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## The Influence of Work Motivation on Operational Employee Performance at PT. Pupuk Indonesia Logistics Jakarta

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### Abstract

To achieve this success, companies have production factors such as human resources, capital, raw materials and machines. However, compared to other company-specific factors, it is the human resource factor that makes the biggest or main contribution to the success of a company. Analyzing the coefficient of determination (Kd) obtained a coefficient of determination of 55.2%, which means work motivation (variable) is part of the author's analysis in the research. We analyzed the correlation coefficient (r) and found that the correlation coefficient  $r = 0.74$ . These results mean that the work incentives provided by a company are closely related to employee performance. If the correlation results are positive, it means the relationship is in the same direction, and when motivation decreases, employee performance also decreases. High work motivation encourages employees to work as best as possible according to the company's plans, thus supporting the company's survival.

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## INTRODUCTION

Human capital is a cornerstone of modern workforce dynamics, particularly in the context of rapid technological advancement. In today's era, the ability of human resources to think critically, act decisively, and achieve optimal outcomes aligned with organizational objectives is paramount. Within the framework of a workplace, human labor stands out as the most crucial resource (Abdullah & Tantri, 2019). This is especially true in the maritime sector, where shipping companies in Indonesia are constantly striving to enhance their operations and profitability. To attain sustainable success, businesses rely on a blend of production factors, including human resources, financial capital, raw materials, and machinery. Among these, human resources play a pivotal role and often serve as the linchpin for a company's success. Employees who possess the right skills, capabilities, and a strong work ethic are fundamental components in driving organizational performance and achieving desirable outcomes.

The significance of human quality in the workforce cannot be overstated. As the global economy becomes increasingly complex and competitive, the ability of individuals to adapt, innovate, and perform at their best is paramount. In this regard, companies must recognize the importance of nurturing and developing their human capital to remain competitive and achieve long-term success. In the maritime industry, where companies operate in a dynamic and challenging environment, the role of human resources becomes even more critical. Shipping companies in Indonesia, like their counterparts worldwide, are constantly seeking to optimize their operations and enhance profitability. This requires a workforce that is not only skilled and knowledgeable but also motivated and committed to achieving organizational goals.

One of the key challenges facing companies today is ensuring that they have the right people in the right roles. This involves recruiting, training, and retaining talented individuals who can drive innovation and deliver results. Companies must also create a conducive work environment that fosters collaboration, creativity, and continuous learning. Investing in human capital development is essential for companies looking to stay ahead in today's fast-paced and competitive business landscape. This includes providing employees with opportunities for training and professional development, as well as recognizing and rewarding their contributions.

By investing in their people, companies can build a strong and resilient workforce that is capable of meeting the challenges of the future. Human quality is a critical factor in the success of any organization, particularly in the maritime industry. Companies that prioritize the development of their human capital are more likely to achieve sustainable growth and maintain a competitive edge in the market. By investing in their people, companies can build a workforce that is capable of driving innovation, delivering results, and achieving long-term success (Afdal & Madiistriyatno, 2021). The challenge of underperformance often stems from a misalignment between an employee's skills, abilities, and work ethic, and the expectations of the company. When these factors are not in harmony, it can lead to subpar performance and hinder the achievement of organizational goals. This issue is particularly pertinent in companies like PT. Pupuk Indonesia Logistik, a ship management firm, where success hinges on a combination of factors including human resources, financial resources, raw materials, and machinery.

Human capital stands out as a pivotal factor in the success of any organization, often surpassing the contributions of other factors. Companies that prioritize the development and motivation of their employees are more likely to achieve sustainable growth and maintain a competitive edge in the market. Motivating employees can take various forms, such as offering competitive salaries and benefits, ensuring a safe and comfortable work environment, and providing opportunities for professional growth and advancement. In the context of PT. Pupuk Indonesia Logistik, creating a work environment that fosters high levels of motivation is crucial. This can be achieved through fair compensation practices, including competitive salaries and benefits packages that reflect the value of employees' contributions. Additionally, providing a comfortable and safe work environment can help boost morale and create a sense of loyalty among employees.

Another key factor in motivating employees is providing opportunities for professional development and advancement. This can include offering training programs, mentoring opportunities, and career advancement paths that allow employees to grow and progress within the organization. By investing in the development of their employees, companies can create a workforce that is not only highly skilled and capable but also motivated to perform at their

best. It is also important for companies to recognize and reward employees for their contributions. This can take the form of monetary rewards, such as bonuses or incentives, as well as non-monetary rewards, such as public recognition or opportunities for advancement.

By acknowledging and rewarding employees for their hard work and dedication, companies can help maintain high levels of motivation and engagement. The success of companies like PT. Pupuk Indonesia Logistik depends largely on the motivation and performance of their employees. By investing in the development and motivation of their human capital, companies can create a workforce that is capable of driving innovation, achieving results, and ensuring long-term success.

## METHOD

This survey was carried out when the author conducted field training from 28 July 2016 to 1 May 2017. The observation location used was the transportation company PT. Fertilizer logistics in Indonesia. PT Pupuk Indonesia Logistik was founded on December 23, 2003. Methodology and Data Collection Method The independent variable (X) and dependent variable (Y) in this study were tested using correlation and regression analysis. The independent variable in this research is work motivation and the dependent variable is employee performance at PT. Fertilizer Indonesian logistics transportation company.

Data is used in research to provide an overview of the research subject and solve problems faced by PT. Indonesian Fertilizer Logistics. This is obtained through data collection techniques, namely obtaining data from the object under study in real or direct conditions. Data consists of two parts, namely primary data and secondary data. Primary data is data that has been collected directly. This is obtained when using a survey.

Data analysis is a data processing process that divides data into several important parts and uses these parts to test hypotheses. This simplifies the data and makes it more interesting to read and understand. Quantitative statistical analysis methods were used when analyzing the data used in preparing this research. This technique analyzes data by determining how two variables are related to each other. This method is applied to the strength of the relationship between two variables, which is evaluated to determine the degree of correlation between the two variables. Decoding the correlation coefficient  $r$  based on a set of available data or  $(x$  and  $y)$ .

In situations where two events are correlated, one event may or may not directly influence the other event. If variable X is related to a predetermined variable or variable Y, you can accept the value of the known variable based on the data collected. Rather than testing whether a hypothesis is true or false, this test determines whether the hypothesis is accepted or rejected. The alpha ( $\alpha$ ) value used in this research is called the actual level of 5% or 0.05 compared to the significance level of the t-test results ( $dk = n-2$ ).

## RESULTS AND DISCUSSION

Variable X is motivation and variable Y is performance. The questionnaire presented is the result of a questionnaire distributed to all employees of PT. Based on the results of the attached Q&A, Pupuk Indonesia Logistics does not provide enough motivation to its employees. Processing performance was calculated using the SPSS 25.0 program. Thus, the relationship value obtained between work motivation and the way employees work at PT. Logistik Pupuk Indonesia is 0.74, indicating the availability of cooperation between work motivation and the way employees work at PT. Pupuk Indonesia's logistics are running smoothly. Furthermore, the positive correlation coefficient shows that there is a relationship between work motivation and employee performance at PT. Pupuk Indonesia's logistics are running smoothly. Now signed. (two-sided), or the significant value from the calculation above is 0.02. This shows that this level of confidence is based on a sample population ( $n$ ) whose output is greater than the value ( $n$ ). This means that the author used 15 samples in his research.

The quest for solutions to problems is a fundamental aspect of organisational management, often manifesting in the form of alternative problem-solving strategies. In navigating complex situations, entities involved in problem-solving endeavours endeavour to identify and implement the most effective solutions to address underlying issues. Within the context of PT. Pupuk Indonesia Logistik and similar enterprises, enhancing employee performance through the adoption of optimal problem-solving approaches is paramount.

Decision-makers tasked with resolving organisational challenges typically leverage their knowledge, judgement, and experience to assess and select the most suitable course of action. This process involves evaluating various alternative solutions and weighing their potential effectiveness in addressing the identified problem.

By systematically analysing the merits and drawbacks of each option, decision-makers can discern the optimal approach that aligns with organisational objectives and values.

To mitigate the risk of productivity losses stemming from employee demotivation, proactive measures must be implemented to anticipate and address potential challenges. This necessitates a comprehensive understanding of the factors that can undermine motivation within the workforce, as well as the implementation of targeted interventions to mitigate these issues. By proactively identifying and addressing potential sources of demotivation, organisations can cultivate a supportive and conducive work environment that fosters employee engagement and performance.

One approach to addressing motivational challenges involves implementing policies and practices that promote transparency and fairness in decision-making processes. By ensuring that employees have a clear understanding of the rationale behind organisational decisions and are treated equitably in all matters, organisations can enhance trust and morale within the workforce. This, in turn, can contribute to higher levels of motivation and commitment among employees, leading to improved performance outcomes.

Furthermore, organisations can foster a culture of recognition and appreciation to reinforce positive behaviours and achievements among employees. Recognising and rewarding employees for their contributions not only acknowledges their efforts but also reinforces the value of their work within the organisation. This can serve as a powerful motivator, encouraging employees to continue striving for excellence and making meaningful contributions to the organisation's success.

Another effective strategy for addressing motivational challenges involves providing opportunities for skill development and career advancement. By investing in employee training and professional development initiatives, organisations can empower employees to enhance their skills and competencies, thereby increasing their confidence and motivation. Additionally, offering clear pathways for career progression can provide employees with a sense of purpose and direction, motivating them to pursue their goals and aspirations within the organisation.

Moreover, fostering open communication channels and soliciting feedback from employees can help identify areas for improvement and address concerns before they escalate into larger issues. By creating a culture of openness and

transparency, organisations can demonstrate their commitment to listening to employee perspectives and addressing their needs, thereby enhancing trust and morale within the workforce. Addressing motivational challenges within organisations requires a multifaceted approach that encompasses proactive problem-solving, transparent decision-making, recognition and appreciation, skill development, and open communication. By prioritising employee motivation and well-being, organisations can cultivate a positive work environment that fosters engagement, satisfaction, and high performance among employees.

Enhancing employee happiness and motivation within PT. Pupuk Indonesia Logistics requires a strategic approach that addresses various aspects of employee satisfaction and well-being. The company can implement several initiatives to achieve this goal, including:

- a. **Performance-Based Monetary Incentives:** Providing monetary rewards or bonuses to employees who achieve exceptional results can serve as a powerful motivator. By linking financial incentives directly to performance outcomes, the company can encourage employees to strive for excellence and achieve their full potential. This can enhance job satisfaction and motivation among employees, as they are rewarded for their hard work and dedication.
- b. **Promotion Opportunities:** Recognising and rewarding outstanding employees with promotions can be an effective way to motivate and retain talent within the organisation. By offering clear pathways for career advancement, the company can incentivise employees to perform at their best and invest in their professional development. This can foster a culture of meritocracy and upward mobility, where employees are rewarded for their contributions and achievements.
- c. **Social Events and Gatherings:** Organising family gatherings or team-building activities can help foster a sense of camaraderie and belonging among employees. By providing opportunities for social interaction outside of the workplace, the company can strengthen employee relationships and create a positive work environment. This can improve morale and job satisfaction, as employees feel valued and connected to their colleagues.
- d. **Employee Assistance Programs:** Providing financial assistance or fund loans to underprivileged employees can demonstrate

the company's commitment to supporting the well-being of its workforce. By offering support to employees facing financial hardship, the company can alleviate stress and improve overall job satisfaction. This can create a more inclusive and supportive work environment, where employees feel cared for and valued by their employer.

Furthermore, to address the issue of perceived lack of attention from the company, implementing profit-sharing bonuses can be an effective strategy. By sharing company profits with employees, the company can align their interests and incentivise collective effort towards achieving organisational goals. This can foster a sense of ownership and engagement among employees, as they are directly rewarded for their contributions to the company's success.

It is important to recognise the significance of financial rewards, such as year-end bonuses, in motivating employees. Money plays a crucial role in meeting life's needs and can significantly impact an individual's happiness and satisfaction. Therefore, providing employees with year-end bonuses can serve as a powerful motivator, encouraging them to work harder and contribute to the company's success. Moreover, by recognising and rewarding employees for their efforts, the company can create a culture of appreciation and excellence, where employees feel valued and motivated to perform at their best.

By implementing a comprehensive approach that encompasses performance-based incentives, promotion opportunities, social events, and employee assistance programs, PT. Pupuk Indonesia Logistics can enhance employee happiness and motivation. Moreover, by addressing the issue of lack of company attention through profit-sharing bonuses and prioritising financial rewards such as year-end bonuses, the company can create a positive and supportive work environment that fosters employee engagement, satisfaction, and success.

The lack of attention to profit bonuses for employee welfare at PT. Pupuk Indonesia Logistik, despite the company's consistent profitability, has resulted in a decline in employee enthusiasm and motivation. This issue highlights the importance of recognising and rewarding employees for their contributions, as it directly impacts their job satisfaction and commitment to the company.

To address this challenge, the company can consider the following evaluation of problem solutions:

1. **Providing Bonuses for Performance:** Offering bonuses or additional monetary incentives to employees based on their performance can be a powerful motivator. Employees who receive recognition and rewards for their hard work are likely to feel more satisfied and motivated to perform well. However, this approach can also increase the company's costs, as it requires allocating additional funds for bonuses.
2. **Improving Facilities:** Enhancing the work environment by providing more complete facilities can contribute to employee satisfaction and comfort. This can lead to higher morale and productivity among employees. However, the company must consider the financial implications of providing these facilities, as it may incur additional costs.
3. **Promotions as Rewards:** Using promotions as a form of reward can motivate employees to strive for career advancement. This can create a sense of progression and achievement among employees. However, limited opportunities for promotion can lead to competition and conflict among employees vying for the same positions.
4. **Year-End Bonuses:** Providing bonuses or additional money at the end of the year can boost employee morale and enthusiasm. This can be particularly effective in rewarding employees for their hard work throughout the year. However, the company must carefully consider the financial implications of providing year-end bonuses, as it may result in significant costs.

In evaluating these solutions, it is essential for PT. Pupuk Indonesia Logistik to consider the balance between employee motivation and the financial impact on the company. While rewarding employees is crucial for maintaining morale and motivation, the company must also ensure that its financial resources are managed efficiently. By implementing a combination of these solutions and adapting them to suit the company's specific needs and constraints, PT. Pupuk Indonesia Logistik can enhance employee welfare and motivation, ultimately leading to improved performance and organisational success.

## CONCLUSION

The research results stated correlation coefficient  $r = 0.74$ , where this result means that the work incentives provided by a company have a strong relationship with employee performance. If the correlation results are positive, it means the

relationship is in the same direction, and when motivation decreases, employee performance also decreases. With a coefficient of determination of 55.2%, which means work motivation increases (the author's variable analysis in the research). The results obtained are  $t_{count} > t_{table}$  or  $(4.004 > 2.16)$ , then  $H_0$  is rejected and  $H_a$  is accepted.

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