

## The Influence of Motivation on Employee Work Productivity at PT. Telkom North Jakarta

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### Abstract

*The purpose of this research is to determine the motivation for employee work productivity at PT. Telkom North Jakarta. This research uses quantitative descriptive methods with data collection techniques through distributing questionnaires and library data. In this research, the saturated sampling method used was 68 employees of PT. Telkom North Jakarta, using simple linear regression data analysis techniques. The results of this research show that there is an influence between motivations on the work productivity of PT employees. Telkom North Jakarta and work discipline have a strong positive influence and have an influence contribution of 46.6% on employee work productivity variables. It is hoped that the results of this research will contribute to further research.*

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### Abstrak

Tujuan penelitian ini adalah untuk mengetahui motivasi terhadap produktifitas kerja karyawan pada **PT. Telkom Jakarta Utara**. Penelitian ini menggunakan metode dekriptif kuantitatif dengan teknik pengumpulan data melalui penyebaran kuesioner, dan data pustaka. Dalam penelitian ini menggunakan metode sampling jenuh yang digunakan berjumlah **68** karyawan **PT. Telkom Jakarta Utara**, dengan menggunakan teknik analisis data regresi linear sederhana. Hasil dari penelitian ini menunjukkan bahwa terdapat pengaruh antara motivasi terhadap produktifitas kerja karyawan **PT. Telkom Jakarta Utara** dan disiplin kerja berpengaruh positif **kuat** dan memiliki kontribusi pengaruh sebesar **46,6%** terhadap variabel produktifitas kerja karyawan. Hasil penelitian ini diharapkan memberikan kontribusi untuk penelitian selanjutnya.

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## 1. INTRODUCTION

PT Telkom Indonesia (Persero) Tbk (Telkom) is a State-Owned Enterprise (BUMN) which operates in the field of information and communication technology (ICT) services and telecommunications networks in Indonesia. Telkom's majority shareholder is the Government of the Republic of Indonesia amounting to 52.09%, while the remaining 47.91% is controlled by the public. Telkom shares are traded on the Indonesia Stock Exchange (BEI) with the code "TLKM" and the New York Stock Exchange (NYSE) with the code "TLK".(source:(Telkom, 2023).

In an effort to transform into a digital telecommunication company, Telkom Group is implementing a customer-oriented company business and operational strategy. This transformation will make the Telkom Group organization more lean and agile in adapting to the rapid changes in the telecommunications industry. The new organization is also expected to increase efficiency and effectiveness in creating a quality customer experience. Telkom Group's business activities grow and change along with developments in technology, information and digitalization, but are still within the corridors of the telecommunications and information industry. This can be seen from the business lines that continue to develop, complementing the existing legacy (source:(Telkom, 2023).

Along with the progress of this state-owned company, management's efforts to increase employee productivity cannot be separated from management increasing employee work motivation, so that employee productivity at PT Telkom has a significant impact. One of the functions of well-maintained motivation management can be to increase harmonization in team work in a company.

The word motivation comes from motive, motive according to (Hasibuan, 2014) in (Pristanto Ria Irawan, Taryanto, et al., 2023) a stimulant of desire (want) and the driving force of a person's will to work. Each motive has a specific goal to be achieved. Furthermore, according to GR Terry in (Hasibuan, 2014) Motivation is a desire within an individual that stimulates him to take action. This motivation appears in two different aspects, firstly, when viewed from an active/dynamic perspective, motivation appears as a positive effort in moving, mobilizing and directing the power and potential of the workforce, so that they can productively achieve and realize the set goals. Second, if viewed from a passive/static perspective, motivation will appear as a need as well as a stimulus to be able to move, mobilize and direct human potential and work power in the desired direction.

Labor productivity according to Yusuf in (Ryani Dhyani et al., 2021) is a comparison between the results achieved in the labor market per unit time and as a benchmark for the expansion and activity of the resources used during productivity by comparing the amount produced with each resource used.

According to Hadari Nawawi in (Berti Anggun Melati, 2022) stated that: "Employee productivity is an inverse comparison between the results obtained (output) and the amount of work resources used (input). An employee's productivity can be measured from the total output produced by an employee in carrying out their work (Zivin in (Mufty Aspiyah & S. Martono, 2016).

Research result (Abdul Rachman Saleh & Hardi Utomo, 2018) shows that the work discipline variable has positive results but does not have a significant effect on work productivity, the work motivation variable has a significant effect on work productivity, the work ethic variable has positive results but does not have a significant effect on work productivity, and work environment variables have negative results and do not have a significant effect on work productivity.

Research result (Ni Putu Pradita Laksmiari, 2019) The Influence of Work Motivation on Employee Work Productivity at the Lotus Flower Tea Company in Patemon Village Serrit District shows that work motivation has a positive and significant effect on employee work productivity.

Study (Pristanto Ria Irawan, Taryanto, et al., 2023), et al with the title Influence Work Motivation on Employee Performance At PT. Asuransi Sinar Mas Jakarta, there is an influence between work motivation and employee performance

Based on the results of previous research, researchers are interested in researching employee motivation and work productivity variables with the title the influence of motivation on employee work productivity in **PT. Telkom North Jakarta**. It is hoped that the results of this research can contribute to further research.

## 2. RESEARCH METHOD

This research is a quantitative descriptive study, with the aim of getting an idea of how the Influence of Motivation on Employee Work Productivity at PT. Telkom North Jakarta. For the quantitative approach explained by (Arikunto, 2010) that the approach uses quantitative because it uses numbers, starting from data collection, interpretation of that data, and the appearance of the results.

The population in this research is employees of **PT. Telkom North Jakarta**. The sample used in this research was employees of **PT. Telkom North Jakarta**. Totaling 68 employees,

with the sampling technique being saturated sampling. According to Lijan Sinambela in(Pristanto Ria Irawan, Erik Rahman, et al., 2023) The sample is part of the number and characteristics possessed by the population.

**Hypothesis**

In this research, the formula for hypothesis testing can be explained as follows

- H1:  $\rho = 0$                       There is a significant influence of motivation on employee work productivity
- Ho:  $\rho \neq 0$                       There is no influence of motivation on employee work productivity

**Analysis Model Techniques**

In this research, a simple linear regression analysis technique (simple linear regression) was used Linear regression is a method that can be used to measure at least 2 variables. The way to measure the data is by using dependent variables and independent variables which are drawn through the correlation between the 2 variables via a straight line (Susanti et al, 2010) in(Andik Adi Suryanto & Asfan Muqtadir, 2019).

Operational definition of work motivation variables 1) enthusiasm for work.2) attention to task clarity, 3) proactive (initiative), 4) customer-oriented, 5) empathy, 6) building working relationships, 1)Fair and decent wages, 2) Opportunities for advancement/promotion, 3) Recognition as an individual, 4) Job security, 5) Good workplace, whereas operational definition of employee work productivity variables, 1) intelligent, 2) professional, 3) creative and innovative, 4) high achieving, 5) enthusiastic about working

The research design can be explained through the image below, the influence of discipline of work as a variable X (*independent variables*), and employee work productivity as variable Y (*dependent variable*).



**Figure 1 Research Design**

**3. RESEARCH RESULTS AND DISCUSSION**

**Data Normality Test**

Data can be said to be normally distributed if the Asymp Sig value is > 0.05, based on table 1 below, the Asymp sig value is 0.164. Based on the Kolmogorov-Smirnov test above, it can be seen that the Asymp.sig (2-tailed) value is 0.164, which means it is greater than the provisions of the Kolmogorov-Smirnov normality test, namely 0.05, so it can be concluded that the data is normally distributed and suitable for use as research.

**Table 1**  
**One-Sample Kolmogorov-Smirnov Normality Test**

**One-Sample Kolmogorov-Smirnov Test**

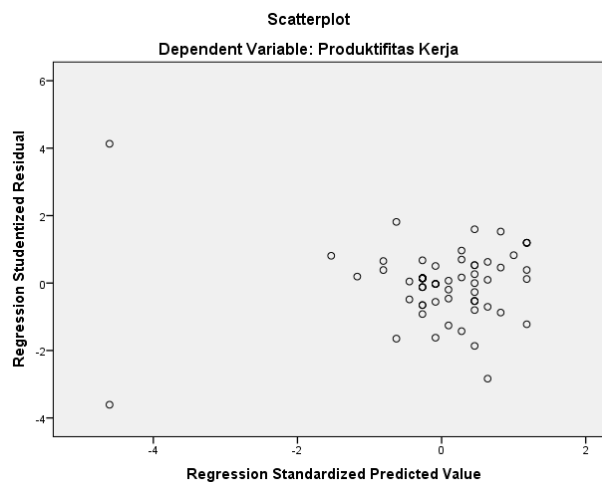
		Unstandardized Residuals
N		68
Normal Parameters, b	Mean	.0000000
	Std. Deviation	1.76237205
Most Extreme Differences	Absolute	.107
	Positive	.085
	negative	-.107
Statistical Tests		.107
Asymp. Sig. (2-tailed)		.164c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Source: Data processed from SPSS

**Heteroscedasticity Test**

One of the requirements that must be met in a good regression model is Nosymptoms of heteroscedasticity occur



**Figure 2 Scatter plot**

In Figure 2 above, it can be seen that the points are spread randomly and are scattered above nor below the number 0. This can be concluded that heteroscedasticity does not occur.

**Validity test**

The validity test of the motivation variable instrument (X) concluded that 8 items of the instrument were declared valid, while 9 items of the employee work productivity variable (Y) were declared valid. Testing used two-sided test with a significance level of  $\alpha = 0.05$ , the r table = 0.235. The test criteria to declare an item valid is r count > r table

**Reliability Test**

Reliability testing is carried out to obtain the level of accuracy (reliability) of the data collection tools (instruments) used. Instrument reliability testing is carried out using a formula of *Cronbach's Alpha* using the help of the SPSS program. Criteria of testing to state that an item is declared reliable is  $r_{count} > r_{table}$ . Based on the calculation results, it is concluded that each item that has been declared valid is reliable with a significance level of  $\alpha = 0.05$  then we get  $r_{table} = 0.60$ . In the motivation variable (X)  $r_{count} = 0.930$ , the greater  $r_{table} = 0.60$ , then it is reliable, and the employee work productivity variable (Y)  $r_{count} = 0.870$ , the greater  $r_{table} = 0.60$ , then it is reliable

**Simple Linear Regression Analysis Test**

To be able to find out the results of simple regression analysis, regarding the size of the t-count value, the level of significance, and to know the regression formula, you can explained through table 1 below;

**Table 1**  
**Simple Regression Analysis Table**

		Coefficients <sup>a</sup>			
		Unstandardized Coefficients		Standardized Coefficients	
Model		B	Std. Error	Beta	t
1	(Constant)	15,103	2,844		5,311
	Work motivation	,636	,084	,683	7,588
					Sig.
					,000
					,000

a. Dependent Variable: Work Productivity

Source: Data processed from SPSS

Based on the calculations above, a regression equation is obtained which can be used to predict variables through motivation variables, namely;  $Y' = 15.103 + 0.636x$ .

As a basis for decision making, it can be seen that by using the t test, as follows:

- a) If value of **tcount** > value of **ttable**, then there is an influence of variable X on variable Y.
- b) If value of **tcount** < value of **ttable**, then there is no influence of variable X on variable Y

Based on the t-table calculation, which has a significance of 5%, it can be seen by using the formula:  $t_{table} = t(\alpha/2; nk-1)$ , so the t-table value is  $0.025; 68-1-1 = (0.025; 66) = 1.670$ , then  $t_{count} (7.588) > t_{table} (1.670)$ , thus it can be concluded that there is an influence of work motivation variables on employee work productivity variables.

From the calculation results in table 2 of the termination coefficient above, it can be concluded that motivation has a contribution of 46.6% to employee work productivity, while the remaining 53.4% is influenced by other factors that have not been studied. Then the motivation variable has a strong positive effect on the r value of 0.683 (located in the correlation coefficient interval of 0.60-0.799).

**Table 2**  
**Coefficient of Determination**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.683a	.466	.458	3,793

a. Predictors: (Constant), Work Motivation

Source: Data processed from SPSS

**Discussion**

Based on the results of the research above show that motivation variables influence employee productivity as a step to improve employee performance of **PT. Telkom North Jakarta**. Refers to Claude S. George's motivation theory in (Hasibuan, 2014) where in this theory it is stated that a person has needs related to the place and atmosphere of the environment in which he works, namely: (1) fair and decent wages, in this case the company provides wages to its employees adjusted to the regional minimum wages that apply in a region, (2) opportunity for advancement/promotion, in this case the Company provides opportunities for employees who have more abilities to be given promotions, (3) recognition as individuals, in this case the Company gives appreciation to (4) job security, the company provides a sense of security both physical or psychological, (5) a good workplace, the company provides good facilities and infrastructure, (6) acceptance by the group, the company provides a sense of togetherness for individuals to be accepted in all units or divisions, (7) fair treatment, the company treats employees in accordance with the rules and regulations made jointly, (8) recognition of achievements, the company provides recognition of achievements to its employees

**4. CONCLUSION**

Based on the test results and analysis of the relationship between variable X and variable Y regarding the influence of motivation on employee work productivity at PT. Telkom North Jakarta, that there is an influence between work motivation variables on employee work productivity variables because t-count (7,588) > t-table (1,670). Then the work motivation variable has a strong positive influence with an r value of 0.683 (located in the correlation coefficient interval 0.60-0.799), and has an influence contribution of 46.6% on the employee work productivity variable, while the remaining 53.4% is influenced by factors other. Furthermore, it can be seen that the regression equation that can be used to predict is;  $Y' = 15.103 + 0.636x$ .

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