

Enhancing Employee Performance: A Study on the Impact of Motivation and Work Discipline at the Bone Regency Social Services Office

Muh. Nur Rasyid, Sri Andayaningsih . and Marfianti
Muhammadiyah University of Makassar
Email: muhnurrasyid@unismuh.ac.id

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Abstract

This research aims to (1) To determine the effect of motivation on employee performance at the Bone Regency Social Service Office (2) To determine the effect of work discipline on employee performance at the Bone Regency Social Service Office. The sample in this study was 70 respondents taken from the Bone Regency Social Service Office. Types of data used in This research is primary and secondary data and this type of research is quantitative research. Data collection was carried out by observation and distribution of questionnaires. Based on the results of data research using calculations via the SPSS version 22 application regarding the influence of motivation and work discipline on employee performance at the District Social Service Office Bone Which has discussed from the chapter previously, so The author draws an important conclusion, namely that motivation and work discipline have a positive and significant effect on employee performance.

1. Introduction

The most challenging factor faced by management in organizations today is ensuring that employees work efficiently. Human resources (HR) are crucial for the success of any organization or agency, as they represent the organization's most valuable asset. Employees, as the human resources of an organization, are expected to work to their fullest potential to achieve the desired performance. A sense of security and comfort in the work environment can motivate employees to be more dedicated, ultimately enhancing their performance.

Employee performance is a key aspect of human resource management. According to Silalahi et al. (2021), employee performance is defined as the implementation and results of work achieved by individuals in specific positions or tasks within the organization, which align with certain standards or company goals. Performance can be assessed using various indicators. To ensure consistent performance,

organizations must focus on motivating employees and maintaining discipline.

Performance refers to the outcomes achieved by an individual while carrying out assigned tasks, based on skills, experience, sincerity, and time. Sinambela & Sinambela (2019) describe performance as work effectiveness, work results, goal achievement, and productivity. Improving employee performance is crucial for achieving organizational goals, and this improvement is fostered through good cooperation and relationships between management and employees. When employees are seen as partners rather than just workers, company performance is likely to improve.

Organizations have a responsibility to encourage employees to diligently work towards achieving organizational targets. Various theories of motivation highlight elements such as desires, needs, goals, and incentives. Employees are motivated by the prospect of receiving wages or salaries that meet their needs. Motivation is influenced by the level of needs each employee has,

which varies from person to person, leading to different levels of motivation. Fulfillment of these needs, coupled with fair rewards for performance, can effectively motivate employees.

Motivation is described as the provision of a driving force that stimulates an individual to work effectively and with integrity to achieve satisfaction. According to Adha et al. (2019), motivation involves providing the drive that creates enthusiasm and encourages cooperation and effective work efforts. Work discipline is another crucial aspect of improving organizational performance. The effectiveness of a disciplinary system within an organization can significantly impact productivity. High work discipline enables employees to complete tasks quickly and accurately, leading to improved performance outcomes.

The Social Service Office of Bone Regency, operating in the social sector, has a vision and mission to fulfill its duties and responsibilities. The office has faced issues related to motivation and work discipline, including slow service delivery and long queues for residents. Additionally, employees have been observed arriving late and leaving early, which adversely affects their performance.

Given these challenges, there is a need for further study to address these issues and explore the gaps in employee performance. The problems of low motivation and discipline among employees have prompted the need for research. Therefore, the author has chosen to focus on the topic: "The Influence of Work Motivation and Discipline on Employee Performance at the Bone Regency Social Service Office."

2. Literature review

2.1 Human Resource Management

Human resource management involves the comprehensive planning, organizing, implementing, coordinating, and supervising of activities related to the workforce to achieve organizational goals. As Hasibuan (2019) defines it, human resource management is both an art and science focused on acquiring, developing, and utilizing labor to meet organizational objectives effectively while fostering employee enthusiasm. It involves managing workforce relationships and roles to ensure they contribute efficiently to the company, employees, and society. Safa'ah (2019) emphasizes that human resources are crucial and cannot be detached from an organization, as they are essential for the company's development.

Essentially, human resources consist of individuals employed in an organization who act as movers, thinkers, and planners to achieve organizational goals. Therefore, management of human resources is the science of organizing these functions to help realize an organization's goals effectively and efficiently. To ensure productive employee performance, human resource management should start with professional recruitment, selection, classification, placement, and career development. Several general principles guide effective employee management: integrating employees with jobs based on individual characteristics and job requirements; establishing clear work standards; rewarding performance that meets or exceeds these standards; ensuring good supervision; and clearly defining employee responsibilities. By adhering to these principles, organizations can better manage their human resources to achieve desired outcomes.

3. Method Study

This study adopts a quantitative approach based on the philosophy of positivism, as described by Sugiyono (2020). Quantitative research focuses on objective measurement and statistical analysis, using random sampling techniques to study populations and samples. Data collection is carried out using research instruments, with the analysis being quantitative to test pre-established hypotheses. The research was conducted at the Bone Regency Social Service Office, located on Jalan Jeppee, Tanete West Riattang, Bone Regency, South Sulawesi, over a period of two months, from March to April 2023. It involves both qualitative and quantitative data. Qualitative data, which is non-numeric, was gathered through interviews with office leaders, employees, and other related parties.

Quantitative data, in contrast, is numeric and was collected through questionnaires. Data sources include primary data collected via observation and questionnaires, and secondary data obtained through documentation to support the primary data. The study's population comprises all 70 employees of the Bone Regency Social Service Office. A saturated sampling technique was used, meaning that all members of the population were included. Data collection involved both library research, which reviewed relevant literature such as books and reports, and field research, which included direct observation, distributing questionnaires, and gathering documentation.

The operational definitions for the study variables are as follows: Motivation (X1) encompasses encouragement to achieve goals, work enthusiasm, initiative, creativity, and a sense of responsibility; Work Discipline (X2) refers to respect for

regulations, obedience, and the acceptance of sanctions for violations; Employee Performance (Y) is defined by the quality and quantity of work in relation to established standards and responsibilities. Data analysis methods include descriptive statistics, which are used with SPSS Statistics 22 to describe respondent demographics; validity and reliability tests to ensure the accuracy and consistency of the questionnaire; and classical assumption tests, such as normality, multicollinearity, and heteroscedasticity tests, to validate the regression model.

Hypothesis testing employs multiple linear regression analysis to determine the effects of motivation and work discipline on employee performance, with the t-test assessing the significance of these relationships. The study aims to provide a detailed understanding of how motivation and work discipline affect employee performance at the Bone Regency Social Service Office, offering valuable insights into enhancing performance through these factors.

4. Results and Discussion

4.1 Results Research

a. Characteristics Respondent

The characteristics of respondents in this study are analyzed to understand their diversity in terms of age, gender, and educational level, which helps provide a clearer picture of the respondents' conditions and their relation to the research objectives. Regarding gender, out of a total of 70 respondents, 51.4% (36 respondents) are male, while 48.6% (34 respondents) are female. This indicates that the number of male respondents slightly exceeds the number of female respondents at the Bone Regency Social Service Office. In terms of educational level, the respondents are categorized into several groups: high school (SMA), D1, D3,

S1, and S2. The data shows that 14.3% (10 respondents) have a high school education, 1.4% (1 respondent) have a D1 qualification, 1.4% (1 respondent) have a D3 qualification, 78.6% (55 respondents) hold a bachelor's degree (S1), and 4.3% (3 respondents) have a master's degree (S2). This suggests that the majority of respondents at the Bone Regency Social Service Office possess a bachelor's degree, reflecting a relatively high level of education among the employees.

b. Description Variable Study

In this study, three variables were examined to gauge respondents' reactions to the indicators represented in the questionnaire and to calculate the scores for these variables. The variables are Motivation (X1), Work Discipline (X2), and Employee Performance (Y).

- 1) Frequency of Responses for the Motivation Variable (X1): Based on the data in Table 4.3, the frequency distribution of the Motivation variable includes eight statements. The analysis reveals that the highest mean score is 4.47, associated with the X1.2 indicator. Conversely, the lowest mean score is 4.04, associated with the X1.5 indicator. The overall average mean score for the Motivation variable is 4.34.
- 2) Frequency of Responses for the Work Discipline Variable (X2): As shown in Table 4.4, the frequency distribution of the Work Discipline variable also comprises eight statements. The analysis indicates that the highest mean score is 4.47, related to the X2.3 indicator, while the lowest mean score is 4.16, associated with the X2.8 indicator. The overall average mean score for the Work Discipline variable is 4.36.
- 3) Frequency of Responses for the Employee Performance Variable (Y): Table 4.5

displays the frequency distribution for the Employee Performance variable, which includes eight statements as well. The analysis shows that the highest mean score is 4.56, associated with the Y.8 indicator, while the lowest mean score is 4.31, associated with the Y.5 indicator. The overall average mean score for the Employee Performance variable is 4.44.

c. Test Instrument Study

The validity and reliability tests were conducted to ensure the accuracy and consistency of the questionnaire used in this study. The validity test aimed to measure whether the questionnaire items were valid by determining if they accurately captured the intended variables. This was done using item analysis, where the total score of each item was compared to the overall total score. The test was conducted using SPSS 22 software, and the results were compared to the critical value from the r-table. For a sample size of 70 respondents and a significance level of 0.05, the r-table value was determined to be 0.235. The results indicated that all items related to the variables of motivation, work discipline, and employee performance were valid, as the calculated r-values for all items exceeded the r-table value.

In addition to the validity test, a reliability test was conducted to measure the consistency of the questionnaire. The reliability of each variable was assessed using Cronbach's Alpha, where a value greater than 0.60 indicates that the variable is reliable. The reliability test results showed that all variables in the study, including motivation, work discipline, and employee performance, had Cronbach's Alpha values above the threshold of 0.60. This indicates that the questionnaire items are not only valid but also reliable, ensuring that the data collected is both accurate and

consistent for the purposes of the research.

d. Test Assumption Classic

The normality test was conducted to determine whether the data in the regression model for both independent and dependent variables were normally distributed. A good regression model requires the data to be normally distributed or close to normal. The test was carried out using the One-Sample Kolmogorov-Smirnov Test. The results showed that the Asymp. Sig. (2-tailed) value was 0.057, which is greater than 0.05. This indicates that the regression model in this study is normally distributed. The heteroscedasticity test was performed using a scatterplot. The results indicated that the points were randomly distributed, did not form any specific pattern, and were spread above and below zero on the Y-axis. This suggests that heteroscedasticity is not present in the regression model.

Multiple linear regression analysis was employed to determine the effect of the independent variables, namely Motivation (X1) and Work Discipline (X2), on the dependent variable, Employee Performance (Y). The regression equation obtained was $Y = 4.778 + 0.413X_1 + 0.469X_2 + e$. The constant value of 4.778 indicates that if the independent variables are held constant, employee performance will still increase. The coefficient for Motivation ($b_1 = 0.413$) and Work Discipline ($b_2 = 0.469$) suggests that both factors have a positive and significant impact on employee performance. An increase in either motivation or work discipline will result in higher employee performance.

The t-test was conducted to determine the significance of the individual effects of the independent variables on the dependent variable. The significance levels for Motivation (X1) and Work Discipline

(X2) were 0.003 and 0.000, respectively, both of which are below the 0.05 threshold. Additionally, the t-values for Motivation (3.133) and Work Discipline (4.209) were greater than the critical t-value of 1.996. These results indicate that both Motivation and Work Discipline have a significant and positive impact on Employee Performance.

Finally, the coefficient of determination (R^2) was calculated to assess the percentage of the variation in the dependent variable that could be explained by the independent variables. The R value of 0.615 indicates a moderate correlation between the independent variables and employee performance. The adjusted R^2 value of 0.359 means that 35.9% of the variation in employee performance can be explained by Motivation and Work Discipline, while the remaining 64.1% is influenced by other factors outside the model. Overall, the findings suggest that Motivation and Work Discipline have a strong influence on Employee Performance.

4.2 Discussion

Based on results study Which has done by Researchers obtained results that Motivation and Work Discipline have a positive and significant effect on Employee Performance. This can be proven by the results of the analysis linear multiple For know Influence Motivation And Discipline Work towards Performance Employee on Office Service Social Bone Regency we get the equation $Y = 4.778 + 0.413X_1 + 0.469X_2 + 0.05$. From this equation it can be explained that there is the influence of motivation and Work Discipline on Employee Performance in the Office Bone Regency Social Service where every additional 1% of the Motivation value is employee performance value increase 0.413 And every addition 1% mark Discipline Work so mark Performance

Employees increased by 0.469, meaning that the direction of influence of Work Motivation and Discipline on Employee Performance is positive. The constant value is 4.778 means that the consistent value of the Employee Performance variable is 4.778.

The influence of motivation on employee performance at the Bone Regency Social Service Office was found to be positive and significant. The results of the analysis showed a t-value of 3.133, which is higher than the critical value of 1.996, with a significance level of 0.003, which is less than 0.05. This led to the rejection of the null hypothesis (H_0) and acceptance of the alternative hypothesis (H_a), indicating that motivation (X_1) has a significant positive effect on employee performance (Y).

Similarly, the influence of work discipline on employee performance was also tested, and the analysis yielded a t-value of 4.209, again higher than the critical value of 1.996, with a significance level of 0.000, which is also less than 0.05. This result confirms that work discipline (X_2) has a significant positive effect on employee performance (Y) at the Bone Regency Social Service Office.

These findings are consistent with previous studies. For example, Ayer et al. (2016) found that motivation and work discipline positively and significantly affect employee performance at the Supiori Regency Agriculture Service Office. Similarly, Ekhsan (2019) concluded that motivation and work discipline significantly influence employee performance, while Siswanto (2019) supported the view that work motivation and discipline have a significant impact on employee performance. Hasyim et al. (2020) also found that motivation and work discipline significantly affect employee performance at PT. Kahatex, and Alhusaini et al. (2020) showed that work motivation and discipline

significantly impact teacher performance. Additionally, Sukatendel et al. (2021) and Tarigan & Priyanto (2021) found similar results, highlighting the positive and significant effect of motivation and work discipline on employee performance in different settings.

The coefficient of determination (R^2) test revealed an Adjusted R^2 value of 0.359, or 35.9%, indicating that motivation and work discipline contribute to 35.9% of the changes in employee performance. This suggests that these factors are closely related to employee performance in carrying out their duties. Motivation can be influenced by several factors, such as a pleasant work environment, adequate compensation, and others. Similarly, work discipline is shaped by factors like self-awareness, interest, motivation, and more. When motivation and work discipline are positive, they can enhance employee performance and create a better, more productive working atmosphere.

5. Closing

Based on the research results and discussions regarding the influence of motivation and work discipline on employee performance at the Bone Regency Social Service Office, it can be concluded that both motivation and work discipline have a positive and significant effect on employee performance. Motivation plays a crucial role in enhancing employee performance, as does work discipline, which was found to be the most dominant factor influencing performance.

In light of these findings, several suggestions are offered. For the Bone Regency Social Service Office, it is recommended that the office enforce disciplinary measures more assertively, particularly because work discipline has such a strong impact on performance. Implementing stricter penalties for those

who disregard regulations could improve overall employee performance. Additionally, superiors should focus on building stronger relationships with their subordinates, engaging in regular, informal conversations to better understand the challenges employees face, especially regarding punctuality. Strengthening these relationships could lead to improvements in discipline and performance. Given the significant influence of work discipline, the Human Resources department should consider imposing stricter sanctions to further enhance employee discipline.

For future researchers, it is suggested that further studies build upon this research by exploring additional variables that may impact employee performance. Incorporating different data and considering other factors could provide a more comprehensive understanding of what drives employee performance, leading to more nuanced and insightful conclusions.

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