INTERNATIONAL MULTIDICIPLINARY JOURNAL
VOLUME 1
NO. 1

The Influence of Motivation on Employee Performance at the Housing, Settlement, and Environmental Agency of Sibolga City

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Abstract

This study aims to determine whether or not there is an influence of motivation on employee performance at the Housing, Settlement, and Environmental Agency of Sibolga City. The hypothesis proposed is that there is an influence of motivation on employee performance at the Housing, Settlement, and Environmental Agency of Sibolga City. The author used 86 respondents as samples, taken from a population of 86 people using the Slovin formula. The results of the study show a positive relationship between motivation and performance at the Housing, Settlement, and Environmental Agency of Sibolga City, with a correlation coefficient of 0.384, which, when interpreted on a scale, is categorized as moderate. Meanwhile, the coefficient of determination indicates that motivation only contributes 14.7%, with the remaining percentage influenced by other factors not studied in this research. The regression equation obtained is: Y = 23.228 + 0.34X, which shows that for each additional unit of the independent variable X (motivation), the dependent variable Y (performance) will increase by a regression coefficient of 0.34. Based on the hypothesis test conducted by comparing the calculated t-value and the t-table, it was found that the calculated t-value is greater than the t-table value (3.808 > 1.9886), and the significance value is 0.000, which is below α = 5%. Since the calculated t-value is greater than the t-table value, there is an influence of motivation on employee performance, and the proposed hypothesis is accepted.

Keywords

Motivation, Performance

Introduction

The performance of a government is greatly determined by the human resources within it. If the human resources are highly motivated, creative, and capable of developing innovations, their performance will be better. Performance is about what is done, how it is done, and it also focuses on the results of the work. A company is essentially run by people (employees).

From this explanation, it can be seen that motivation correlates with employee performance in a company. Employees who have high motivation will certainly strive to achieve the company's goals as optimally as possible. Meanwhile, employees with low motivation tend to be lazy and do not perform optimally.

Motivation is the factor that sparks enthusiasm or work drive within employees to do something in order to fulfill their needs and to achieve the organization's goals. Motivation is defined as the force, drive, need, spirit, pressure, or psychological mechanism that encourages an individual or a group to achieve certain achievements according to their desires. Motivation can also be assumed as an individual activity to set the framework for goals and determine behavior to achieve those goals, in a cognitive sense, but in an affective sense, motivation means the attitudes and basic values that a person or group adopts in deciding to act or not to act.

Providing both external and internal work motivation can encourage employees to work more productively. With high work productivity, employee costs per unit of production will even become lower. Additionally, providing opportunities for each employee to develop, meet their needs based on individual ability and competence is the most important part of efforts to fulfill the employees' needs, particularly in nurturing work motivation towards higher productivity. This is because when employees' needs are met in line with their expectations, especially financial rewards such as salaries and bonuses for their performance, it enables employees to focus fully on their work.

The Housing, Settlement, and Environmental Agency of Sibolga City is a government institution that deals with managing policies related to housing, environmental planning, and cleanliness. Based on initial observations, the low job satisfaction of employees is caused by factors such as leadership and poor physical work environment conditions.

Based on this background, the author conducts research with the title *The Influence of Motivation on Employee Performance at the Housing, Settlement, and Environmental Agency of Sibolga City*.

Methodology

1. **Research Design**
   The research design used in this study is descriptive research design, which describes and explains the influence between variable X (Motivation) as the independent variable that influences, and variable Y (Performance) as the dependent variable that is influenced. The research location is at the Housing, Settlement, and Environmental Agency of Sibolga City, located at Jl. Sudirman Kel. Aek Parombunan, Sibolga City.
   .
2. **Population and Sample**
   a. **Population**
      According to Sugiyono (2014:148), the definition of population is "the area of generalization consisting of objects/subjects that have certain qualities and characteristics established by the researcher to be studied and then conclusions drawn. Based on this definition, in this study, the population consists of all employees of the Housing, Settlement, and Environmental Agency of Sibolga City, totaling 86 (eighty-six) people, including 30 civil servants (PNS) and 56 honorary employees, based on data from the Housing, Settlement, and Environmental Agency of Sibolga City
   b. **Sample**

According to Arikunto (2006:134), in conducting research, "if the subjects are fewer than 100, it is better to take all of them so that the research becomes a population study. However, if the subjects are large, the sample can be determined between 10-15% or 20-25%." Therefore, to make the research more representative, the entire population is used as the sample. Thus, the sample in this study consists of all 86 employees at the Housing, Settlement, and Environmental Agency of Sibolga City, including 30 civil servants and 56 honorary employees.

3. Variables and Indicators

A variable is a concept that has various values. There are two types of research variables: independent (exogenous) and dependent (endogenous) variables. In this research, there are two variables:

a. Independent Variable (Variable X): This is the variable that is assumed to be the cause or precursor of another variable. In this study, the independent variable is Motivation.
b. Dependent Variable (Variable Y): This is the variable that is assumed to be the result or influenced by the preceding variable. In this study, the dependent variable is Performance.

c. Research Indicators

1.Indicators of Motivation Variable (X) according to Sutrisno (2013:72):

1. Need for Achievement
2. Need for Affiliation
3. Need for Power

2.Indicators of Employee Performance Variable (Y) according to Mangkunegara (2011:67):

1. Quality of Work
2. Quantity of Work
3. Cooperation
4. Initiative

4. Research Instruments

The research instruments used to collect data in this study are as follows:

1. Observation
   This is a method of obtaining data through direct observation at the research site.
2. Interview
   This is a data collection technique done through a question-and-answer process with individuals who can provide information about the required data.
3. Questionnaire
   This is a tool for collecting data by creating a list of questions with multiple-choice answers, which are then distributed to respondents who are selected as the sample in the study.

According to the research title, the aspects found in the questionnaire are related to CRM and customer satisfaction. The number of questions is 20 items, with two categories, as follows:

a. For the Motivation aspect: 10 items

b. For the Employee Performance aspect: 10 items

Table. 2.1
Questionnaire Layout

Number	Aspects in Question	Indicator	Item Number	information
1	Motivasi (Variable X)	a. The need for achievement b. The need to establish interpersonal relationships c. Need to master	1-4 5-7 8-10	Statement
2	Performance (Variable Y)	a. Quality of Work b. Work Quantity c. Cooperation d. Initiative	1-3 4-5 6-7 8-10	Statement

Sumber : Stonet (2007:122) dan Kartajaya (2010:59)

The questions in the questionnaire are derived and developed from the indicators of each variable. Each question consists of five options, each assigned a score as follows:
a. The score for the option "SS" is 5.
b. The score for the option "S" is 4.
c. The score for the option "R" is 3.
d. The score for the option "TS" is 2.
e. The score for the option "STS" is 1.

According to Sangadji and Sopiah (2010:37), the score obtained can be determined using the interval formula:

$$\text{Measurement Range} = \frac{5-1}{5} = 0.8$$

0.8Measurement Range=55−1=0.8 With an interval of 0.8, the score scale used is as follows:
a. A score between 4.2 and 5.00 is categorized as "very good."
b. A score between 3.3 and 4.1 is categorized as "good."
c. A score between 2.4 and 3.2 is categorized as "fair."
d. A score between 1.5 and 2.3 is categorized as "poor."
e. A score between 0.6 and 1.4 is categorized as "very poor."

5. Data collection technique

The data collection techniques used by the author in this research are as follows:

1. Literature Study, which involves studying various reading sources closely related to the research problem, including scientific books and regulations.
2. Field Study, which is conducted through:
   a. Interviews, a data collection method that involves face-to-face questioning with individuals who can provide information about Customer Relationship Management (CRM) and customer satisfaction.
   b. Questionnaires, a data collection technique where a set of written questions is presented to respondents, who are required to answer them in writing as well.

6. Data Analysis Techniques

This research will predict the impact of independent variables on the dependent variable. The validity of the research results is largely determined by the measurement tool used. Sukmadinata (2006:228) explains, "The requirements that must be met by a research measurement tool are at least two types: validity and reliability." Based on the research objectives and the hypotheses stated earlier, the analysis method used to test and prove the hypothesis is the descriptive quantitative approach using the Statistical Package for Social Sciences (SPSS) Version 26 for Windows.

1. Validity Test

The validity test is a measure that shows the level of validity or authenticity of an instrument. According to Situmorang and Lufti (2012:75), "A valid instrument means that the measurement tool used to obtain (measure) data is valid. Valid means the instrument can measure what it is supposed to measure." Meanwhile, Situmorang and Lufti (2012:76) state that validity shows "the extent to which a measurement tool can measure what it is intended to measure." To test validity, it is done by correlating the score of each question item with its total score.
Then, Azwar (2007:36) explains, "An item score is valid if its correlation is ≥ 0.3, then the item is considered to have good construct validity."

2. Reliability Test

If a measuring tool is used twice to measure the same phenomenon and the measurement results are relatively consistent, the tool is considered reliable. According to Situmorang and Lufti (2012:79), reliability is "an index that shows how much a measuring tool can be trusted or relied upon."
Furthermore, Situmorang and Lufti (2012:82) explain, "A construct or variable is considered reliable if it gives a Cronbach Alpha value > 0.8, which indicates very good reliability, high/reliable; 0.7 < Cronbach Alpha < 0.8 indicates good reliability; and Cronbach Alpha < 0.7 indicates less reliable."

3. Normality Test

The normality test is conducted to determine whether the data distribution follows a normal distribution or not. Normality is only applied to the dependent variable (Y). Normality testing can be done using graphical analysis. The graphical analysis can be done using two tools: histogram and P-P Plot graphs.
Situmorang and Lufti (2012:89) explain, "In the histogram graph, data that follows or approximates a normal distribution is a distribution that forms a bell curve. In the P-P Plot graph, data is said to be normally distributed if the data points are scattered around the diagonal line and not skewed to the left or right."

4. **Correlation Coefficient Analysis**
   To obtain the correlation coefficient in this study, the SPSS For Windows application is used. To determine the strength of the correlation coefficient, Sugiyono (2012:250) states:
   0.80 to 1.000 = Very strong correlation
   0.60 to 0.799 = Strong correlation
   0.40 to 0.599 = Moderate correlation
   0.20 to 0.399 = Weak correlation
   0.00 to 0.199 = Very weak correlation
5. **Simple Linear Regression Analysis**
   Next, the author performs simple linear regression calculations to determine whether the relationship is significant or not, using the formula:
   $Y = a + bX$.
6. **Coefficient of Determination Analysis**
   To determine the effect of variable X on variable Y, the coefficient of determination can be calculated using the formula:
   $KD = r^2 \times 100\%$.
7. **Hypothesis Testing (t-test)**
   After the correlation coefficient between variables X and Y is known, hypothesis testing needs to be performed by comparing the calculated t-value with the table t-value. According to Husein Umar (2005:197), "If the calculated t-value is greater than the table t-value, then the alternative hypothesis (Ha) is accepted, and the null hypothesis (Ho) is rejected. Conversely, if the calculated t-value is less than the table t-value, the alternative hypothesis (Ha) is rejected, and the null hypothesis (Ho) is accepted.

Findings

Research Data Analysis

1. **Validity Test**
   The results of the validity test for all the question items in variable X (Customer Relationship Management) shown in the Corrected Item-Total Correlation column indicate that all items have a value greater than 0.300, meaning that all the question items are valid.
   The results of the validity test for variable X (Motivation) correlate the item scores with the total score, as follows:

Table 3.2

Question Items	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted

Item 1	34.6163	15.557	.719	.879
Item 2	34.9302	14.560	.673	.880
Item 3	34.6860	15.677	.514	.891
Item 4	34.6512	15.665	.632	.883
Item 5	34.6163	15.557	.719	.879
Item 6	34.8605	14.521	.715	.877
Item 7	34.9884	14.741	.617	.885
Item 8	34.8023	15.384	.558	.888
Item 9	34.7442	15.769	.560	.887
Item 10	34.8605	14.521	.715	.877

Item Total Variable Validity Statistics
Source: SPSS-26 data processing, 2024

Table 3.2 Performance Variable Validity Test

Question Items	**Scale Mean if Item Deleted**	**Scale Variance if Item Deleted**	**Corrected Item-Total Correlation**	**Cronbach's Alpha if Item Deleted**
Item 1	32.6279	13.342	.435	.855
Item 2	32.8953	11.460	.641	.838
Item 3	32.9186	12.993	.344	.864
Item 4	32.7442	12.828	.489	.851
Item 5	32.9535	11.786	.693	.834
Item 6	32.9419	11.420	.799	.824
Item 7	32.9884	12.270	.557	.846
Item 8	32.9651	12.293	.676	.837
Item 9	32.7674	12.322	.475	.854
Item 10	32.9070	11.968	.601	.842

The results of the validity test for all the question items in the Performance variable, shown in the Corrected Item-Total Correlation column in Table 3.2, are greater than 0.30, meaning that all the Performance question items are valid.

2. Reliability Test.

The reliability values are shown in the Cronbach's Alpha column, with a value of 0.893 for variable X (Motivation) and 0.858 for variable Y (Performance), both of

which are greater than 0.60, meaning that all the question items for variables X and Y are considered reliable.

Table 3.4 Motivational Variable Reliability Test

Reliability Statistics

Cronbach's Alpha	N of Items
.893	10

3. Normality Test

The data distribution does not violate the normality assumption, as it forms a bell curve. Therefore, the histogram for the Motivation and Employee Performance variables can be concluded to be normal. In the SPSS 26 output, the normal probability plot of the regression shows that the data distribution is close to the diagonal line in the P-P Plot, indicating that the data is normally distributed..

a. Correlation Coefficient

To determine if there is a correlation between Motivation (variable X) and Employee Performance (variable Y), the values from the respondents' answers can be entered into the Statistical Package for Social Sciences (SPSS) Version 26 software. The result is 0.384, which falls into the low correlation category.

Table 3.5 Correlation Coefficient Output

		Motivation	Perfomance
Motivation	Pearson Correlation	1	.384**
	Sig. (2-tailed)		.000
	N	86	86
Perfomance	Pearson Correlation	.384**	1
	Sig. (2-tailed)	.000	
	N	86	86

b. Coefficient of Determination

The coefficient of determination can be concluded that the independent variable (Motivation) has an influence of 14.7% on the dependent variable (Performance), and the remaining 85.3% is influenced by other factors outside the independent variable (Motivation).

Table 3.6 Determination Coefficient Results
Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.384[a]	.147	.137	3.58715

Predictors: (Constant), Motivation

Source: Research Results, 2024 (Processed Data)

c. Simple Linear Regression

The simple linear regression equation is as follows: Y = 23.228 + 0.34X. This means that the effect on the dependent variable (Performance) is determined by the independent variable (Motivation) with a regression coefficient of 0.34 or 34%. Therefore, when one unit of the variable X (Motivation) or a specific value is added, it will increase the dependent variable Y (Performance) by the regression coefficient of 0.34.

Table 3.7
Results of Simple Linear Regression Answers

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	23.228	3.513		6.612	.000
	Motivasi	.344	.090	.384	3.808	.000

d. Hypothesis Testing

After the regression coefficient is obtained, the next step is to find the calculated t-value to determine whether the proposed hypothesis is accepted or rejected. This can be done through the following steps:

a. Compare the calculated t-value with the t-table value.
b) If the calculated t-value is greater than the t-table value or the

significance level is below 5%, then the alternative hypothesis (Ha) is accepted and the null hypothesis (Ho) is rejected.

b. If the calculated t-value is smaller than the t-table value or the significance level is above 5%, then the alternative hypothesis (Ha) is rejected and the null hypothesis (Ho) is accepted.
c. Find the degree of freedom (df) = n - 2, so df = 86 - 2 = 84.
d. After the df value is known, the t-table value (which can be found in the t-table) for df = 84 at a 0.05 significance level is 1.66320.

The calculated t-value is found to be 3.808. After determining the t-value, we can compare the calculated t-value with the t-table value. Since the calculated t-value of 3.808 is greater than the t-table value of 1.66320, the alternative hypothesis (Ha) is accepted and the null hypothesis (Ho) is rejected.

Conclusion

Based on the results of the research on the Influence of Motivation on Employee Performance at the Department of Housing, Settlements, and Environmental Affairs of Sibolga City, the following conclusions can be drawn:

1. The results of the instrument test (questionnaire test) showed that the corrected item-total correlation values were above the r-table value of 0.30, indicating that all items of the two variables are valid and thus meet the requirements as measurement tools for Employee Performance variables.
2. The reliability test results showed that the obtained Cronbach's Alpha value was above 0.8. This indicates good reliability, meaning that all measurement tools used are reliable and meet the necessary criteria.
3. Based on the correlation coefficient of 0.384, it can be concluded that there is a moderate and positive relationship between the Motivation and Performance variables.
4. Based on the determination coefficient analysis, the value obtained was 0.147, or 14.7%. This means that the model's ability to explain the Motivation variable through the Performance variable is 14.7% in the Department of Housing, Settlements, and Environmental Affairs of Sibolga City, while the remaining 85.3% is explained by other variables not included in the model.
5. The regression equation obtained was Y = 23.228 + 0.34X, which indicates that the effect of Motivation on Performance will increase by the coefficient (0.34) when Motivation is increased by one unit.
6. Based on the hypothesis test, by comparing the calculated t-value with the t-table value, it was found that the calculated t-value is greater than the t-table value, i.e., 3.808 > 1.66320, and the significance value is 0.0000, which is below $\alpha = 5\%$. Since the calculated t-value is greater than the t-table value, there is an effect of Motivation on Employee Performance, and the proposed hypothesis is accepted.

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