

THE INFLUENCE OF MOTIVATION AND WORKLOAD ON EMPLOYEE PERFORMANCE AT THE MANUKAN KULON SUBDISTRICT OFFICE, TANDES DISTRICT, SURABAYA CITY

Influence Motivation And Workload To Performance Employees at the Village Office Manukan Kulon Subdistrict Tandes, Surabaya City

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Abstract

This research aims to determine the effect of motivation and workload on employee performance at the Manukan Kulon Subdistrict Office. It is classified as quantitative research. The population of this study consists of all employees at the Manukan Kulon Subdistrict Office, with a census sampling technique, resulting in a total sample of 23 employees. Data was collected through questionnaires distributed to respondents. The data analysis techniques used include classical assumption tests, determination coefficient tests (R-Square), overall hypothesis testing, and individual hypothesis testing. Based on multiple linear regression analysis, the results show that motivation has a significant positive effect on employee performance, indicated by a regression coefficient value of 0.257 with a significant value of Sig t = 0.000 and $\alpha = 0.05$. On the other hand, workload does not have a significant effect on employee performance, as indicated by $t = -1.822 > t_{table} = 2.06866$ ($df = 23$, $\alpha/2 = 0.025$) and a significant value of Sig t = 0.083 with $\alpha = 0.05$. Additionally, based on multiple linear regression analysis, the calculated F value = 12.119 > F table = 3.42 ($df_1 = 2$, $df_2 = 23$, $\alpha = 0.05$), with a significant value of $F = 0.000 < \alpha = 0.05$, meaning H_0 is rejected. This indicates that motivation and workload together have a significant effect on employee performance. In conclusion, the performance of employees at the Manukan Kulon Subdistrict Office is influenced by motivation and workload simultaneously by 58.4%, while the remaining 42.6% is influenced by other factors.

INTRODUCTION

Performance, also called as performance work, is results from implementation task a employee in reach goals that have been set . Employees who own level efficiency tall and capable produce work quality considered Work with Good. One of factor important in success a organization or institution in reach the goal is performance his employees.

Performance employee can influenced by various factors, such as burden work and motivation. However, every individual Possible experience decline performance when lost Spirit Work. Pinder (2008) defines motivation as a force that directs, intensifies, and sustains action employee. Rivai (2015) stated that " Motivation is inspiring attitudes and values somebody For reach appropriate goals with his wishes ." In other words, motivation is encouragement main driving force somebody For Work. Without Enough motivation , employees tend reluctant finish work . Besides ability, motivation also play a role important in determine performance (Van Iddekine et al., 2014).

Besides motivation, burden work also influences performance. Workload or obligation defined as condition work that must be done resolved in limit time certain. Webster (Lysaght et al., 2012) defines burden Work as the total volume of work that must be done completed by the department or group worker in time specific, and amount assigned work to worker. If ability employee exceed demands work, them Possible feel bored. On the other hand, if ability they not enough than required, they tend feel fatigue (Dust et al., 2022).

Excessive workload can impact negative for employee, cause fatigue physical and mental, as well reaction emotional like Sick back, pain headache stomach, and stress (Amiri & Behnezhad, 2020). Therefore that, organization must ensure that burden Work in accordance with skills and motivation employee For maintain good performance.

District Office Manukan Kulon, as one agency government area in the District Tandes, Surabaya City, on duty give service to public. As agency government, office This expected Keep going increase quality service, professionalism, performance, as well as development facilities and infrastructure in accordance with direction development of the city of Surabaya.

Based on study before, load Work proven own influence negative to performance. Study Asriani (2018) in Dinas Source Power Makassar City Man shows that burden Work influential negative significant to performance. However, results different found by Anisah et al. (2021), who found that burden Work own impact positive significant to performance employees at PTPN IV Medan.

Phenomenon at the Village Office Manukan Kulon in line with findings Anisah et al. (2021), where 8 of 23 employees with burden Work low show performance bad. Decline performance This characterized by indiscipline and failure finish tasks, which resulted in 3 employees accept warning written and 5 employees accept warning verbal.

According to Utomo (2008), burden Work is gathering mandatory task completed by employees or organizational unit in time certain. At the Village Office, assignments This known as task principal and function (tupoksi). Theory Determination Goals (Goal Setting Theory) show exists correlation direct between performance and responsibility answer specific and measurable work. When somebody own objective clear work, they will motivated For try more hard and improve performance (Locke & Latham, 1990; 2002). This is also supported by Tubbs' (1986) meta-analysis, which shows that specific and challenging goals related with improvement performance.

Motivation

According to Azwar (2000:15), motivation can interpreted as a encouragement, enthusiasm, or energy driven by the individual or group For act and take decision in a way voluntary in effort reach goals that have been set previously. According to Ernest (1985:268), motivation Work can interpreted as a influencing conditions passion, direction, and consistency behavior somebody in environment Work. According to Sunyoto (2012:43), environment good and conducive work can influence Spirit as well as motivation employee For Work with more Good.

According to Pinder (2008), work motivation is a force that directs, influences the intensity and maintains employee behavior in carrying out work activities. If employees do not have strong motivation to work, their performance will tend to be low even though they have high abilities and competencies.

In its development, work motivation is categorized as intrinsic motivation and extrinsic motivation.

1. Motivation Intrinsic

Intrinsic motivation is defined as the reason someone does something because they like and enjoy the activity itself or the experience of doing the activity without expecting any *outcome* (Locke and Shattke, 2018). A person's pleasure in doing something can be passive, such as reading a book, or active, such as selling, analyzing, teaching and helping others (Locke and Shatkee, 2018). Someone who is motivated by intrinsic motivation can

be realized by the act of carrying out *altruism* or the act of helping others without expecting to get anything in return (Chang and Chuang, 2011).

Motivation intrinsic originate from a number of factor from in includes :

- a) Achievement and motivation self works as motivation for those who make the effort For achieve , develop creativity , and improve motivation they Alone
- b) Need is various motivation expected by individuals For still guard resilience the standard through achievement progress .
- c) Trust can defined as confidence and encouragement main For reach the goal will be produce results positive in the future come .
- d) Obligation is motivation those who believe that work must done in a way efficient and those who need it ensure that something with quality best can produced .
- e) Inspiration somebody For make appearance certain is level satisfaction work they .

2. Extrinsic Motivation

Motivation extrinsic is the reason someone performs an action based on a person's expectation of getting explicit results such as promotion, financial rewards , reciprocal relationships as a result of carrying out these actions (Kankanhalli et al ., 2011). A person's actions that are driven by extrinsic motivation are based on the motivation provided by other people based on employee behavior and performance (Nicolai et al ., 2009). Cabrera and Cabrera (2002) explain motivation extrinsic as an employee's perception of the explicit positive results they will receive when they carry out certain actions which can be a reason for carrying out these actions.

Thus, motivation extrinsic can be defined as the reason someone does something in the hope of gaining value and benefits in the future from the action they take . In self-determination theory, extrinsic motivation is included in the motivation category in the continuum of motivation as controlled motivation. Wang and Hou (2015) explain that extrinsic motivation is initiated and stimulated from external sources or other people so that extrinsic motivation is included in the controlled motivation category. Foss et al. (2009) extrinsic motivation comes from assessments given by other people based on employee behavior and regulations from other people. Thus, extrinsic motivation is motivation that is controlled by other people or is called controlled motivation.

Motivation extrinsic originate from a number of factor from outside , including :

- a. Types and characteristics work become pusher for somebody For choose and do work certain.
- b. Group Work is organization where people work For produce income used For fulfil need life they daily.
- c. Condition environment good and enjoyable job will possible employee For Work in accordance with hope and optimize potential they .
- d. Related phrases with welfare and security on site Work is guarantee provided by the company For guard health and safety his employees .
- e. Connection between colleague work , boss , or subordinate known as " relationship relational ." For situation moment this , we argue that everyone inside affiliate must passionate and respected For create environment friendly work .

Workload

Based on Utomo (2008), workload can be defined as a collection of work that must be completed by a certain group or individual within a certain time period. Commitment assessment can be described as a procedure for obtaining data regarding the capacity and job suitability of a relationship or position holder, carried out effectively using job assessment strategies, commitment

assessment frameworks, or other association techniques. It can be concluded that one of the association's methods for collecting work data through a tentative assessment and evaluation process is commitment assessment. This information is expected to be used as a tool to further develop tools in the institutional, administrative and human resources fields.

According to Yener & Coskun (2013), burden Work can understood as development demands work main , like uncertainty work , struggle work , stress , pressure jobs , and jobs that don't finished . According to Bakker and Demerouti (2016), there is two type not quite enough Answer : obstacles and difficulties . Demands barrier imply burdensome things or possible obstacles obstruct individual in achieving targets, for example struggle employment and vulnerability work . Request challenge is need work , for example , tension time and obligations , which is possible can help awareness self and achievement employee .

Workload individual is the most common way For finish a task or bunch work in typical conditions in a size time that has been set , all of which That relate with the pointer . Internal factors , such as aspect somatic (type gender , age , nutritional status , condition health , etc.) and psychological (motivation , perception , beliefs , desires , satisfaction , etc.) , constitute example originating factors from in self individual . Factor external refers to the originating load from environment outside individual , for example work , association work , and place Work .

Employee Performance

According to Moeheriono (2014), performance refers to achievement qualitative and quantitative by individual or group in a organization , accordingly with authority , duties and responsibilities answer them , in frame reach objective organization in a way legal , no violate law , as well in accordance with moral and ethical norms . Achievement or implementation is results obtained from ability Work or exercise certain during period time certain .

According to Mangkunegara (2017), indicators performance includes :

1. Quality : How much Good a worker finish his job .
2. Quantity : How much Lots work performed by workers in period time certain .
3. Implementation Duties : The extent of the worker can carry out not quite enough he answered with right and without error .
4. Compliance : Commitment worker For finish work given .

Indicator performance matters covers quality , quantity , understanding not quite enough answer , progress , speed work , accuracy work , and participation . Indicators This can used For evaluate performance (Jansen, 2001).

METHOD STUDY

Study This carried out at the Village Office Manukan Kulon , District Tandes , Surabaya City, with use approach quantitative . In study here , there is three variable , ie Motivation (X1) and Workload (X2) as variable free or independent, as well Performance (Y) as variable bound or dependent . Framework conceptual study This arranged based on underlying theory and available existing data . Research model This involve three variable , ie Motivation , Workload , and Performance Employee . Conceptual model in study This can visualized in form picture .

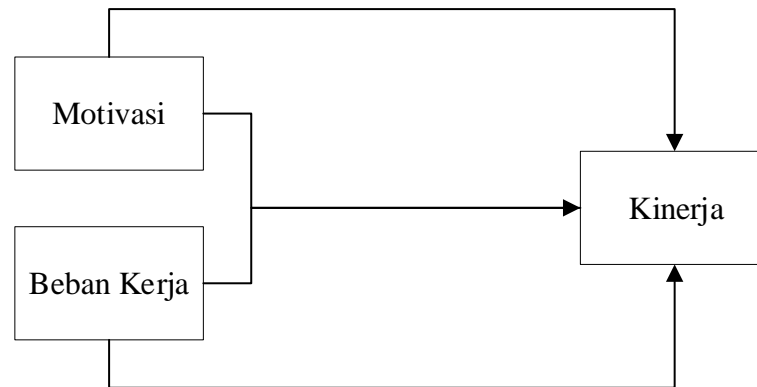


Figure 1 . Conceptual Model based on processed data .

Based on existing research models explained , some hypothesis in study This can formulated as following :

- H1: Yes influence motivation to performance employee at the Village Office Manukan Kulon .
- H2: Yes influence burden Work to performance employee at the Village Office Manukan Kulon .
- H3: Yes influence motivation and burden Work in a way simultaneous to performance employee at the Village Office Manukan Kulon .

Population study This consists of 23 ASN employees in the environment Ward Manukan Kulon , Surabaya City. Data is collected use questionnaire with Likert scale . Analysis techniques used is analysis quantitative , which includes testing and data analysis through multiple linear regression . Data processing is carried out using SPSS software, and testing hypothesis done through statistical tests . Formula Multiple linear regression was used is as following :

$$Y = \alpha + \beta_{X_1} X_1 + \beta_{X_2} X_2 + e$$

Figure 2. Formula Multiple Linear Regression

Where :

- Y = Performance Employee
- α = Constant from the regression model
- β = Coefficient of the independent variables studied () X_n
- X_1 = Motivation Work
- X_2 = Workload
- e = Error

RESULTS AND DISCUSSION

In part This will explained profile and characteristics grouped respondents become a number of group . So that grouping the can be one source supporter in analyze analysis study . Study This involving 23 respondents who were employees in the Village Manukan Kulon City of Surabaya which has diverse characteristics . This information is grouped and analyzed using SPSS according to the stages, including validation test, reliability test, normality test, multicollinearity test and heteroscedasticity test. so the multiple linear regression test with count end as following :

Analysis multiple linear regression done For knowing the influence of Motivation , Workload to Performance Employee . Following This is results analysis multiple linear regression

Table 9 Analysis Multiple Linear Regression

MODEL	B	BETA	T COUNT	T TABLE	SIG. T
CONSTANT	14,630		7,525	2.06866	0,000
MOTIVATION (X1)	0.257	0.054	4,768	2.06866	0,000
WORKLOAD (X2)	-1,558	0.855	-1,822	2.06866	0.083
R SQUARE	= 0.548				
F COUNT	= 12,119				
F TABLE	= 3.42				
SIG. F	= 0.000				
DEPENDENT VARIABLE: PERFORMANCE EMPLOYEE (Y)					

- Influence Motivation and Workload To Performance Employee**
 Based Table 4.10, analysis regression shows F count = 12.119, which is more big from F table = 3.42 (df1=2, df2=23, $\alpha=0.05$), with mark significance F = 0.000, which is less from $\alpha=0.05$. This matter indicated that H0 is rejected, so can concluded that Motivation and Workload in a way simultaneous own influence significant to Performance Employee. This means, Motivation and Workload, respectively together, influence Performance Employee in a way significant.
- Influence Motivation to Performance Testing Clerk**
 to influence Motivation to Performance Employee shows t count = 4.768, which is more big from t table = 2.06866 (df=23, $\alpha/2=0.025$), with mark significance t = 0.000, which is less from $\alpha=0.05$. This means H0 is rejected, and can be concluded that Motivation influential significant to Performance Employee in a way partial. This result supports H1 which assumes exists influence significant Motivation to Performance Employee. Influence Motivation to Performance Employee nature positive, with coefficient regression of 0.257. This means the more low Motivation, increasingly decrease Performance Employees, and vice versa, increasingly tall Motivation, increasingly increase Performance Employee (with scale variable Motivation 1 = very No agree Motivation low, 5 = agree Motivation low).
- Effect of Workload to Performance Testing Clerk**
 influence of Workload to Performance Employee produces t = -1.822, which is more small from t table = 2.06866 (df=23, $\alpha/2=0.025$), with mark significance t = 0.083, which is more big from $\alpha=0.05$. This show that H0 is accepted, and can be concluded that Workload No own influence significant to Performance Employee in a way partial. In other words, H1 states exists influence significant workload to Performance Employee No can accepted (with nominal variable 1 = load Work low, 2 = load Work tall).

Coefficient Test Determination (R²)

Coefficient determination (R²) of 0.548 shows that Motivation and Workload can explained 54.8% of the variation in change Performance Employee, temporary the remaining 45.2% is explained by factors other. With Thus, performance employee at the Village Office Manukan Kulon influenced by Motivation and Workload in a way simultaneous amounted to 58.4%, while 42.6% was influenced by factors other.

Design equality liner regression obtained is as following :

$$Kinerja = 14.630 + 0.257 \text{ Motivasi Kerja} - 1.558 \text{ Beban Kerja} + 1.944$$

DISCUSSION

Influence Motivation To Performance Employees at the Village Office Manukan Kulon

Based on results analysis, can know that motivation Work own significant influence to performance. On research This show influence motivation to performance employee nature positive Where improvement One points motivation Work will increase performance a number of points. On research This found that indicator the biggest motivation is motivation employee to salary and motivation get appreciation from other people as well motivation Work Because in accordance with objective organization.

On Research this, employee motivated finish work with Good Because hope get appreciation and feeling appreciated by leaders and colleagues Work. That matter aligned with theory transaction social (Social Exchange Theory) which explains that action individual to others depending on favorable reactions from other people and desires get kindness lead come back from others (Blau, 1964). Corporanzano et al (2017) explain that initiation action somebody to others based on desire somebody For get profit from connection good to have with others as connection lead come back. On research This means that employees are also motivated do work with Good Because hope get allowance great work and salary from government. This is also the case with social exchange theory.

On Research this, employee motivated finish work with Good Because feel objective organization and work aligned with mark owned value employee. That matter aligned with theory determination self (Self Determination Theory) which explains that action individual depend on others pleasure, interest and harmony mark action (Deci and Gagne, 2005). Deci and Gagne (2005) explain that initiation action somebody do influenced by intrinsic motivation Where individual do action because mark mark action taken in accordance or identical (identified) with mark upheld values high by the individual.

On research here, employee evaluate that objective from government in office ward is job that has mark tall Where organization government This aim For serve and protect public so that can realize environment a safe, peaceful and prosperous society. Employee feel values and goals organization identical and harmonious with mark mark himself so that employee try give performance best For serve to the country and serve public.

Effect of Workload To Performance Employees at the Village Office Manukan Kulon

Based on results analysis, can know that burden Work No own significant influence to performance. On research This show influence burden Work to performance employee No is linear, however nature parabolic. Influence parabolic burden Work show positive influence on performance on grades certain. When burden Work reach optimal value, influence burden Work become negative to performance. That matter aligned with theory activation (Activation Theory) which explains that burden too much work low cause employee feel bored and judgmental work This No interesting For resolved so that when burden Work improved then, employees feel work the challenge and feel driven by performance targets so that individual the increase his efforts For finish work. However, on point certain when burden Work assessed own major impact on health psychological, mental and physical, employees will feel fatigue and stress so will reduce level performance employee the. That matter aligned with study Bakker and Demerouti (2016) make the distinction burden Work become two that is hindrance demands and challenge demands.

Hindrance demands cause improvement burden work that doesn't need or No productive. So that if main duties employee too high or not coordinated with Good will cause burden excessive work or No efficient for individual or teams involved and lowered performance.

Challenge demands can be done influence burden Work in a way direct. If main duties managed with good and without burdensome in a way excessive can give encouragement motivation and improve performance.

Research result This can become input for Government Republic of Indonesia for determine burden optimal work to load Work No too high which causes mentally and physically exhausted , but also not too low which causes employee bored and not Spirit Work .

Influence Motivation and Workload To Performance Employees at the Village Office Manukan Kulon

Based on results analysis , can known that motivation Work in a way together The same with burden Work own significant influence to performance . On research This show influence motivation to performance employee nature positive Where improvement One points motivation Work will increase performance a number of points . Influence burden Work own negative influence to performance , however influence the No significant in a way partial .

Aligned with theory goal setting, research This show burden too much work low cause employee feel work the No interesting and challenging so that performance employee the relatively low . However If burden Work have clear work details , clear work targets and assessments clear performance , then employee will feel Spirit For pursue work targets so that performance relatively tall . In other words, burden detailed work with clear and challenging targets can become motivation employee For finish work with Good.

CONCLUSION

Based on analysis that has been done in study this , got it concluded as following :

1. **Influence Motivation to Performance Employee**
 Analysis results multiple linear regression show that motivation own influence significant and positive to performance employee at the Village Office Manukan Kulon . This matter proven with mark coefficient regression of 0.257 and value significance Sig t = 0.000, which is more small of $\alpha = 0.05$. That means , more and more tall perceived motivation employees , increasingly high performance too employee the . On the contrary , increasingly low motivation employees , increasingly performance is also low employee .
2. **Effect of Workload to Performance Employee**
 Based analysis multiple linear regression , loading Work No show influence significant to performance employee at the Village Office Manukan Kulon . This seen from t count = - 1.822, which is more small from t table = 2.06866 (df = 23, $\alpha/2 = 0.025$), and the value significance Sig t = 0.083, which is more big of $\alpha = 0.05$.
3. **Influence Simultaneous Motivation and Workload to Performance Employee**
 Totally Simultaneous , motivation and burden Work own influence significant to performance employee at the Village Office Manukan Kulon . This matter reflected from coefficient determination (R^2) of 0.548, which shows that motivation and burden Work can explained 54.8% of the variation in change performance employee , temporary the remaining 45.2% is influenced by factors other . With Thus , performance employee at the Village Office Manukan Kulon influenced in a way simultaneously by motivation and burden Work amounted to 54.8%, while 45.2% was influenced by factors other .

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