

Implementation of Work Motivation in Improving Employee Performance at RCM Motor Workshops

Denny Lesmana, Budi Rismayadi, Neni Sumarni

Faculty of Economics and Business, Buana Perjuangan Karawang University, Indonesia

Email: mn18.dennylesmana@mhs.ubpkarawang.ac.id,

budi.rismayadi@ubpkarawang.ac.id, neni.sumarni@ubpkarawang.ac.id

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ABSTRACT

RCM motor repair company is one of the companies engaged in the service sector. This business activity depends on human resources, with quality human resources of course being the mainstay in the RCM motorbike repair shop, therefore the company will be able to achieve its target goals quickly and precisely. This study aims to test and find out: The effectiveness of work motivation in improving employee performance at the RCM Motor Workshop. In their activities, employees always prioritize maximum results so as to create customer satisfaction. The leader also always advises and directs all employees to always make their work a comfortable place. Based on the goals to be achieved, humans are motivated by the needs they have and that can be their motivation to produce creativity and employee abilities that can grow from the will and motivation that employees aim for. The results of the study show that work motivation has high willpower so as to create increased employee performance, it also makes employees have good performance.

INTRODUCTION

Human resource management (HRM) is nothing new in the corporate environment, especially in the corporate sector. Competition between companies is increasing, so one that needs to be considered is the performance of good human resources will succeed in seizing the target market. Therefore, there is always a need for human resources (HR) to develop their skills. (Kuswati, 2020; Lolowang & Aisha, 2019; Siengthai & Cup-Ngarm, 2016)

Human resources must also become teachers, namely individuals who are willing to learn and work hard with passion so that their potential can develop. For this reason, human resources are needed to cope with rapidly developing technology and to respond to technological changes that will occur. If human resources are unable to face the era of globalization, they will view work as a burden. They are human resources with low labor value because they do necessary and demanding work. (Hajjali, Kessi, Budiandriani, Concerned, & Sufri, 2022; Moses Tumbel, & Wullur, 2021)

Contrary to the competition of the business world in the era of globalization, companies must be more efficient. Competition is getting tighter, companies must be able to increase their competitiveness to ensure the survival of the company. One of the things that helps is work motivation, which is often faced by companies (Kuswati, 2019)

Motivation as an impetus for someone to contribute as much as possible to the success of the organization in achieving its goals, with the understanding that the achievement of organizational goals is also achieved as well as the personal goals of the members of the organization concerned (Azmy, Risza, & Adhykusuma, 2022; Megawaty, Hamdat, & Aida, 2022; Razak, Sarpan, & Ramlan, 2018)

This study analyzes the effect of motivation on job satisfaction, commitment and organizational performance. This objective shows, analyze what effect motivation has on job satisfaction, motivation on performance, job satisfaction on performance, motivation on the commitment of an organization, job satisfaction on organizational commitment and organizational commitment to performance. The results showed that the results of employee work motivation had an impact on employee performance. (Guidance, 2018; Kurniasih, Setyoko, & Saputra, 2022; Setyowati & Sofingi, 2022)

Human resources are important assets of the company and must be managed properly by the company so that the company can make the best contribution. Workers are the main factor of production because they must have the willingness and skills to perform the tasks that the company gives to workers. Human resource management can be understood as the science and art of aligning the role relationships of the workforce to be effective and use human skills to achieve goals in any society (Judge, 2012; Maryani, Nurhadi, & Adnan, 2022)

Means performance derived from work performance or actual performance (performance of one's efforts or actual achievements). Brokered by Bambang Kusriyanto (1991).

Performance can be viewed as a process or result of work. Performance is the process of how work is done to achieve the results of the effort. Operational efficiency in an organization is ensured by all human resources in the organization, both management and employees (Jufrizen & Pulungan, 2017; Khim, 2016)

Employee performance is also an important factor for the company because employee work efficiency is expressed as work performance that matches the person's role in the company within a predetermined period of time. In any organization, people are the most important component in the organizational life of any company, because employee performance is critical to the success and survival of the company. This must be supported by good performance, because if the performance is not good then the goal will not be achieved (Idris & Revelation, 2021; Sutia, Riadi, & Fahlevi, 2020)

According to , there is one factor that affects performance and that factor is motivation, where motivation is a state that drives a person to achieve a goal or desired result. (Risambessy, Swasto, Thoyib, & Astuti, 2012)

The main concern of the company is how to ensure and manage employee motivation to stay focused on the company's goals. Highly motivated employees are more active in their performance. Stephen P states that intensity is a process that brings direction and individual perseverance to its peak.

From the definition it is known that motivation is an important part of motivation because it motivates someone to do something or achieve a desired goal. A positive mental attitude greatly motivates employees to achieve maximum performance. Motivation comes from the desire to motivate an individual or something that provides a basis or reason for a person to act (Wright, 2004)

Human resources play an important role in achieving company goals. Therefore, the company manages and develops human resources well. Because the key to the company's success is not only fixed on technology but also important human factors. Human resources play an important role in every business activity and company even though their functions have been replaced by sophisticated technology. But the fact is that until now labor has become an important factor in determining the course of the activity process.

Basically, human resources are important for businesses and companies in managing, organizing, and running an organizational activity, in order to achieve maximum ability. Every organization must have a certain part of human resource management, the managers of these activities carry out training, paying, motivating, and maintaining. Because human resources

become the driving force and determinant of the course of activities of business organizations and companies. Human quality as a workforce is the main capital, a qualified workforce will produce an optimal work result with its work target. Conversely, HR also has various kinds of needs that they want to fulfill. That desire is what motivates employees / employees to do work / work more optimally.

Business/company performance also depends on the performance of employees / employees, in other words employee performance contributes to the work efficiency of the company's business / public organization. It can be understood as the behavior of individuals and groups of members of an organization that exerts power or influences performance. Employee performance is an important factor that needs to be considered for a business organization / company because it can affect the performance and progress of the business / company.

Motivation is an important thing that needs to be considered by the company if the company wants positive things to achieve its goals, because with motivation, employees have a high desire and enthusiasm in working, duties and responsibilities to the company.

The goals to be achieved by humans are motivated by the needs they have so as to increase morale which will then produce creativity and ability, even though motivation is important, sometimes motivation is also difficult to implement.

RCM Motor workshop, started business in late 2015, this workshop is a private company engaged in services. This workshop serves light or heavy service, spare part sales, body repair / repair of various types of motor vehicles. RCM Motor workshop has 3 employees, one of which is the chief mechanic and also has a lot of subscriptions and consumers, especially in the Karawang area. Regarding the relationship between leaders and employees is closely established as well as relationships between employees, in the RCM Motor Workshop this company is more inclined towards kinship.

METHOD

This research uses descriptive where this research is one of the methods that describe an object that is in accordance with reality or what it is. According to (Sugiyono, 2017) Descriptive analysis is a statistic used to identify an object by narrating data that has been collected without the intention of generalizing anything. According to. In his research, he identified situations and situations that aimed to explain the results of the research obtained by the researcher, this study, no additions or subtractions were made in data collection behavior. If using qualitative methods, reviewing data based on field conditions will help the author in collecting more detailed data in the field and involving the researchers themselves.

The tools used by this research are qualitative and the presence of researchers in the field is absolutely necessary to meet qualitative requirements. Qualitative data is data in the form of written information, namely non-numeric / textual data related to the research question. This information was gathered from interviews with RCM workshop owners.

The study respondents consisted of:

1. Internal

Internal respondents obtained from the owner mentioned that in daily activities the workshop always provides interesting new things and provides more wages so that employees are excited. The owner also explained that in the workshop activities his employees also make new innovations that make consumers happy with the work done by employees.

2. External

External respondents, there are some permanent consumers who are satisfied with the work on servicing their vehicles, consumers also sometimes give tips to employees who work on vehicle service. Consumers also sometimes often input input and new things that allow employees to provide new experiences.

The research was conducted in June of the beginning month to the end of 2022, located on Jalan Ronggowaluyo, Kp Kaum Jaya, Dsn Puseurjaya, Teluk Jambe Timur District, Karawang Regency, West Java.

RESULTS AND DISCUSSION

Research Results

Motivation is a basic factor that is very influential for an employee to work seriously, the existence of high motivation someone certainly gives more effort in the behavior of carrying out their work so as to produce better performance (Latham & Pinder, 2005).

Motivated employees not only improve their performance but also make the job as one of the activities that make an employee comfortable, it also encourages employees to feel satisfied in doing their jobs and has a positive impact on the company (Brahmasari, 2008).

An interview conducted in June with business owner Mr. Iwan resulted that employees are motivated from several things, namely from the owner's humble leadership style towards employees, the owner also has a fair attitude towards employees which makes there is no social jealousy in relationships between employees, working time is quite relaxed starting from 09:00 to 21:00 although the time is quite long but the work is quite relaxed, In time for work hours, if anyone is late in entering work, there are sanctions, namely cleaning the store before closing, in the attendance system using manual with employee awareness. In the interview, the owner also explained that in the activities in the workshop, employees are not restrained by heavy rules. Humans are at the top of the list is the most important factor that is very decisive in work performance, especially related to productive mental attitudes.

Factors that are in the field in the results of the study are:

1. Negligence of working hours.
2. Postpone work.

Poto Interview Results



Discussion

In company activities, the leader must be able to provide motivational points to employees who of course who wade through the performance of these employees with a leadership style are certainly very influential. Good education of a fair leader style will make employees happy about their work, and there is no jealousy between employees. Punctuality of employees is also quite influential because it makes them more enterprising, the owner as a leader is also very humble with employees, sometimes leaders also reward all employees so as to create harmony between leaders and employees, employees also always maintain good speech and behavior, there are also some subscription consumers who always communicate comfortably. Motivated employees not only improve their performance but also make the job as one of the activities that make an employee comfortable with the work done. In workshop activities, employees always have motivation for new things in facilitating their work.

In workshop activities the leader as the owner directs to the chief mechanic to match what is needed and directs to other employees if there is nothing to do so that they understand how to avoid mistakes, When the vehicle is finished the work, it will be checked again according to the SOP of the consumer's vehicle, in the activity consists of four (4) people and the owner as the leader, Then the chief mechanic and two (2) employees. In the course of its activities the employee is fully responsible for his work.

In the interview, the owner named (Iwan) also explained each part of his employees, namely:

- a. The chief mechanic (Iyan), yes, has an important part that is responsible for the work done by him or the other two employees and is responsible for the stock of vehicle parts and other goods.
- b. Two employees, namely (Rizal, Denny) are also responsible for their work, for the maintenance of goods are borne together, for the SOP employees pay enough attention because it is quite risky if something undesirable happens.
- c. To record the entry and exit of goods and consumer payments, it is carried out by the leader as the cashier.

In their activities, employees always prioritize maximum results so as to create satisfaction with consumers. The leader also always advises and directs all employees to always make their work a comfortable place.

For holiday time, leaders close shop on Fridays so employees can worship Fridays. For the salary system, leaders provide a choice of daily or monthly so that employees can easily for needs. According to the author, example is very motivating for employees. Motivation can also grow in employees because of the need factor that makes the employee benchmark to meet these needs.

CONCLUSION

From the above results it can be concluded that the activities that occur in the workshop where employees are initially motivated less may be due to other factors. There is an influence that makes employees motivated because it can be from several factors above.

- a. The company takes good care of its employees.
- b. In terms of facilities.
- c. Rewards.
- d. His personal goals.

The satisfaction felt by employees creates motivation that greatly affects the activities that occur in the workshop, Based on the goals to be achieved, humans are motivated by the needs they have and it can be their motivation will produce creativity and employee abilities that can grow from the will and motivation that employees are aiming for.

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