

**PENGARUH MOTIVASI KERJA TERHADAP KINERJA KARYAWAN DI PT
BUKIT INDAH PERMAI (BIP) KOTA MALANG**

**THE EFFECT OF WORK MOTIVATION ON EMPLOYEE PERFORMANCE
AT PT BUKIT INDAH PERMAI (BIP) MALANG CITY**

Hartomy Akbar Basory¹, Catharina Aprilia Hellyani², Neo Naufal Prasetyo³

^{1, 2, 3}Faculty of Economy and Business, Universitas Ma Chung, Indonesia

hartomy.akbar@machung.ac.id

ABSTRACT

*Human resources quality can be measured through employee performance, which includes work results in terms of quality and quantity. To achieve high performance, companies need to pay attention to various influencing factors, work motivation as background research. The study purpose was to determine how work motivation affects employee performance in this company. The research object is PT Bukit Indah Permai (BIP) Malang City, a company in the housing midwife. The method used is quantitative method and SPSS. The study objective found that there was a positive and significant effect of work motivation variables on employee performance in the object of this research. This result is supported by the existence of a *t* count value of 4.472, which is higher than the *t* table value of 2.00856. In addition, this result is also supported by the findings of the ANOVA test which shows a *p*-value of 0.00 which is lower than the 0.05 level. The conclusion is that there is a positive and significant effect of work motivation variables on employee performance in this company.*

Keywords: Work Motivation, Employee Performance, PT Bukit Indah Permai (BIP)

INTRODUCTION

To face the increasingly fierce business competition, every process must run quickly, smoothly, and purposefully in order to adapt to modernisation and achieve goals effectively and efficiently. The survival of the company depends on qualified human resources and a conducive work environment. High performance from employees is essential for the achievement of company goals. Human resource management in the company is seen from employee performance and the achievement of company goals, which results in good employee performance. Good performance is optimal and in accordance with organisational standards and supports the achievement of company goals. A good company always tries to improve

its human resource capabilities because this factor is important to improve employee performance [1]. The purpose of the study tries to examine the impact of work motivation whether or not it affects employee performance in this company. The background of this research is the work motivation factor in the company that is the object of research.

The quality of human resources can be measured through employee performance. The results of employee work, both in terms of quality and quantity, are the result of the tasks performed in accordance with the responsibilities given. According to the author after this research is completed, work motivation is the art of managing several things related to human resource management which can be done through

several programmes such as recognition of achievements and providing support in career development. To achieve this goal, companies must demand high performance from their employees. However, often these performance demands do not consider the various factors that can affect it. One of the basic factors that support performance is work motivation, which needs to be considered to increase employee productivity [2]. Node from human resource management (HRM) based on the effectiveness of HR performance and optimize employees as HR in improving customer service [3].

Good performance is formed from several factors, namely motivation and ability. Some factors that affect employee performance are personality, ability, work interest, acceptance of a worker, clarity, competence, work motivation level, work culture, work facilities, work discipline, and leadership [4].

In general, the forms of motivation commonly applied by companies include four main elements, namely direction and control, financial compensation, welfare policies, and the application of effective work patterns [5]. Based on this research, the researcher who is also the author, concludes that Employee Performance is the application of the planning, preparation, implementation, and supervision process, in managing all resources so that employee performance increases and evaluations are more easily applied by the company on performance objectively.

Based on other research conducted, it shows that simultaneously, work discipline and employee placement have an optimal effect on employee performance at KPP Madya Bandung by 71.8%. This means that the effect is positive, indicating that motivation and

work discipline have been implemented and run well [6]. Meanwhile, other research results show that power motivation has a positive and significant effect, affiliation motivation also has a positive and significant impact, while achievement motivation is less significant [7]. There is research on the importance of motivation to improve performance in the housing industry. Employee performance in terms of work efficiency in Abuja real estate is positively and significantly affected by motivation [8].

Carrying out this research, the author hopes that BIP management can get data-based evaluation data related to employee motivation, performance & employee effects. This data-based evaluation is very useful to be used as a basis for improving employee motivation policies and making several programmes that can improve the performance of BIP employees even better. Based on this, the author raises research with the title 'The Effect of Motivation on Employee Performance at Bukit Indah Permai LLC, BIP, Malang'.

RESEARCH METHODS

This type of research is quantitative research. Quantitative research is a systematic and structured method of investigation to understand phenomena by collecting data that can be measured numerically [9].

The variables of this study consist of independent variables (X), namely Work Motivation, while the dependent variable (Y) is Employee Performance. In this study, the population used was all employees of BIP with a total of 53 people. The study sample consists of the entire population of BIP employees, namely 52 people. Sampling using saturated sample technique (census).

The data source used is primary data. Primary data was obtained directly by researchers from informant sources through interviews with the Secretary Director at BIP. The data was then processed and analysed using statistical techniques in accordance with the research objectives. The data collection technique in this study is to use the survey method with the help of an instrument, namely a questionnaire. The questionnaire tool in question is a questionnaire (Google Form).

Test data quality using instrument validity test and instrument reliability test. The classical assumption test uses normality test and homoscedasticity test. Data analysis techniques using simple linear regression analysis, T test and coefficient of determination test. As the problem in this study, that how much impact does work motivation have on employee performance, the problem solving plan to examine the influence or impact of work discipline and work motivation on employee performance [10].

RESULTS AND DISCUSSION

Research results

Respondents in this study were employees at Bukit Indah Permai LLC, BIP, Malang City. Below is an explanation or description of the respondent's identity which includes the division, position, age, and tenure of the respondent.

Table 1. Respondent Division

Division	Frequency	Percentage
Administration	3	5.8 %
Area	5	9.6 %
Driver Senior	1	1.9 %
Driver Junior	1	1.9 %
Employees	1	1.9 %
Hygiene	1	1.9 %
Finance	3	5.8 %
Legal	1	1.9 %
Marketing	4	7.7 %
Marketing	1	1.9 %

Officeboy	2	3.8 %
Operasional	1	1.9 %
Petrol Station Operator A	1	1.9 %
Tap Waater Operator	1	1.9 %
Service Station Employee	1	1.9 %
Marketing Senior	1	1.9 %
Marketing Junior	1	1.9 %
Sales	1	1.9 %
Petrol Station Operator B	2	3.8 %
Petrol Station Operator C	1	1.9 %
Engineering A	4	7.7 %
Engineering B	2	3.8 %
Engineering C	2	3.8 %
General A	7	13.5 %
General B	1	1.9 %
Water Unit A	1	1.9 %
Water Unit B	1	1.9 %
Water Unit 'Bukit Tirta Div.'	1	1.9 %
Total Σ	52	100 %

Source : Data Processed by Authors, 2024

The study results above show that most respondents were in the general division with 7 respondents (13.5%).

Table 2. Respondent Position

Division	Frequency	Percentage
Finance Manager	1	1.9 %
Accounting	1	1.9 %
Admin A	1	1.9 %
Admin B	1	1.9 %
Senior Administration	1	1.9 %
Architect	2	3.8 %
Design	1	1.9 %
Senior Driver	1	1.9 %
Junior Driver	1	1.9 %
Gardener	3	5.8 %
Employee	1	1.9 %
Cashier	2	3.8 %
Field A	1	1.9 %
Field B	1	1.9 %
Manager	1	1.9 %
Marketing	1	1.9 %
Marketing	6	11.5 %
Office Boy	1	1.9 %

Office Boy	1	1.9 %
Operations	1	1.9 %
Field Operation A	1	1.9 %
Field Operation B	2	3.8 %
Operator A	4	7.7 %
Operator B	2	3.8 %
Petrol Station Operator	1	1.9 %
Senior Supervisor	1	1.9 %
Junior Supervisor	1	1.9 %
Security	1	1.9 %
Staff A	4	7.7 %
Admin Staff	1	1.9 %
Legal Admin Staff	1	1.9 %
Field Staff A	1	1.9 %
Field Staff B	1	1.9 %
Marketing Staff	1	1.9 %
Engineering Staff	1	1.9 %
Total Σ	52	100 %

Source : Data Processed by Authors, 2024.

The study results above, it can be seen that most respondents have positions in marketing with 6 respondents (11.5%).

Based on observations that have been made by BIP LLC, it can be seen that employee motivation tends to be low, this can be seen from the fact that there are still some employees who arrive late and employees can't meet the targets that have been determined.

Table 3. Age of Respondents

Age (years)	Frequency	Percentage
>50	7	13.5 %
20-30	19	36.5 %
31-40	13	25.0 %
41-50	13	25.0 %
Σ	52	100 %

Source : Data Processed by Authors, 2024

The study results show that most respondents are between 20-30 years old, totaling 19 (36.5%) and the lowest

number is employees over 50 years old, totaling 7 respondents (36.5%).

This makes BIP need to conduct several evaluations aimed at optimising several business functions that lead to increased profits for the company. The first evaluation that can be done is on the performance of Bukit Indah Permai Human Resources, BIP HR.

Table 4. Respondents' Period of Service

Length of Service (Years)	Frequency	Percentage
>15	8	13.5 %
1-5	24	36.5 %
11-15	7	25.0 %
6-10	13	26.9 %
Σ	52	100 %

Source : Data Processed by Authors, 2024

The study results above show that most respondents have a working period between 1-5 years, namely 24 respondents (46.2%) and the least is at 11-15 years with 7 respondents (13.5%). From the data collected through the questionnaire, a description of each study variable will be described in the following discussion.

Respondents' Period of Service refers to the length of time employees work at BIP LLC. This length of service can affect work motivation and employee performance, where employees with longer tenure may have better experience and a deeper understanding of their duties and responsibilities. Work Motivation (X): Respondents with longer tenure tend to have higher levels of work motivation. This can be caused by the experience gained during work, which gives a sense of confidence and satisfaction in work.

Employee Performance (Y): Employees who have worked longer usually show better performance. They have a better understanding of work

processes, as well as better relationships with colleagues and superiors, which can

have a positive impact on their work outcomes.

Table 5. Descriptive Analysis of Work Motivation Variables (X)

Indicators			Respondent Answer				Average
			SS	S	TS	STS	
Physical Needs	X1.1	F	0	15	25	12	13,33
		%	0%	29%	48%	23%	
	X1.2	F	0	15	25	12	13,33
		%	0%	29%	48%	23%	
Security Needs	X1.3	F	0	9	25	18	11,33
		%	0%	17%	48%	35%	
	X1.4	F	0	14	21	17	11,66
		%	0%	27%	40%	33%	
Social Needs	X1.5	F	0	12	14	26	8,66
		%	0%	23%	27%	50%	
	X1.6	F	0	12	16	24	9,33
		%	0%	23%	31%	46%	
Appreciation Needs	X1.7	F	0	12	23	17	11,66
		%	0%	23%	44%	33%	
	X1.8	F	1	8	24	19	11
		%	2%	15%	46%	37%	
Self-realisation Needs	X1.9	F	0	11	29	11	13,33
		%	0%	22%	57%	22%	
	X1.10	F	0	11	23	18	11,33
		%	0%	21%	44%	35%	
Average Work Motivation Variables							11,49

Source : Data Processed by Authors, 2024

The average answer to the overall work motivation variable is 11.49. In conclusion, the work motivation of employees at BIP LLC, Malang City is at a fairly good level. As one of the housing developers that has been operating for a long time, the authors

considers it necessary to conduct research related to the level of motivation and employee performance and the extent of the influence of providing motivation that BIP has given to employees on the performance of the company's employees.

Table 6. Descriptive Analysis of Employee Performance Variables (Y)

Indicators			Respondent Answer				Average
			SS	S	TS	STS	
Quality	Y1.1	F	0	8	24	20	10,66
		%	0%	15%	46%	38%	
	Y1.2	F	0	12	23	17	11,66
		%	0%	23%	44%	33%	
Quantity	Y1.3	F	0	10	18	24	9,33
		%	0%	19%	35%	46%	
	Y1.4	F	0	10	25	17	11,66
		%	0%	19%	48%	33%	
Timeliness	Y1.5	F	0	11	24	17	11,66
		%	0%	21%	46%	33%	
	Y1.6	F	0	14	20	18	11,33
		%	0%	27%	38%	35%	
Effectiveness	Y1.7	F	0	8	24	20	10,66
		%	0%	15%	46%	38%	

	Y1.8	F	0	11	18	23	9,66
		%	0%	21%	35%	44%	
Independence	Y1.9	F	0	9	21	22	10
		%	0%	1%	2%	3%	
	Y1.10	F	0	16	22	14	12,66
		%	0%	31%	42%	27%	
Average Employee Performance Variables							10,92

Source : Data Processed by Authors, 2024

The average answer to the overall work motivation variable is 10.92. So it can be concluded that employee performance at BIP LLC is at a fairly good level. Validity is tested with the Pearson Moment Product Correlation Method or the Pearson Bivariate Correlation Method. The calculated r

value and the r table value are compared in order to conduct a significance test. If the calculated r value > r table and the number is positive (significance 0.05), the variable will be considered 'valid'. Meanwhile, if it is found that r count < r table, the variable is rated as 'no validity'.

Table 7. Validity Test Results of Work Motivation Variables (X) and Employee Performance Variables (Y)

Variabel	Item	R hitung	R tabel	Keterangan
Motivasi Kerja	X1	0,628	0,266	Valid
	X2	0,649	0,266	Valid
	X3	0,502	0,266	Valid
	X4	0,514	0,266	Valid
	X5	0,617	0,266	Valid
	X6	0,555	0,266	Valid
	X7	0,452	0,266	Valid
	X8	0,378	0,266	Valid
	X9	0,490	0,266	Valid
	X10	0,386	0,266	Valid
Kinerja Karyawan	Y1	0,572	0,266	Valid
	Y2	0,431	0,266	Valid
	Y3	0,507	0,266	Valid
	Y4	0,503	0,266	Valid
	Y5	0,554	0,266	Valid
	Y6	0,407	0,266	Valid
	Y7	0,572	0,266	Valid
	Y8	0,631	0,266	Valid
	Y9	0,293	0,266	Valid
	Y10	0,436	0,266	Valid

Source : Data Processed by Authors, 2024

According to the data above, all items measured on the Work Motivation variable (X1 to X10) and the Employee Performance variable (Y1 to Y10) have $r_{\text{count}} > r_{\text{table}}$ (0.266), so all items are 'valid'. Henceforward, the instrument is tested for validity, the next step is to conduct a reliability test. Meanwhile, the value of $r_{\text{count}} > r_{\text{table}}$ with a significance level of more than 0.05, the measuring instrument is considered 'reliable'. Otherwise, if r_{count} is less than r_{table} with a significance level < 0.05 , the measuring instrument is considered 'unreliable'.

The validity test for the Work Motivation variable was carried out using Pearson correlation analysis. The questionnaire used consists of several items designed to measure the dimensions of work motivation, such as intrinsic motivation, extrinsic motivation, and work environment. Validity Test Results: of the 10 items tested, all items showed significant correlation values. Hanging on the example, X2 has a value of 0.649 in the r_{count} column, greater than the r_{table} of 0.266 and is declared Valid.

Table 8. Reliability Test Results of Work Motivation Variables (X)

Reliability Statistics				
Cronbach's Alpha			N of Items	
.672			10	

Item-Total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
X1	27.9412	11.296	.471	.622
X2	27.9412	11.176	.499	.617
X3	27.7059	12.012	.323	.650
X4	27.8235	11.788	.319	.651
X5	27.6078	11.003	.441	.625
X6	27.6471	11.433	.365	.642
X7	27.7843	12.213	.253	.664
X8	27.7059	12.612	.166	.680
X9	27.8627	12.081	.338	.648
X10	27.7451	12.594	.179	.677

Source : Data Processed by Authors, 2024

It can be seen that the number of Cronbach's Alpha > 0.60 , it can be stated that variable X is reliable, and the Cronbach's Alpha value in all variable X statement items is above 0.60, so the conclusion is that all X statement items are 'reliable'. This indicates that the various items are reliable and can be used to measure the Work Motivation.

The reliability test for the variable X was also carried out using the test results, the 10 items tested showed a

significant correlation value, hinging on the examples, X1 and X2 have the same value, 27.9412 in the Scale Mean if Item Deleted column. This indicates that the items are reliable and can be used to measure the Work Motivation variable.

Table 9. Reliability Test Results of Employee Performance Variables (Y)

Reliability Statistics			
Cronbach's Alpha		N of Items	
.647		10	

Item-Total Statistics			
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation
Y1	28.3654	10.864	.420
Y2	28.5000	11.510	.243
Y3	28.3269	11.048	.325
Y4	28.4615	11.195	.334
Y5	28.4808	10.882	.391
Y6	28.5192	11.588	.204
Y7	28.3654	10.864	.420
Y8	28.3654	10.315	.473
Y9	28.3462	12.270	.095
Y10	28.6346	11.452	.244

Source : Data Processed by Authors, 2024

It can be seen that the Cronbach's Alpha number > 0.60 , so it can be stated that variable X is reliable, and the Cronbach's Alpha numbers on all items in variable X are above 0.60 so it can be stated that all statement items X are reliable.

The author, who is also a researcher in this journal, hopes that the results of the dependent variable can contribute to the company, in order to improve employee performance so that it has an impact on company profits.

Table 10. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		52
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	3.08263604
Most Extreme Differences	Absolute	.071
	Positive	.063
	Negative	-.071
Test Statistic		.071
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

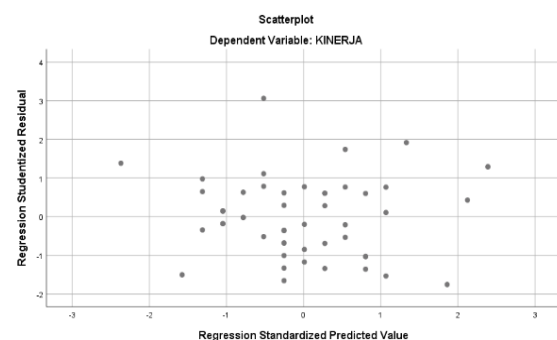
b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Source : Data Processed by Authors, 2024

The data above shows Asymp Sig (2-tailed) whose value is above 0.05. So the conclusion is that the data is 'normally' distributed. The authors hope that the results of the normality test can provide insights for the development of future research methodologies. If the data does not fulfil the assumption of normality, the author wishes to explore alternative analysis techniques that are more appropriate.

**Figure 1. Heteroscedasticity Test Results**

Source: Data processed by Authors, 2024

From the scatter plots image, it is found that the data distribution points are around the value of 0, where the data distribution points do not gather only at the bottom or top, the point distribution does not show a wave pattern, and the point distribution has no pattern. So that the data in this study does not have symptoms of heteroscedasticity.

Table 11. Simple Regression Analysis Results

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	15.639	3.594		4.352
	MOTIVASI	.515	.115	.535	.000

a. Dependent Variable: Kinerja Karyawan

Source: Data processed by Authors, 2024

Based on the simple regression analysis output, presented in the table above, it can be concluded that the Work Motivation variable (X) has a positive significant effect on the Performance variable (Y), with a significance figure (p-value) of 0.00, this figure is much lower than the commonly used significance level (0.05). This means that there is a strong relationship between employee performance and work motivation.

The regression model formed, $Y = 15.639 + 0.525X_1$, shows that the constant value (15.639) is the estimated performance value if there is no motivation (X) that affects, while the regression coefficient value (0.515) shows that every one unit increase in the motivation variable (X) will increase the performance variable (Y) by 0.515 units.

Table 12. T-test results

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	15.639	3.594		4.352
	MOTIVASI	.515	.115	.535	.000

Source: Data processed by Authors, 2024

The ANOVA test shows a significance value (p-value) of 0.00 which is less than the level of significance generally used (0.05), as well as a calculated t number of 4.472 which is more than the t table number (2.00856). Furthermore, the conclusion is that Work Motivation (X) has a

significant and positive impact on Employee Performance (Y).

Based on the clear and informative ANOVA test results, the author who is also a researcher in this journal hopes to improve the quality of this research supported by the t table data results of 2.00856. Valid and reliable results will make a greater contribution to the field of study under study.

Table 13. Determination Coefficient Results

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.535 ^a	.286	.271	3.11331

a. Predictors: (Constant), MOTIVASI

b. Dependent Variable: KINERJA

Source: Data processed by Authors, 2024

The correlation coefficient of work motivation on employee performance is 0.535 which means that there is a fairly strong relationship between the two. Hanging on, the results of testing the summary model, the R Square number is 0.286, which means that 28.6% of variable X (work motivation) has an impact on variable Y (employee performance) and the remaining 71.4% is influenced by other factors or other variables.

Discussion

Based on simple regression analysis, it can be seen that the work motivation variable, as an independent variable has a relationship with the

employee performance variable, as the dependent variable at BIP Malang City.

This study shows that work motivation has a positive and significant effect on employee performance, with the highest level of significance. This is evidenced by the calculated t value of 4.472, which exceeds the t table value of 2.00856. In addition, the results of the ANOVA table show a significance value (p-value) of 0.00, which is much smaller than the usual significance level of 0.05.

CONCLUSION AND SUGGESTION

Henceforth, The study results illustrate that with work motivation, it will contribute to improving employee performance. Work motivation is needed in every company, that's why companies continue to motivate their employees to achieve the company's desired performance.

This study also identified several influential motivational factors, such as recognition of achievement, opportunities for growth, and a supportive work environment. Therefore, the management of PT BIP is advised to continue to pay attention to and improve aspects of work motivation so that employee performance can increase sustainably.

According to the analysis and discussion in this study, the author concludes that work motivation has a significant and positive effect on employee performance at BIP LLC., Malang City. This suggestion is supported by the results of the t test which shows the calculated t value of 4.472, which is higher than the t table value of 2.00856. In addition, the ANOVA test results show a significance value (p-value) of 0.00, which is less than 0.05. Thus, this study hypothesis is accepted as it is proven to be true.

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