

The Influence of Motivation, Work Discipline and Remuneration of Service in Office of Investment and One Stop Integrated Service Lubuklinggau City

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Abstract

This research was conducted in Office of Investment and One Stop Integrated Service Lubuklinggau City. The purpose of research to determine the influence of motivation, work discipline and remuneration of service performance in Office of Investment and One Stop Integrated Service Lubuklinggau City both simultaneously and partially. The sample in this research as many as 41 employees in Office of Investment and One Stop Integrated Service Lubuklinggau City. Data analysis technique used in this research is multiple linear regression test, coefficient of determination test, F test and t test. The results obtained are 1). The partial test (t test) performed proves motivation has a significant effect on employee performance where $t_{count} 4,695 > t_{table} 2,019$ and also $sig\ 0,001 < 0,05$. 2). Work Discipline significantly influence the performance where $t_{count} 4,806 > t_{table} 2,019$ and also $sig\ 0,001 < 0,05$. 3). Remuneration significantly influence the performance where $t_{count} 5,817 > t_{table} 2,019$ and also $sig\ 0,000$. 4). Motivation, Work Discipline and Remuneration have significant influence simultaneously on Service in Office of Investment and One Stop Integrated Service Lubuklinggau City, where $F_{count} 8,203 > F_{table} 2,86$ and also $sig\ 0,000 < 0,05$.

Keywords: motivation, work discipline, remuneration, service

1. Introduction

Basically every human being needs service, even in the extreme service cannot be separated from human life. The community at all times always demands quality public services from service providers (bureaucrats), even though these demands are often not in line with expectations because empirically the public services that have occurred so far are still characterized by: convoluted, expensive and tiring. This tendency occurs because the community is still positioned as the party that "serves" and not the one being served. Therefore, basically it is necessary to reform public services by returning and placing "servants" and those "served" to their true meaning.

The quality of public services at the Investment and One-Stop Services Office of Lubuklinggau City can be said to be less than optimal. This condition is caused by several factors including: level of professionalism, inadequate level of welfare, educational background and placement of employees that are not yet ideal, performance appraisal that is less objective, collegial and premordial culture that is still strong, as well as other civil servant internal problems. Motivation plays an important role in the process of public service. Employees who have high motivation tend to give better public service for customers. According to motivation is a factor driving a person to carry out a certain

activity, motivation is often interpreted as a driving factor for human behavior.

The motivation shown by employees is influenced by several factors including: the awards received by employees in the implementation of public services, the level of financial and non-financial security felt by employees at work, interactions and communication patterns that exist within the organization. The dominant factor that often reduces employee motivation in carrying out public services at the Investment and One-Stop Service Office of Lubuklinggau City is the lack of appreciation received by employees from the community and superiors. Lack of employee motivation will have an impact on the quality of public services produced. Common impacts are delaying work (delay), not providing accurate information (inaccurate information) and acting or serving errors (incorrect action or failure to take any action). For this reason, employee motivation in carrying out public service processes needs to be maintained and continuously improved.

In order to support the public service process, Civil Servants must have a good work discipline attitude. This is important for organizational growth. High work discipline has a linear correlation with an employee's service performance, so it needs to be introduced, socialized and enforced so that employees are motivated to discipline themselves and the work environment in carrying out work both individually as well as in groups. Without good discipline, it is difficult for organizations to achieve optimal results. Work discipline as a person's awareness and willingness to comply with company regulations and applicable social norms (Charles Bohlen Purba, Siti Nurma, 2017). Discipline as a person's willingness that arises with his own awareness to follow the rules that apply in the organization (Handoko, 2018). Maintaining and improving discipline is quite difficult because many factors influence it. This can be seen from the motivation of employees at work, the role models of leaders, the monitoring process, and the enforcement of sanctions and punishments.

The quality of the service process provided by civil servants (PNS) is closely related to the remuneration or monthly income received by the employees themselves. It is undeniable that the amount of salary received by civil servants is currently inadequate. Looking at the amount of basic salary currently received by civil servants, it cannot be said that it is sufficient to meet the basic needs of a family. To cover the existing gap, the government provides additional income in the form of office allowances and performance incentives which are expected to meet the basic needs of employees in order to provide optimal service to the community.

2. Literature Review

Service Quality. Loina (2014) defines service as an overall process of forming a corporate image, both through the news media, forming the corporate culture internally, as well as communicating about the company's views to government leaders and other interested public. Agung Kurniawan (2017) expressed another opinion regarding the meaning of service. Services are defined as the process of providing services to the needs of people or communities who have an interest in the organization in accordance with the basic rules and or services as an appearance performance, intangible and quickly lost, more can be felt than by using research indicators on the results and processes of services in the Department Investment and One-Stop Services in Lubuklinggau City Regency. These

indicators are (a) reliability, (b) empathy, (c) responsiveness.

Motivation. Stephen P. Robbin (2105) who says motivation is a process that produces an intensity, direction or individual persistence in an effort to achieve a goal. Adair (2014: 192) explains the definition of motivation is what makes people do something, but the more important meaning of the word motivation is what makes people really try and expend energy for what they do. The indicators used in this study refer to the explanation put forward by Hasibuan (2016), namely (a) physiology, (2) security, (3) social, (4) appreciation, and (5) self-actualization.

Work Discipline. Rivai (2015) suggests the definition of work discipline as a tool used by managers to communicate with employees so that they are willing to change a behavior and as an effort to increase awareness and willingness of a person to comply with all company regulations. Muchadarsyah Sinungan (2013: 146) defines work discipline as a mental attitude that is reflected in the actions or behavior of individuals, groups, or society in the form of obedience to rules or provisions set for a particular purpose

Remuneration. According to Moorhead and Griffin (2015) that employee performance is largely determined by three factors, namely motivation, ability and environment. To achieve a high level of performance, one must be willing to do a good job (motivation), must be able to do the job effectively (ability) and must have the materials, resources, equipment to do the job (environment). Kadarisman (2015) explains that discussing motivation is inseparable from the driving factors (motives) why humans want to behave, act and act. These driving factors are often identified with needs or desires. The needs or desires felt by everyone are different, so before giving motivation to subordinates, leaders need to conduct a survey of the needs and desires of their employees. Yukl (2017: 131) explains that McClelland's theory of needs which consists of achievement (Achievemnet), power (Power), and affiliation (Affiliation) are three important needs and can help in explaining.

The performance produced by employees is influenced by various variables that influence it. Of the many variables that affect performance include: motivation, work discipline and remuneration. Based on the results of research conducted (Nurlaely & Riani, 2016) and (Ardini & Fadli, 2017) (Indrawati, 2019) motivation and work discipline partially or simultaneously have a positive and significant effect on performance. The influence of remuneration variables on performance is supported by the results of research conducted (Mukhlis et al., 2018) and research (Nasution, 2019) which prove the significant effect of remuneration variables on performance . The effect of remuneration and motivation on performance is proven by the results of a study conducted by (Fitria et al., 2014) (Teja, 2017) and (Mukhlis et al., 2018) which proves that the remuneration and motivation variable has a significant effect on the employee performance.

3. Research Method

The research design used is a quantitative associative design which aims to describe the relationship The research design used is a quantitative associative design which aims to describe the relationship between the variables to be tested. In addition, the causal associative design is used to explain and describe certain phenomena in a variable, symptom or condition, so that the data obtained can be analyzed to determine the effect of the relationship between the independent variable and the dependent variable. In this

study the first independent variable (X1) is motivation, the second independent variable (X2) is work discipline, the third independent variable (X3) is remuneration and the dependent variable (Y) is service quality. The population is a generalization area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population is the entire object of research. The population in this study were all employees in the Regional Financial and Asset Management Agency of Lubuklinggau City. The sample is part of the number and characteristics possessed by the population. So the sampling technique is a saturated sample. Saturated sample is a sampling technique when the population is used as a research sample. Where all members of the population are used as samples in the study. The object of research were 50 civil servants at the Regional Financial and Asset Management Agency for Lubuklinggau City. Primary data is a data source that directly provides data to data collectors (Sugiyono, 2019). Respondents' answers to the statements in the distributed questionnaires are the primary data source in the study. Secondary data is a data source that does not directly provide data to data collectors in research (Sugiyono, 2019). Secondary data in this study is in the form of data related to research variables such as: absence recap, vision and mission of the organization, periodic work results reports, and other relevant supporting data.

4. Findings and Discussions

The Effect of Motivation on Service Quality. Based on the recapitulation of the t test above, it can be explained that the variable Motivation on Quality of Service at the Investment Service and One-Stop Services in Lubuklinggau City shows a tcount value of $4.695 > t_{table}$ of 2.019 and a Sig value of $0.010 < 0.05$. This shows the research hypothesis is proven and the hypothesis is accepted. The results of research conducted in the field show that motivation has a significant influence on the quality of service at the Investment and One-Stop Service Office of Lubuklinggau City and the results of calculating the correlation coefficient obtained the value of $R = 0.632$. Means between the variable Motivation (X1) and Quality of Service (Y) shows a strong relationship. (Robbins, 2018) who says motivation is a process that produces an intensity, direction or individual persistence in an effort to achieve a goal. (Greenberg & Baron, 2018) state that motivation aims to arouse, direct, and maintain the behavior of each individual towards achieving goals. The results of this study are in accordance with the results of research conducted by Sri Gusti Bima Harya Teja (2017), showing that work motivation has a positive and significant effect on performance.

The Effect of Work Discipline on Service Quality. The results of the t test show that the variable Work Discipline on Employee Service Quality at the Investment and One-Stop Service Office of Lubuklinggau City shows a tcount value of $4.695 > t_{table}$ of 2.019 and a Sig value of $0.001 < 0.05$. This value can be interpreted that partially the Work Discipline variable has a significant influence on the Quality of Service at the Investment and One-Stop Services Office of Lubuklinggau City. This shows the hypothesis in the research is proven and the hypothesis is accepted. From the results of research conducted in the field, it shows that Work Discipline has a significant influence on the quality of service at the Investment and One-Stop Services Office of Lubuklinggau City with a correlation coefficient of 0.632, which means that there is a strong relationship between the variables of Work Discipline (X2) and Quality Service (Y). High work discipline will improve

service quality, conversely if work discipline is not good it will also have an impact on decreasing the quality of service provided. The results of this study are in accordance with the results of research conducted by (Khongida et al., 2018), which states that work discipline has a positive and significant effect on employee performance.

The Effect of Remuneration on Service Quality. Based on the recapitulation of the t-test above, it can be explained that the Remuneration variable on Service Quality at the Investment and One-Stop Service Office of Lubuklinggau City shows a tcount value of $5.817 > \text{table of } 2.019$ and a Sig value of $0.000 < 0.05$. This shows the research hypothesis is proven and the hypothesis is accepted. The results of research conducted in the field show that remuneration has a significant influence on the quality of service at the Investment and One-Stop Services Office of Lubuklinggau City and the results of calculating the correlation coefficient obtained the value of $R = 0.351$. Means between the variable Remuneration (X3) and Quality of Service (Y) shows a strong relationship. (Sastrohadiwiryo, 2018) put forward the definition of remuneration as a reward for services or remuneration provided by the organization to the workforce because the workforce has contributed energy and thoughts for the progress of the organization in order to achieve the set goals. Remuneration aims to create an appropriate reward system for employees and the organization, so that employees feel bound and motivated to produce optimal performance for the organization where they work (Ivancevich, 2018). Moorhead & Griffin in McKenna (2014: 608) states that remuneration aims to attract, retain and motivate qualified employees. The results of this study are in accordance with the results of research conducted by Ratna Ursula Setiadi, Pompong Budi Setiadi, and Indroyono (2016) stating that remuneration has a positive, significant and simultaneous effect on employee performance. The current level of remuneration received by state civil servants cannot be said to be adequate. However, the Regional Government provides regional performance allowances and incentives for high performing civil servants.

The Effect of Motivation and Work Discipline on Service Quality. Testing the hypothesis on motivation and work discipline in this study obtained a value of $F_{\text{count}} = 12.149 > F_{\text{table}} = 2.86$ with a significance level of $\text{Sig} = 0.000 < \alpha = 0.05$, with a significance level of 95% and $\alpha = 5\%$ and denominator $db = n - k - 1 = 41 - 2 - 1 = 38$ and db quantifier $k = \text{number of variables} - 1$ ($k = 2$). This means that together the variables of Motivation and Work Discipline have a significant influence on the performance of employees at the Investment and One-Stop Services Office of Lubuklinggau City. Thus the hypothesis in the research is proven and acceptable. The results of this study are in accordance with the opinion of (Khongida et al., 2018) which states that organizational motivation (X1) and work discipline (X2) simultaneously have a positive effect on employee performance at CV. Denov the Brilliant Son of Tulungagung. Differences in research results are influenced by the research locus, the number of respondents, the demographics of the respondents and the characteristics of the respondents in the research location. The research was conducted at the Investment and One Stop Service Office of Lubuklinggau City, by taking a sample of 41 respondents, while the research was conducted at PG. Toelangan Sidoarjo used a larger number of respondents so that the variations in the respondents' answers became more diverse. This certainly affects the results of research

The Effect of Work Discipline and Remuneration on Service Quality. Recapitulation of the results of the F test on the variables of Work Discipline and Remuneration on the

Quality of Service at the Investment and One-Stop Service Office of Lubuklinggau City yields a value of $F_{count} = 10.447 > F_{table} = 2.86$ with a significance level of $Sig = 0.018 < \alpha = 0.05$, with a level 95% significance and $\alpha = 5\%$. This means that together the variables of Work Discipline and Remuneration have a significant influence on the Quality of Service at the Investment and One-Stop Services Office of Lubuklinggau City. Thus the hypothesis in the research is proven and acceptable. The results of this study are in accordance with the results of research conducted by (Ogen et al., 2018) which resulted in the conclusion that work discipline has a positive and significant effect on the performance of the Muna District resort police apparatus. Research conducted by Sri Gusti Bima Harya Teja in 2017 provides evidence that remuneration has a positive and significant effect on the performance of employees of the Surakarta Customs and Excise Service Office. Thus the hypothesis in this study is proven and acceptable.

The Effect of Motivation and Remuneration on Service Quality. The results of the recapitulation of the results of the F test on the variable Motivation and Remuneration on Service Quality at the Investment and One-Stop Service Office of Lubuklinggau City yield a value of $F_{count} = 12.091 > F_{table} = 2.86$ with a significance level of $Sig = 0.000 < \alpha = 0.00$, with a level 95% significance and $\alpha = 5\%$. This means that together the variables of Motivation and Remuneration have a significant influence on the Quality of Service at the Investment and One-Stop Services Office of Lubuklinggau City. The results of this study are in accordance with the results of research conducted by (Setiadi et al., 2016) which proves that either partially or simultaneously motivation and remuneration have a positive and significant effect on employee performance at PT. Indonesian Cement. Motivation is the dominant variable in the research mentioned above. Thus the hypothesis proposed in this study is proven and acceptable

The Influence of Motivation, Work Discipline and Remuneration on Service Quality. The results showed that partially or simultaneously, organizational culture, service quality and The results of multiple linear regression calculations obtained the following equation: value $a = 0.793$, $b_1 = 0.555$, $b_2 = 0.623$ and $b_3 = 0.760$ values then the values a and b are arranged into a multiple linear regression equation $Y = a + b_1X_1 + b_2X_2 + b_3X_3$, then the regression equation is as follows: $Performance = 0.793 + 0.555 \text{ Motivation} + 0.623 \text{ Work Discipline} + 0.760 \text{ Remuneration}$. From the equation of the estimated value of the regression function above, it can be seen that the constant obtained is 0.793. This illustrates that without being influenced by the independent variables Motivation, Work Discipline and Remuneration, the Performance value is $\beta/a = 0.793$. Testing the hypothesis in this study obtained a value of $F_{count} = 8.203 > F_{table} = 2.86$ with a significance level of $Sig = 0.000 < \alpha = 0.05$, with a significance level of 95% and $\alpha = 5\%$ and denominator $db = n - k - 1 = 41 - 3 - 1 = 37$ and db quantifier $k = \text{number of variables} - 1$ ($k = 3$). This means that together the variables of Motivation, Work Discipline and Remuneration have a significant influence on the quality of service at the Investment and One-Stop Services Office of Lubuklinggau City. Thus the hypothesis in the research is proven and acceptable. From the research, the results show that there is a simultaneous influence of motivation, work discipline and remuneration variables on service quality. Motivation as the most influential variable, must be examined regarding the factors that influence it. Herzberg in Sedarmayanti (2014) expressed views on the factors that influence employee motivation, including: Intrinsic motivation factor and Extrinsic

motivation factors. The results of this study are in accordance with the results of research conducted by Ratna Ursula (Setiadi et al., 2016) which proves that either partially or simultaneously motivation and remuneration have a positive and significant effect on employee performance at PT. Indonesian Cement. (Ogen et al., 2018) conducted research which resulted in the conclusion that work discipline has a positive and significant effect on the performance of the Muna District resort police apparatus. Research conducted by (Teja, 2017) provides evidence that remuneration has a positive and significant effect on the performance of employees of the Surakarta Customs and Excise Service Office. Thus the hypothesis in this study is proven and acceptable.

5. Conclusion

From the results of the research conducted, the authors draw conclusions about the results of the research conducted, as follows: Simultaneously motivation, work discipline, and remuneration have a significant influence on the services provided by employees at the Lubuklinggau City One-Stop Investment and One-Stop Services Office. Simultaneously motivation and work discipline have a significant influence on the services provided by employees at the Investment and One-Stop Services Office of Lubuklinggau City. Simultaneously, work discipline and remuneration have a significant influence on the services provided by employees at the Lubuklinggau City One-Stop Investment and One-Stop Services Office. Simultaneously, motivation and remuneration have a significant influence on the services provided by employees at the Investment and One-Stop Services Office of Lubuklinggau City. Partially, motivation has a significant influence on employee services at the Investment and One-Stop Services Office of Lubuklinggau City. Partially Work Discipline has a significant influence on employee services at the Investment and One-Stop Services Office of Lubuklinggau City. Partially Work Discipline has a significant influence on employee services at the Investment and One-Stop Services Office of Lubuklinggau City.

Based on the conclusions above, several things can be suggested to the Investment and One-Stop Services Office of Lubuklinggau City as follows: Motivation is something that is intrinsic, must be grown and maintained through a set of rules that are binding and have consequences (reward and punishment). Motivation and the process of building a team (team building) must be carried out continuously, so that the level of employee commitment is maintained. It is necessary to review the factors that cause low employee discipline. Lack of understanding of the job and function of employees, lack of role figures and lack of supervision accompanied by strict sanctions for violations of work discipline need to receive attention and in-depth evaluation by regional leaders of the Lubuklinggau One Stop Investment and One-Stop Services Office, so as to create good work discipline. employee height. The process of awarding remuneration to employees must go through task and position analysis, evaluation of positions, to determine the amount of remuneration received by employees. Accuracy in the process of providing remuneration to employees will have an impact on improving the performance of services provided by employees, so that services will also increase. Good service quality is impossible to achieve without a strong encouragement from within the employee to achieve the goals of his assignment. Work motivation and discipline starts from the desire to achieve (sense to achieve) owned by employees. Organizations must encourage, facilitate and synchronize these desires with the goals to be achieved by the organization.

Coherence between the desires of employees and organizational goals will produce optimal service quality output from employees. In addition, adequate remuneration received by employees will increase the motivation and work discipline of employees in carrying out their duties and functions of service to the community. Indicators that affect service quality must be taken into account by policy makers (decision makers) in determining the process of achieving service quality.

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