that had not been repaired. Inadequate office facilities can affect employee productivity. Therefore, it is important for companies to deal with inadequate office facilities.

### 2. Social needs

Based on the results of the interview, the researcher analyzed that the interaction between employees of PT PLN (Persero) ULTG Panakkukang is still lacking, it can be seen from the lack of communication and harmony. This can have an impact on employee motivation. Therefore, the company must create harmonious working relationships so that employees feel comfortable in doing work and have a positive impact on employee productivity.

### 3. The need for appreciation

Based on the results of the interview, the researcher analyzed that the awarding at PT PLN (Persero) ULTG Panakkukang was not effective enough, because some employees made extraordinary contributions but the awards received were not balanced with the work given. In this case, the company plays an important role in giving awards to employees who have good work productivity.

Based on the results of research on informants, it shows that employees of PT PLN (Persero) ULTG Panakkukang are not motivated enough to work due to several things, namely the reward system given by employees is not effective enough because some employees make extraordinary contributions but the awards received are not balanced with the work given. Working environment conditions that make employees less comfortable at work because interactions between employees lack harmony and good communication so that employees are busy with their respective activities. Physical needs such as office facilities still need to be considered such as employee chairs and desks, cctv that have not been repaired and this has an

impact on employee motivation. The work motivation of PT PLN employees is not effective enough to increase work productivity. This means that employees are not motivated enough to do the job. So that the lower the work motivation, the lower the work productivity.

Providing motivation is very important for employees, especially in companies. Employees who get good work motivation will affect their work productivity. In addition, employees who are successful in achieving their performance will be able to motivate other employees. Some ways to increase employee work productivity are by providing training, training and guidance related to work that makes employees improve their abilities. With good work ability, it can improve the company's image.

This research has similarities with the research of Zuanda Pratama Harahap, arwin, Yuliana, Ngajudin Nugroho, Ivone entitled Analysis of Employee Work Motivation at CV. Fawas Jaya Medan (2021). The results of his research show that the company does not give awards, praise or appreciation to employees who work well. Likewise with this study, the awards given are still ineffective. Awards or bonuses given to employees will make employees more motivated to work. The better the reward system, the more employee productivity will increase.

Then the similarities between this research and Anggrainy Ratna Pratiwi's research with the title The Relationship Between Social Interaction Among Coworkers With Employee Performance at Kalisari Batang General Hospital (2016), namely social needs. Social needs such as interaction between employees in the workplace are closely related to work motivation. If the interaction between employees is good, cooperation will be well established so as to increase work motivation and can encourage employee work productivity. Likewise, with this research the author analyzes that when the interaction between employees is good it will be positive towards work motivation and increase work productivity.

From the explanation above, it is very clear that the work motivation provided by the company greatly affects the work productivity of employees. If the work motivation provided by the company is good, employees will have high enthusiasm in completing the tasks assigned to them. Without motivation, an employee does not carry out his duties according to standards and his work results will not be satisfactory.

## CONCLUSION

### A. Conclusion

Based on the results of research and discussion that researchers conducted on PT PLN (Persero) ULTG Panakkukang employees regarding work motivation in increasing employee productivity. Researchers drew the conclusion that employees of PT PLN (Persero) ULTG Panakkukang are less motivated at work which has an impact on employee work productivity. This can be seen in the lack of encouragement in the form of incentives such as awards given by the company. Work environment conditions that make employees less comfortable at work, due to less harmonious interactions between employees and good communication. Physical needs such as office facilities that still need attention.

B. Advice

1. It is hoped that PT PLN (Persero) ULTG Panakkukang can increase employee motivation in order to further increase their work productivity. For example, by motivating to excel by giving rewards (awards).
2. It is hoped that PT PLN (Persero) ULTG Panakkukang can improve office facilities such as chairs, tables and CCTV so that employees are more motivated in doing work.
3. It is hoped that PT PLN (Persero) ULTG Panakkukang can pay attention to the interaction or relationship of coworkers to build good cooperation.

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