
Analysis of Work Motivation in Improving Employee Performance at the Makassar City Transportation Service**Andi Rahmawati Datu¹⁾, Moh. Aris Pasigai²⁾, Zalkha Soraya³⁾**

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Abstract

This research aims to determine the analysis of work motivation in improving employee performance at the Makassar City Transportation Service. The type of research used is interpretive qualitative research. This research was carried out at the Makassar City Transportation Service using 3 informants. The data collection techniques used in this research are observation, interviews and documentation. The research results show that work motivation plays an important role in improving employee performance, this is mainly related to fulfilling the need for a sense of security and providing rewards for employee performance achievements.

Keywords: *Work Motivation, Employee Performance*

INTRODUCTION

Human resources (HR) are an important component in every organization which refers to all individuals who work in it. Human resources not only include the number of employees or employees, but also the skills and abilities they bring to the organization. Because every organization definitely has targets that it wants to achieve within a certain period of time and to achieve these targets there must be resources that support the continuity of an organization. Without human resources, the goals and objectives in the organization will not be achieved as previously planned.

Human resources and human resource management are closely related and support each other in the context of workforce management in an organization.

Human resource management itself is a scientific discipline related to the planning, management, development and supervision of human resources in an organization with the aim of maximizing the contribution of employees or employees to organizational goals while paying attention to their welfare and development and to achieve a balance between the needs of the organization and individual needs of employees or employees in order to achieve collective success.

An organization is a structured entity or group and every organization has people in it, both small-scale organizations and large-scale organizations. People are an important element in determining whether an organization can operate effectively and efficiently to achieve the organization's goals. Basically, the failure or success of an organization really depends on the people who manage the organization. The people in an organization are usually called human resources (HR).

Motivation is very important in human resource management. When a leader is able to understand how to motivate employees or employees, it can have a positive impact on job satisfaction and overall team performance.

Human resource management includes various functions, such as recruitment, selection, training, development and evaluation of employees or employees. Motivation is the key in encouraging them to make their best contribution to an organization.

Motivation is able to move employees or employees and this movement will give rise to work activities that ensure continuity and provide direction to the activities carried out so that the goals desired by an organization or agency can be achieved.

Motivation to work varies for each individual. Motivation can come from various sources and the most important thing is to find the motivation factors that best suit each individual to maintain enthusiasm and productivity in doing work.

Employee or employee performance cannot be separated from the results or level of achievement obtained by a person, organization, or system in carrying out certain tasks, jobs, or activities.

Performance measurement can involve evaluation against certain standards or specific indicators to assess the efficiency, effectiveness, and results of an action or activity. Performance can also be seen from various aspects such as productivity, quality, compliance with regulations, and the resulting impact.

When someone feels motivated, they tend to work harder and achieve better results in their tasks or work. This can have a positive impact on work performance and achievement of individual or organizational goals. However, motivation is an individual thing so whatever can motivate one person may not necessarily be able to motivate other people as well. Therefore, it is very important for leaders to understand individual motivation factors in an effort to improve overall employee performance.

The Makassar City Transportation Service is part of the Makassar City government and is a supporting element led by the Head of the Service who is under and responsible to the Mayor of Makassar. The Makassar City Transportation Service has the main task of formulating, developing and controlling policies in the field of transportation including traffic, transportation, operational and technical control of facilities and infrastructure, motor vehicle testing and other tasks related to transportation assigned by the Mayor in accordance with his duties and functions. .

At the Makassar City Transportation Service Office, there is a phenomenon of reduced employee morale caused by work piling up and sometimes being faced with demands to complete tasks in a short time. This condition creates physical and mental fatigue which ultimately results in decreased work motivation.

Based on the description above, the author is interested in conducting research on "Analysis of Work Motivation in Improving Employee Performance at the Makassar City Transportation Service".

RESEARCH METHODS

This type of research is qualitative research using primary data sources and secondary data. The data in the research used 3 informants, namely the Head of the planning and reporting sub-division, as well as two staff from the general and civil service sub-division at the Makassar City Transportation Service and data collection by conducting observations, interviews, documentation, and also existing data sources.

RESULTS AND DISCUSSION

A. Results

At this stage, the researcher will explain the most important part of the research which focuses on Analysis of Work Motivation in Improving Employee Performance at the Makassar City Transportation Service. The approach used is interpretive qualitative analysis.

In this interpretive qualitative research, researchers are required to be able to understand employee work motivation in depth through interpretation of qualitative data collected based on the results of observations, interviews and documentation at the research location.

Based on the data obtained from this research, the results show that the work motivation provided by the Makassar City Transportation Department can improve employee performance. This motivation is mainly related to fulfilling the need for a sense of security and the appreciation given to employees for their achievements.

1. Informant Characteristics

In this research, the informants were 3 employees at the Makassar City Transportation Service. The informants were Mr. MRR as head of the planning and reporting sub-division, Ms. NL as general and personnel sub-division staff and Ms. YN as general and personnel sub-department staff. The research informants are as follows:

Table 4.1 Informant's Position or Occupation

No.	No	Department
1.	MRR	Head of Planning and Reporting Sub-Division
2.	NL	General and Civil Service Sub-Division Staff
3.	IN	General and Civil Service Sub-Division Staff

2. Description of Research Results

Data from the research results were obtained through interviews conducted by researchers at the Makassar City Transportation Service. Where the informants were 3 employees.

1. Description of interview with the Head of the planning and reporting sub-division at the Makassar City Transportation Service, namely Mr. MRR, on Tuesday 20 February 2024 in the planning and reporting section room

a. Work motivation

Based on interviews conducted by researchers with informants, the researcher first asked whether fulfilling basic needs could be a motivation for you? Then he answered as follows:

"Yes. I feel the need to fulfill physical needs before starting work in order to get enough energy."

Then the researcher asked further about Do you feel safe in your work environment and what kind of efforts is being made by this agency to improve security? Then he answered as follows:

"Yes, I feel safe because this office is equipped with a picket system on several floors, where every guest who enters is required to report to the picket officer first. Apart from that, our office is also equipped with a CCTV system which allows monitoring of activities inside."

The researcher further asked what things encourage you to work together with your team or co-workers? Then he answered as follows:

"I am motivated to work together with my team or colleagues because we have common interests and need each other in carrying out activities in this office so that these activities can run smoothly."

Then the researcher asked again whether giving awards can make you more enthusiastic about work and what form of appreciation does this take? Then he answered as follows:

"Yes. Rewards are very important because they give employees confidence that their performance has been recognized and assessed, which then becomes motivation to continue to improve their performance in the future. These awards can take various forms, ranging from written awards to forms of appreciation."

Then the researcher asked further about what strategies do you use to continue to develop yourself in your work? Then he answered as follows:

"It is important to remain creative, actively look for new things and continue learning. Don't just wait for opportunities to come."

b. Employee Performance

The researcher asked further about How do you handle the situation if there is pressure to complete the workload without sacrificing quality? He answered as follows:

"When I face pressure, I actively discuss it with friends outside the office and interact with individuals who have more experience in that matter. I did this to find the right solution."

Then the researcher asked again, "What should you do so that your work is of good quality according to the SOP?" Then he answered as follows:

"By following the instructions set by the leader or superior".

Next, the researcher asked again what prompted you to look for your own solutions when facing work challenges? Then he answered as follows:

"I have the desire to complete the tasks and challenges faced every day."

The researcher again asked: What encourages you to take initiative at work? Then he answered as follows:

"I am motivated to take initiative at work because of several things, namely the experience I have gained from previous jobs, written information or thoughts I have learned from various sources."

Next, the researcher asked further about what steps did you take to learn new things or master new skills needed in your job? He answered as follows:

"I look for information first about courses or activities that are relevant to my job. After that, I took steps to take part in these activities which could provide additional knowledge and skills that support and improve my performance at work."

Then the researcher asked further about whether there were any obstacles or obstacles that you had faced in collaborating with colleagues and how did you overcome these obstacles or obstacles? Then he answered as follows:

"Yes, here. The obstacles we faced included a lack of communication and problems with employment agreements. To overcome this, the steps we took were to communicate again between the two parties to find a solution in accordance with standard operating procedures (SOP) and also ask for direction from the leadership."

2. Description of interview with general and personnel sub-division staff at the Makassar City Transportation Service, namely Ms. NL, on Thursday 15 February 2024 in the general and personnel department room

a. Work motivation

Based on interviews conducted by researchers with informants, researchers asked whether fulfilling basic needs can be a motivation for mothers? Then he answered as follows:

"Yes. Fulfilling basic needs becomes motivation because when we are hungry or unhealthy, we cannot work effectively in those conditions. So when we feel hungry, we are given time to eat and when it's time to rest, we use this opportunity to rest."

Then the researcher further asked whether the mother felt safe in the work environment and what kind of efforts was made by this agency to improve security? Then he answered as follows:

"Yes, the agency is taking steps to increase the safety of the work environment by providing security guards"

Researchers further asked what things encourage mothers to work together with their team or colleagues? Then he answered as follows:

"Because when we work alone, we may only be able to achieve half of our potential. However, with a team, we can work together to complete work more quickly and easily, even though the task may be difficult."

Then the researchers asked again whether giving awards can make mothers more enthusiastic about work and what form of appreciation does this take? Then he answered as follows:

"Yes, it's necessary. For example, when we have worked in a position for a long period of time, getting appreciation from our superiors can be a big encouragement for us. This appreciation makes us feel appreciated and gives us enthusiasm to continue improving our performance. It feels like a responsibility that must be maintained and even increased from before."

Then the researcher asked further about what strategies do you use to continue developing yourself in your work? Then he answered as follows:

"I am always looking for ways to make my job easier. For example, when I have an idea of the work that will be given by my boss, I will plan a strategy to complete it quickly, such as determining the initial steps, designing a framework and making a list of tasks that must be completed."

b. Employee Performance

Researchers asked further about How do mothers handle situations if there is pressure to complete the workload without sacrificing quality? He answered as follows:

"In my work, I never feel pressured even though the tasks are difficult. I enjoy the work I do by putting aside personal problems because I believe that it is important to maintain the quality of work and that it depends entirely on ourselves. By maintaining our focus, I am confident that the work can be completed quickly and with good quality."

Then the researcher asked again, "What should you do so that your work is of good quality according to the SOP?" Then he answered as follows:

"I am always committed to working as best as possible by complying with applicable work regulations. After completing a task, I always provide a report and if there are any repairs needed, I will immediately make those repairs so that this work can be completed well."

Next, the researchers asked again what drives mothers to look for their own solutions when facing work challenges? Then he answered as follows:

"I feel the need to find a solution so that my work can run smoothly without problems. One way I do this is by discussing and exchanging opinions with colleagues and also asking for direction from the leadership in determining the right steps to complete the job well."

Researchers again asked about what encourages mothers to take initiative at work? Then he answered as follows:

"When I face a situation where there is a task that must be completed but it feels difficult, I will take the initiative by looking for ideas to make the job easier."

Next, the researcher asked further about what steps did you take to learn new things or master new skills needed in your job? He answered as follows:

"Before starting a job, I do an initial evaluation to understand how difficult the job is. If I feel I can handle it, I will start the job from the beginning with the belief that I can finish it well."

Then the researcher asked further about whether there were any obstacles or obstacles that you had faced in collaborating with colleagues and how did you overcome these obstacles or obstacles? Then he answered as follows:

"Yes, here. When I am faced with a situation where I lack people to complete the work. And the way I deal with it is by contacting other people who might be able to help get the job done."

3. Description of interview with general and personnel sub-division staff at the Makassar City Transportation Service, namely Mrs. YN on Thursday 15 February 2024 in a special room for guests

a. Work motivation

Based on interviews conducted by researchers with informants, researchers asked whether fulfilling basic needs can be a motivation for mothers? Then he answered as follows:

"Yes. Basic needs are very important for my survival."

Then the researcher further asked whether the mother felt safe in the work environment and what kind of efforts was made by this agency to improve security? Then he answered as follows:

"Yes. Currently, our work environment is guaranteed to be safe with security posts on the left and right as well as picket duties. Therefore, every guest who comes has a clear place to report and to increase security, we can ask guests what they need while they are here."

Researchers further asked what things encourage mothers to work together with their team or colleagues? Then he answered as follows:

"Because in the context of achieving common goals, it is important for us to work together effectively in order to complete the work quickly."

Then the researchers asked again whether giving awards can make mothers more enthusiastic about work and what form of appreciation does this take? Then he answered as follows:

"Yes, with awards, for example in the form of appreciation, we will feel that our performance is appreciated and recognized."

Then the researcher asked further about what strategies do you use to continue developing yourself in your work? Then he answered as follows:

"willing to continue learning and training oneself and committed to continuously improving skills and knowledge."

b. Employee Performance

Researchers asked further about How do mothers handle situations if there is pressure to complete the workload without sacrificing quality? He answered as follows:

"When facing pressure in completing my workload, I try to stay calm and not panic then take a moment to absorb the situation before continuing the work and trying to finish it whether it is a little late or not, the most important thing is to finish it well."

Then the researcher asked again, "What should you do so that your work is of good quality according to the SOP?" Then he answered as follows:

"Understand clearly what we are doing. We should not work without knowing the details of the work to be done."

Next, the researchers asked again what drives mothers to look for their own solutions when facing work challenges? Then he answered as follows:

"I feel I need a solution by consulting with seniors or other colleagues who have experience in that field. That way, I can gain new perspectives or advice that can help me overcome those obstacles."

Researchers again asked about what encourages mothers to take initiative at work? Then he answered as follows:

"For example, when I am working and following the flow of work but I still feel unsatisfied with what I have done. Therefore, I would like to add new ideas. But before that, I consult first with colleagues or leaders to find out whether it is possible for me to integrate these new ideas into my work."

Next, the researcher asked further about what steps did you take to learn new things or master new skills needed in your job? He answered as follows:

"The steps I took were to choose a certain interest and then carry it out seriously. For example, in the field of administration, someone needs to decide and focus their interest on certain aspects, be it digital archiving, written archiving or manual archiving."

Then the researcher asked further about whether there were any obstacles or obstacles that you had faced in collaborating with colleagues and how did you overcome these obstacles or obstacles? Then he answered as follows:

"There is, namely when we have planned a meeting to discuss work with the team, but one of the team members does not attend without giving notice. The member should coordinate with other members to find a replacement so that the work process continues to run smoothly. Therefore, it is important to improve communication so that there are no delays in completing work according to the predetermined deadlines."

B. Discussion of Research Results

The results of this research involve the process of collecting data from informants carried out by researchers in accordance with research procedures. Researchers used an interpretive qualitative analysis method regarding the analysis of work motivation in improving employee performance at the Makassar City Transportation Service.

a. Work motivation

- Physiological

Based on the answers from the three informants, namely MRR, NL and YN, it can be concluded that fulfilling basic needs is very important for survival, such as food and rest because it allows a person to have sufficient energy to be able to work effectively.

- Security

Based on the answers from the three informants, it can be concluded that the Makassar City Transportation Department has several security measures that have been implemented such as a picket system, security guards, security posts on several floors and surveillance via CCTV and to increase security, every guest who comes can report in advance what they are saying. what they need

- Social

Based on the answers from the three informants regarding social aspects, it can be concluded that working together with a team or colleagues has important value in achieving common goals effectively and efficiently.

- Award

Rewards, whether in the form of appreciation or other forms, are very important in providing motivation to employees to continue to improve their performance in the future. This can be seen from MRR's answer which states that awards provide confidence and motivation to improve performance. NL stated that appreciation made him feel appreciated and gave him enthusiasm to improve his performance. Meanwhile, YN stated that with the award, he felt that his performance was recognized and appreciated.

- Self-actualization

The three informants used different methods to continue developing themselves at work. MRR emphasizes creativity and looking for new things. NL focuses more on strategies to complete tasks quickly while YN emphasizes commitment to continuing to learn.

b. Employee Performance

- Quantity of Work

The three informants used different strategies in dealing with pressure at work, but all focused on finding the right solution and maintaining work quality. MRR emphasizes the importance of discussing with friends outside the office and interacting with individuals who have more experience. NL stated that he did not feel pressured in his work and emphasized the importance of putting aside personal problems to maintain focus and quality of work, while YN implemented strategies to remain calm and absorb the situation first before continuing work.

- Quality of Work

The three informants expressed different opinions regarding what they had to do so that their work complied with the SOP. MRR focuses on compliance. NL focuses on commitment while YN emphasizes the importance of a clear understanding of the details of the work that must be done before carrying it out.

- Independence

The three informants showed an active attitude in facing tasks and challenges and looking for solutions to complete the job well.

- Initiative

The three informants stated different motivations for taking initiative at work. MRR takes the initiative because of previous experience, written information or thoughts from other sources. NL expressed taking the initiative in overcoming difficult tasks by looking for new ideas, while YN stated taking the initiative to add new ideas to work by consulting first before implementing them.

- Adaptability

MRR and YN emphasize more on actions to improve knowledge and skills, while NL emphasizes self-evaluation first.

- Cooperation

The three informants both stated that they all faced challenges or obstacles related to communication in terms of completing joint tasks and also both suggested that communication should be improved further in the future.

The findings from this research show that providing motivation to employees is very important in improving their performance. The three informants asked the same questions but had different answers due to how they felt about the work they were given.

The motivation provided by the Makassar City Transportation Department is mainly related to fulfilling the need for a sense of security guaranteed by the presence of security posts on the left and right, as well as a picket system on several floors. This ensures that every incoming guest has a clear place to check in. Apart from that, this office is also equipped with CCTV surveillance which controls the activities inside. Apart from providing advice and input for carrying out tasks that are considered difficult and safe, providing awards for employee performance achievements is also an important part, both in the form of written awards and other forms of appreciation.

From the explanation above, it can be seen that the work motivation provided by the Makassar City Transportation Department can improve employee performance. This is in accordance with research conducted by Fatimah, Husnurrofiq and Purboyo in 2023 with the title "Analysis of work motivation in improving employee performance at PT. Borneo Arta Mandiri Banjarmasin" and the results of the research show that the motivation provided by PT. Borneo Arta Mandiri Banjarmasin is currently running well, namely by providing a safe and comfortable work environment or working conditions and giving awards to workers who have achievements.

CONCLUSION

Based on the results of the discussion examining the Analysis of Work Motivation in Improving Employee Performance at the Makassar City Transportation Service, it can be concluded that work motivation plays an important role in supporting increased employee performance.

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