

## The Effect of Motivation Factors on Working Operational Employees Performance CV. Tri Marina Jaya Surabaya

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**Abstract:** Human resources are an asset and function as capital in business organizations, improving employee performance is an important thing for companies to be more developed. This study aims to analyze the factors of motivation to work performance on work performance of operational workers at CV. Tri Marina Jaya Surabaya. The method in this research is quantitative; the research sample is the operational of ticketing company in CV. Tri Marina Jaya Surabaya as many as 25 people. The result of research of motivation factors together has a significant influence to the work performance of operational workers in CV. Tri Marina Jaya Surabaya, and physiological needs have a dominant influence on work performance.

**Keywords:** Work Motivation, Job Performance, CV. Tri Marina Jaya.

### INTRODUCTION

#### Preliminary

The Indonesian state consists of thousands of islands, where one island with another stretches vast sea territory, so it is not wrong if our country is known as an archipelagic country or a maritime country. Seeing such conditions, then the means of sea or water transportation is in need once. This is indeed very helpful lifelong vein of island life with one another island.

The most supportive means of transportation for the smooth inter-island relationship is the means of transportation of ships, so that seaport ticketing services help the community to obtain smoothness in the use of ships with ease.

CV. Tri Marina Jaya in Surabaya, which is a provider of seaports, seeks to smooth and precise users of sea transportation services by assisting the provision of seaports.

The smoothness and accuracy of service users is greatly influenced by the performance of employees [1]. Currently, the performance of employees who are less and often wrong in doing work [2] should be given improved work performance. Improving work performance will have an impact on improving employee performance [3].

Employees who play an important role in the company, because it improves employee performance is an important thing for companies to be more developed [4]. The key elements of a company are human, structure, business process, politics and culture [5], it is necessary to create work motivation for its employees. Management of the company must first know carefully the factors of work motivation that affect the increase of employee performance.

Of all matters relating to the motivation of employees of a company, according to Maslow's Hierarchy of Needs theory [6] the factors of a company's employee's work motivation include physiological needs, safety needs and job security, social needs, and actual self-actualization. Where the fulfillment of the needs of the workers will lead to high work motivation that will ultimately contribute to the achievement of high employee performance as well.

Knowing the motivational factors is expected to take a step more directed and effective in the business motivation that is done by management to the employees. So this study aims, 1. To find out how much influence of motivation variables that are physiological needs, safety and job security needs, social needs, reward needs, and self actualization needs together to the work performance of operational workers in CV. Tri Marina Jaya Surabaya, and 2. To know one of the above motivational variables that have a dominant influence on the work performance of the operational workers on the CV. Tri Marina Jaya Surabaya.

## LITERATURE REVIEW

### Motivation

According to Armstrong [7] that motivation is something that makes people act or behave in certain ways. McClelland in [8] states that a person is considered to be motivated to perform if he or she has a desire to do something just to do better than others.

The process of the occurrence of motivation indicates the dynamics that occur in the cause of the existence of basic needs and to meet it occurs the urge to behave [9]. The needs themselves are of varying degrees and man will never be satisfied in his efforts to fulfill them. So the process of motivation will continue as long as humans or individuals have continuous needs that must be fulfilled. There are four components of the process of the occurrence of motivation that is as shown in Figure-1.



**Fig-1: Components of the process of the occurrence of motivation**

Source: Ranupandojo & Husnan 1997: 1999 [9]

According to Maslow's theory of needs motivation theory that focuses on "what" that encourages people to perform activities. Where in Maslow's Theory [6] divides the need into five levels:

- Physiological needs
- Safety and Security Requirements
- Social Needs
- Needs Award
- Needs Self-actualization

Motivation can be effective according to Armstrong [7] need to pay attention to things as follows:

- Understand the basic processes of motivation, the model of needs, objectives, and the influence of experience and expectations.
- Knowing the factors that influence motivation, the pattern of needs that pushes the target and the circumstances in which the needs are met or not met.
- Knowing that motivation can not be achieved only by creating a feeling of satisfaction, because a lot of satisfaction can lead to feelings of complacency and inaction.
- Understand that in addition to all of the above factors there is a complex relationship between motivation and work performance.

### Work Performance

Job performance is the result achieved by a person, according to the applicable measures of the work in question. According to As'ad [10] who cites two opinions of work performance.

- First, from Maiser [11], which imposed job performance as success in doing work.
- Secondly, from Lawler and Porter [12], work achievement is successful role achievement obtained by someone from the deed done.

## RESEARCH METHODS

### Conceptual Framework

There are various methods to assess employee performance in the past, according to Handoko [13] methods oriented in the past have advantages in terms of treatment of work performance that has occurred, to a certain degree can be measured. One form of performance appraisal using scale analysis. In this method, subjective evaluation is undertaken by an assessment of employee performance with a certain scale of low-high.



**Fig-2: Conceptual framework of the study**  
 Source: Processed Researcher

**Sample and Data Analysis**

The method in this research is quantitative, the research sample is the operational of ticketing in the company of CV, Tri Marina Jaya Surabaya. The total number of ticketing workers in CV. Tri Marina Jaya of 25 people, then all employees are sampled/by census method.

To explain the relationship between data obtained with theoretical basis using quantitative analysis using statistic test. The analysis model used in this research is Linear Multiple Regression Model using OLS (Ordinary Least Squares).

The analysis model used using Multiple Regression Linear. This model is used to know the independent variables to the dependent variable. As for the formula of Linear Multiple Regression Model:

$$Y = b_0 + b_1X_1 + b_2X_2 + b_3X_3 + b_4X_4 + b_5X_5 + e$$

Where,

- Y: Work achievement
- b<sub>0</sub>: Constants
- X<sub>1</sub>: Physiological Needs
- X<sub>2</sub>: Safety and job security needs
- X<sub>3</sub>: Social needs
- X<sub>4</sub>: Needs an award
- X<sub>5</sub>: Needs of self actualization
- b<sub>1</sub>, b<sub>2</sub>, b<sub>3</sub>, b<sub>4</sub>, b<sub>5</sub>: partial regression coefficients
- e: nuisance variable

**RESEARCH RESULT**

The following responses of respondents on the questions in the questionnaire about work performance and CV. Tri Marina Jaya Surabaya.

**Table-1: Average Working Performance of Operational Workers CV. Tri Marina Jaya Surabaya**

No	Category	Total	%
1.	Highly Achieving	0	0.00
2.	Achievement	3	8.00
3.	Simply Achieving	21	84.00
4.	Less Outstanding	2	8.00
5.	Very Less Outstanding	0	0.00
Total		25	100.00

Source: Data Processing Researcher

**Table-2: Respondents Response Against Physiological Needs Variables**

NO	KATEGORI		Total	%
1.	Very Fulfilling	>110 %	0	0.00
2.	Meet	>101-110 %	23	8.00
3.	Enough Meets	+100 %	2	92.00
4.	Less Compliance	90 - < 100 %	0	0
5.	Very Less Fulfilled	< 90 %	0	0
Total			25	100.00

Source: Data Processing Researcher

**Table-3: Respondents Response Against Variables Security and Safety Needs**

No	Category	Total	%
1.	Very good	0	0.00
2.	Good	3	12.00
3.	Enough	19	76.00
4.	Not good	3	12.00
5.	Very Less Good	0	0.00
Total		25	100.,00

Source: Data Processing Researcher

**Table-4: Respondents Response Against Social Needs Variables**

No	Category	Total	%
1.	Very good	0	0.00
2.	Good	3	12.00
3.	Enough	20	80.00
4.	Not good	2	8.00
5.	Very Less Good	0	0.00
Total		25	100,00

Source: Data Processing Researcher

**Table-5: Respondents Response Against Variable Needs Award**

No	Category	Total	%
1.	Very good	0	0.00
2.	Good	4	16.00
3.	Enough	19	76.00
4.	Not good	2	8.00
5.	Very Less Good	0	0.00
Total			100,00

Source: Data Processing Researcher

**Table-6: Respondents Response Against Variables Needs Self-actualization**

No	Category	Total	%
1.	Very good	0	0.00
2.	Good	2	8.00
3.	Enough	22	44.00
4.	Not good	1	4.00
5.	Very Less Good	0	0.00
Total		25	100,00

Source: Data Processing Researcher

## DISCUSSION

This study aims to know the significance of the effect of motivation variables, namely X1, X2, X3, X4 and X5 on the work performance (Y) operational workers CV. Tri Marina Jaya. And want to know one of the most dominant motivation variable on job performance.

**First Hypothesis Analysis**

**F-Test**

Allegedly Motivation Factors: X1, X2, X3, X4 and X5 have a significant influence terhadap, Job Performance (Y). Quantitative calculation results with micro statistic program, seen in Table-7.

$$Y = 0,3529 + 0,7453X1 + 0,1744X2 + 0,3709X3 + 0,4082X4 + 0,3242X5 + e$$

From the results of the above equation, the first hypothesis proved.

**Table-7: Summary of Results Analysis of Motivation Factors Against Workers On Operational CV. Tri Marina Jaya**

NO	Variables	Coefficient of Regression
1.	X1 (Physiological Needs)	0,7453
2.	X2 (Safety and job security requirements)	0,1744
3.	X3 (Social needs)	0,3709
4.	X4 (Needs Award)	0,4082
5.	X5 (Self-Actualization Needs)	0,3242
R Squared = 0,8226 Multiple R = 0,9092 Constants = 0,3529		F Ratio = 18,110 Probability = 1,213E-06 DW = 1,8169

Source: Data Processing Researcher

**Second Hypothesis Analysis**

The t-test or Partial Test is used to validate the second hypothesis. The second hypothesis, states that the variable physiological needs (X1) have an influence. To prove the dominant to the work performance (Y), first thing to do is compare between  $t_{count}$  with  $t_{table}$ , at the significance level of two-sided test 5%.

**Table-8: Influence Factors Motivation Partially To Working Performance of Operational Workers at CV. Tri Marina Jaya Surabaya**

Variables	Coefficient of Regression	$t_{count}$	$t_{table}$	PROB	T2 Parsial
X1	0,7453	6,190	2,060	0,00001	0,6685
X2	0,1744	2,360	2,060	0,02910	0,2268
X3	0,3709	3,663	2,060	0,00165	0,4139
X4	0,4082	4,563	2,060	0,00021	0,5529
X5	0,3242	3,032	2,060	0,00686	0,3261

Source: Data Processing Researcher

From table-8 above, it can be seen that the five independent variables X1, X2, X3, X4, and X5 have  $t_{count} > t_{table}$ . If we see the amount of t (count) of each independent variable, then physiological needs (X1) have  $t_{count} = 6,190$  the highest and partially have the largest partial R<sup>2</sup> number of 66.85%. Means physiological needs most influential on job performance.

The result of the research stated that motivation factors consisting of physiological needs, security and safety needs, social needs, reward needs, and self actualization needs have a significant effect on the work performance of operational workers. From the results of this research the greater the motivation given by the company to the employees will improve the work performance of the employee.

According to Murty and Hudiwinarsih [14], an employee who has high motivation for his work tends to do his job well and maximally. Factors affecting the operational worker's work motivation include physiological needs, safety and safety needs, social needs, reward needs, and needs self-actualization, in fact the field proved that physiological needs most influential on job performance.

From the results of this study indicate that motivation is a drive to realize certain behaviors that are directed to the achievement of a particular goal. Employees with high work motivation will always work hard to overcome all problems encountered in the hope of achieving better work performance. The results of this study reinforce the results of research Djati [15] that the variables of physiological needs is a variable that has a dominant influence on the productivity of household industry workforce in Sidoarjo According to Zainun [16] in Maryadi [17], motivation is a concept used to describe internal, psychological and mental conditions, such as expectations, desires, needs, encouragement and personal preferences that are reflected in their behavior so as to achieve satisfaction or reduce

imbalances. Work motivation is demonstrated by the highest physiological needs, indicating that if there is a change in employee motivation causes a change in work performance in the same direction.

## CONCLUSION

From the results of research and discussion that has been done, this study can be concluded:

- Motivational factors consisting of physiological needs, safety and safety needs, social needs, reward needs, and self-actualization needs turn out to have a significant effect on the work performance of operational workers in CV. Tri Marina Jaya Surabaya
- Based on t-test it is found that all motivation factors are partially have a significant influence on work performance. Of the five motivational factors, physiological needs have a dominant influence on work performance in because  $t_{count} = 6.190 > t_{table} = 2.060$ .

## SUGGESTION

- Motivation factors are very influential on employee performance, so that leaders can continue to motivate employees to improve their work performance.
- For future researchers can seek the more employees used in research as respondents, and expand the area of research, as in manufacturing companies.
- Researchers can further add other variables, in analyzing employee performance.

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