

## The Influence of Work Motivation on Employee Work Performance at the Bima City Tourism and Culture Office

Eka Miswarita, Mulyadin, Jaenab  
Sekolah Tinggi Ilmu Ekonomi Bima, NTB  
E-mail: eka.stiebima20@gmail.com

**Abstract.** *This research aims to determine the effect of work motivation on employee work performance at the Bima City Tourism and Culture Office. This research is included in the Associative research category. The research instrument used was a questionnaire with a Likert scale. The population used in this research was all employees at the Bima City Tourism and Culture Office, totaling 58 employees, consisting of 34 employees with civil servant status and 18 contract employees and 6 honorary employees. The sample in this study was 34 employees with civil servant status at the Bima City Tourism and Culture Office. The sampling technique used in this research is purposive sampling technique. Data collection techniques use observation, questionnaires and literature study. The data that has been collected is then analyzed using SPSS v.26 then tested for validity, reliability test, simple linear regression analysis, correlation coefficient, determination test and t test. The research results show that there is a significant influence of work motivation on work performance at the Bima City Tourism and Culture Office.*

**Keywords:** *Work Motivation, Work Performance*

### BACKGROUND

Organizations are of course founded with goals to be achieved in the future and adjusted to the level of background of the organization being founded. When an organization achieves the goals that have been created and set, it can be said that the organization is in accordance with planning standards, therefore employees are required to have good work performance to achieve these goals.(Ihsan and Nasution, 2021).

Work performance is the performance achieved by a person in the tasks that include his work. Employees who have different skills or abilities and with these differences' employees achieve work performance, the higher the employee's work performance, the more positive impact it will have on individuals and government agencies. Work performance is a method for organizations to make a fair and honest analysis of an employee's value to the organization based on skills, experience, seriousness and time.(Putri and Aldino, 2022). One of the factors driving employee work performance is good work motivation from employees to work harder and help the organization to achieve good work results.

Work motivation is motivation that occurs in work situations and environments in an organization or institution. Basically, humans always want good things, so the driving force that motivates their work enthusiasm depends on the hope that will be obtained in the future. If that hope comes true then a person will tend to increase their work motivation. Work motivation is formed from the employee's attitude in facing work situations in the organization(Rajagukguk, 2017).

The Bima City Tourism and Culture Service is the implementing element of the regional government in the field of tourism and the creative economy which is led by a head of service who is under and responsible to the mayor through the regional secretary. The Tourism Office was formed for the first time based on Mayor's Decree number 7 of 2002 with the nomenclature of the Bima City Tourism and Culture Office. Furthermore, it is regulated by Regional Regulation Number 5 of 2003 using the same nomenclature. In 2008 there was a change in nomenclature to become the Bima City Tourism and Culture Service in accordance with Regional Regulation Number 3 of 2008 concerning the

formation, structure, position, main duties and functions of regional services. Furthermore, there was another change in nomenclature in 2016 to become the Tourism Service based on Regional Regulation Number 5 of 2016 concerning the Formation and Structure of Bima City Regional Apparatus and followed up with Mayor Regulation Number 57 of 2016 concerning the position, organizational structure, duties and functions and work procedures of the Tourism Department.

Based on initial observations by researchers at the Bima City Tourism and Culture Office, problems were found related to employee work performance which was less than optimal, this was indicated by some employees being unable to complete the work properly, requiring quite a long working time to complete their tasks, the amount of work completed was not achieving organizational targets, as well as some work results that are less than ideal than expected. Apart from that, there are also problems related to employee work motivation at the Bima City Tourism and Culture Office, namely that there are several employees who are less responsible for their work by procrastinating work during working hours and employees have little desire to take on challenging work.

The problems above underlie researchers' interest in conducting research with the title: The Influence of Work Motivation on Employee Work Performance at the Bima City Tourism and Culture Office.

## **THEORETICAL STUDY**

### **Work motivation**

According to Taalipu et al. (2021) Work motivation is a process that encourages a person or work group from the outside so that they want to carry out something that has been determined. Work motivation itself is one of the factors that determines the high and low performance of an employee. Motivation is also related to a person's psychological factors as a form of relationship between attitudes, needs and

satisfaction that occur within humans. Encouragement or motivation is important because with motivation it is hoped that every employee will work hard and enthusiastically to achieve high work productivity (Kinanti and Nelson, 2023). According to Yatipai and Kaparang (2015) Work motivation is the willingness to make maximum use of business results in achieving company goals with the aim of satisfying some of the employee's personal needs.

Indicators used as a measuring tool for work motivation variables according to Mangkunegara (2016) are as follows :

- a). Responsibility, namely having high personal responsibility for one's work
- b). Work Performance, namely doing something/work as well as possible
- c). Opportunities for Advancement, namely the desire to get fair wages in accordance with the work
- d). Recognition of Performance, namely the desire to get a higher salary than usual.
- e). Challenging work, namely the desire to learn to master their work in their field.

### **Work performance**

According to Manggi et al. (2018) Work performance is a work result achieved by an employee in carrying out the tasks assigned to him which is based on skill, experience, seriousness and time. According to Ismono (2018) Work performance is the level of a person's proficiency in the tasks that include his or her job. This understanding shows the weight of an individual's ability to fulfill the provisions in their work. Job performance is the result of a person's efforts which are determined by their personal characteristics abilities and perceptions of their role in the job (Azikin, 2014).

According to Hasibuan (2016) explains work performance indicators including:

- a) Work Quality (Quality), namely the level of perfection of work processes or fulfillment of ideal and expected work activities.
- b) Work Quantity (Quantity) is the amount produced in the context of money value, number of units, or number of completions of an activity cycle.
- c) Time period (Timeliness) is the level of adjustment of an activity carried out or a result achieved in the shortest expected time so as to maximize the use of time for other activities.
- d) Cost Effectiveness is the level of maximizing organizational resources to obtain the most results or reduce losses.

### **The Relationship between Work Motivation and Work Performance**

According to Taalipu et al. (2021) Leaders need to know employee work performance so that leaders can treat employees fairly in terms of promotions, salaries/wages, bonuses, and so on. By understanding the work performance of their subordinates, leaders can assign tasks according to their abilities and motivate employees so that work performance can be improved. Work motivation has a close relationship with employee work performance. Work motivation influences work performance by looking at employee work motivation, so that employees are willing to work hard by giving all their abilities and skills in realizing organizational goals. (Aprianti and Yanti, 2023). Previous research conducted by Hermawati (2019) stated that work motivation has a significant influence on the work performance of employees at the Batu City Government Education Service.

Based on the theory and problems above, the following hypothesis can be proposed:

Ho;  $\beta = 0$ , there is no significant influence of work motivation on work

performance at the Bima City Tourism and Culture Office.

Ha;  $\beta \neq 0$ , there is a significant influence of work motivation on work performance at the Bima City Tourism and Culture Office.

### **RESEARCH METHOD**

This research was conducted at the Bima City Tourism and Culture Office located on Jln. Soekarno Hatta No. 18, North Rabangodu, Raba District, Bima City. In this research, associative research is used, associative research, namely research that determines the relationship between two or more variables (Sugiyono, 2016). In this study, researchers wanted to find the relationship between work motivation (X) and work performance (Y) at the Bima City Tourism and Culture Office. The research instrument used in this research was a questionnaire with a Likert scale. The research instrument used in this research was a Likert scale questionnaire. The questionnaire in this research is in the form of a statement given to respondents directly. The data is in the form of a detailed and complete list of statements in statement list units for respondents to fill in or answer the statements. In this research the questionnaire was distributed to respondents in the form of a closed questionnaire, because in this research each statement was given an alternative answer which had to be chosen by the respondent, each statement item in the questionnaire was given a weight of 1-5.

Population is a generalized area consisting of objects/subjects that have certain qualities and characteristics that are applied by researchers to study and draw conclusions (Sugiyono, 2016). The population used in this research were all 58 employees at the Bima City Tourism and Culture Office, consisting of 34 employees with civil servant status and 18 contract employees and 6 honorary employees. Research sample according to Sugiyono (2016) is part of the number and characteristics possessed by the population.

The sample in this study was 34 employees with civil servant status at the Bima City Tourism and Culture Office. The sampling technique used in this research is purposive sampling technique. Purposive sampling is a sampling technique with certain criteria, namely the criteria for employees who have civil servant status.

Data collection techniques use observation, questionnaires and literature study. The data that has been collected is then analyzed using validity tests, reliability tests, simple linear regression analysis, correlation coefficients, determination tests and t tests.

## RESULTS AND DISCUSSION

### Validity test

Based on the results of the analysis using SPSS V.26, the results of the instrument validity test are as follows:

Table 1. Validity Test Results of Research Instruments

Variables	Statement Items	R-count	Validity Standards	Ket
Work motivation (X)	1	0.655	0.300	Valid
	2	0.645	0.300	Valid
	3	0.667	0.300	Valid
	4	0.848	0.300	Valid
	5	0.759	0.300	Valid
	6	0.830	0.300	Valid
	7	0.607	0.300	Valid
	8	0.782	0.300	Valid
	9	0.576	0.300	Valid
	10	0.429	0.300	Valid
Work Performance (Y)	1	0.804	0.300	Valid
	2	0.715	0.300	Valid
	3	0.770	0.300	Valid
	4	0.711	0.300	Valid
	5	0.741	0.300	Valid
	6	0.734	0.300	Valid
	7	0.546	0.300	Valid
	8	0.525	0.300	Valid

Source: Processed Primary Data, 2024

Based on table 1 above, it is known that the results of validity testing on work motivation (X) and work performance (Y) variables show that the r-calculated value is above the validity standard, namely  $\geq 0.300$ , so it can be said that all statement

items in the proposed research instrument are valid.

### Reliability Test

Based on the results of the analysis using SPSS V.26, the results of the instrument reliability test are as follows:

Table 2. Research Instrument Reliability Test Results

Variable	Number of items	Cronbach's Alpha	Standard	Information
Work motivation	10	0.873	0.600	Reliable
Work performance	8	0.842	0.600	Reliable

Source: Processed Primary Data, 2024

Based on table 2 above, it is known that the results of reliability testing for statement items on the work motivation (X) and work performance (Y) variables with Cronbach's alpha values have reached or

more than the set standard, namely 0.600, this means that all statement items from the research instrument are stated reliable or accurate for use in research calculations.

### Simple Linear Regression

**Table 3. Simple Linear Regression Test Results**

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14,822	4,667		3,176	,003
	Work motivation	,470	,117	,581	4,034	,000
a. Dependent Variable: Job Performance						

Source: Primary Data Processed by SPSS v26, 2024

Based on the data displayed in table 3 above, the simple linear regression equation obtained in this research is as follows:

$$Y = a + bX$$

$$Y = 14.822 + 0.470X$$

From the equation above it can be explained that:

Y = predicted value, namely the work performance variable

a = Constant or if Work Motivation X = 0 then the value of the work performance variable is 14.822

b = work motivation regression coefficient, if it is increased by 1 criterion, work performance will increase by 0.470

X = Work motivation variable.

### Correlation Coefficient and Determination Test

Correlation coefficient

**Table 4. Results of Correlation Coefficient Test and Determination Test**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,581 <sup>a</sup>	,337	,316	3,426
a. Predictors: (Constant), Work Motivation				

Source: Primary Data Processed by SPSS v26, 2024

Based on table 4 above, the R value obtained is 0.581. These results explain that there is a relationship between work motivation and work performance of Bima City Tourism and Culture Department

employees. To be able to provide an interpretation of the strength of this influence, guidelines such as those in the following table can be used:

**Table 5.** Comparison of Correlation Coefficient Relationship Levels

Coefficient Interval	Relationship Level
0.00 – 0.199	Very low
0.20 – 0.399	Low
0.40 – 0.599	Currently
0.60 – 0.799	Strong
0.80 – 1,000	Very strong

Source: Sugiyono, 2016

These results explain that there is a relationship between work motivation and work performance of Bima City Tourism and Culture Department employees which is in the interval 0.40 – 0.599 with a medium level of relationship.

#### Determination Test

Based on table 4 above, it is known that there is an influence between work motivation and work performance, the magnitude of this influence can be expressed quantitatively by testing the coefficient of determination and then obtaining a Coefficient of Determination (R square) value of 0.337 or 33.7%, while the remaining 66.3% influenced by other factors not examined in this research, for example work load, performance and so on.

#### t test

Based on table 3 above, it is known that the t test value is 4.034 and the sig value is 0.000, then it will be compared with the t table for  $dk = n - 2 = 34 - 2 = 32$  and the error level is 5% for the two-party test, so the t table value is 2.036. So, it is known that the calculated t value is greater than the t table ( $4.034 > 2.036$ ) with a Sig value from the SPSS output of 0.000 which turns out to be smaller than 0.05 (Sig 0.000 < 0.05) so it is stated that the effect is significant, so  $H_a$  is accepted and  $H_0$  rejected. In other words, the alternative hypothesis which states "there is a significant influence of work motivation on work performance at the Bima City Tourism and Culture Office" can be accepted. These results show that if work motivation increases, the work

performance of Bima City Tourism and Culture Department employees will also increase and vice versa. Understanding the work performance of their subordinates allows leaders to assign tasks that suit employees' abilities and motivate employees so that work performance can be improved. Work motivation has a close relationship to employee work performance. Work motivation influences work performance by looking at employee work motivation, so that employees are willing to work hard by giving all their abilities and skills in realizing organizational goals.

This research is in line with research conducted by Hermawati (2019) stated that work motivation has a significant effect on the work performance of employees at the Batu City Government Education Service. Strengthened by research of Heriyanti et al. (2022) which states that Work motivation has a significant effect on employee work performance in the Civil Servants of the Samarinda City Manpower Service.

#### CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the data analysis that has been carried out, the conclusion in this research is that there is a significant influence of work motivation on work performance at the Bima City Tourism and Culture Department with a moderate level of relationship and a magnitude of influence of 33.7%. Suggestions that can be given by the author are the Tourism Department and Bima City Culture can improve work performance by maximizing work motivation so that the

organization can run as it should. Apart from that, the author also suggests that there should be further research by considering other variables to validate this research, such as workload and performance.

## BIBLIOGRAPHY

- Aprianti, K., & Yanti, Y. (2023). Pengaruh Motivasi dan Kepuasan Kerja Terhadap Prestasi Kerja Pegawai Pada Kantor Pelayanan Pajak Pratama Raba Kota Bima. *Jurnal Ilmu Manajemen, Ekonomi, Dan Kewirausahaan*, 1(4), 1–19.
- Arikunto, S. (2016). *Prosedur Penelitian Suatu Pendekatan Praktik*. Rineka Cipta.
- Azikin, S. S. (2014). Pengaruh Motivasi Dan Kemampuan Kerja Terhadap Prestasi Kerja Pegawai Pada Dinas Tenaga Kerja dan Transmigrasi Kabupaten Kutai Timur. *Jurnal Administratve Reform*, 2(3), 359–370.
- Azwar, S. (2016). *Metode Penelitian*. Pustaka Belajar.
- Hasibuan, M. S. P. (2016). *Manajemen sumber daya manusia*. Bumi Aksara.
- Heriyanti, Apriani, F., & Rande, S. (2022). Pengaruh Motivasi Kerja Terhadap Prestasi Kerja Pada Pegawai Negeri Sipil Dinas Tenaga Kerja Kota Samarinda. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 1(3), 29–50.
- Hermawati, A. (2019). Pengaruh Motivasi Dan Kemampuan Terhadap Prestasi Kerja Pegawai Dinas Pendidikan Pemerintah Kota Batu. *Jurnal Dinamika Dotcom*, 3(1), 29–41.
- Ihsan, M. A. Al, & Nasution, Z. (2021). Analisis motivasi kerja dan lingkungan kerja terhadap prestasi kerja dengan kemampuan sebagai variabel moderating di kantor badan perencanaan pembangunan daerah kabupaten labuhanbatu. *Jurnal Manajemen Dan Bisnis*, 18(1), 43–56.
- Ismono, K. (2018). Pengaruh Motivasi Kerja Terhadap Prestasi Kerja Karyawan Pt Yamaha Indonesia. *Seminar Nasional Inovasi Dan Tren (SNIT)*, 2(1), 27–39.
- Kinanti, & Nelson. (2023). Pengaruh Motivasi Terhadap Prestasi Kerja Pegawai Di Lingkungan Sekretariat Daerah Kabupaten Pesawaran. *Jurnal Manajemen Mandiri Saburai*, 7(1), 35–42.
- Mangkunegara, A. P. (2016). *Manajemen Sumber Daya Manusia*. PT. Remaja Rosdakarya.
- Mangngi, R. F., Fanggidae, R. E., & Nursiani, N. P. (2018). Pengaruh Motivasi terhadap Prestasi Kerja Karyawan pada PT. Pos Indonesia (PERSERO) Cabang Kupang. *Journal of Management*, 7(2), 207–224.
- Putri, A., & Aldino, H. P. (2022). Pengaruh Kepuasan Kerja Dan Motivasi Kerja Terhadap Prestasi Kerja Pegawai Pada Dinas Perhubungan Provinsi Sumatera Barat. *Jurnal Bina Bangsa Ekonomika*, 15(2), 616–627.
- Rajagukguk, T. (2017). Pengaruh Motivasi Kerja terhadap Prestasi Kerja Karyawan Bank Indonesia Medan. *Jurnal Manajemen*, 3(2), 63–68.
- Sugiyono. (2016). *Metode Penelitian Kuantitatif Kualitatif dan R&D*. In Bandung: Alfabeta.
- Taalipu, S. S., Podungge, R., & Monoarfa, V. (2021). Pengaruh Motivasi Kerja Dan Disiplin Kerja Terhadap Prestasi Kerja Pegawai Pada Dinas Koperasi, UKM, Perindustrian Dan Perdagangan Provinsi Gorontalo. *Jurnal Ilmiah Manajemen Dan BisNIS*, 4(2), 149–154.
- Yatipai, T., & Kaparang, S. G. (2015). Pengaruh Motivasi Terhadap Prestasi Kerja Karyawan Studi Pada PT Pos Indonesia Tipe C Manado. *Jurnal Administrasi Bisnis*, 3(1), 1–7.