

The Influence of Work Motivation and Work Discipline on Employee Performance Using Promotions at the Special Class I Immigration Office in Surabaya

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Abstract

This study aims to analyze the effect of work motivation and work discipline on employee performance using promotions at the Special Class I Immigration Office in Surabaya. Using quantitative methods and measuring instruments SPSS version 26. Respondents used were 135 respondents. The results of this The Influence of Work Motivation and Work Discipline on Employee Performance Using Promotions at the Special Class I Immigration Office in Surabaya has a significant effect

Keywords: motivation, work discipline, promotion, employee performance.

INTRODUCTION

As stipulated in the Decree of the Minister of Justice of the Republic of Indonesia Number M.03-PR.07.04 of 1991 concerning the Organization and Work Procedure of the Immigration Office as amended by the Minister of Justice and Human Rights of the Republic of Indonesia Number M.14.PR.07.04 of 2003 concerning Amendments to Decree of the Minister of Justice and the Republic of Indonesia Number M.03-PR.07.04 of 1991 concerning the Organization and Work Procedure of the Immigration Office. The main task of the Immigration Office is to carry out some of the main tasks and functions of the Department of the Ministry of Law and Human Rights in the field of Immigration in the area concerned.

The implementation of the duties and functions of the Immigration Office Class I Special Surabaya which have been implemented can be seen in the representative systematic activities of the implementation of the main tasks and functions of the Immigration Office Class I Surabaya including services for Indonesian citizens and foreign nationals in the field of immigration traffic, supervision and enforcement of immigration , provision of information and means of communication on immigration as well as facilitative activities in the form of administrative and household affairs.

Activities at the Surabaya Special Class I Immigration Office are said to be quite good; this can be seen from the number of issuance of passports, issuance of residence permits and extensions of stay permits which show high numbers. In connection with the increasing

volume of activities and workload, as of May 10 2006, the Special Class I Immigration Office in Surabaya is one of the Immigration Offices whose class has been upgraded from Class I to Special Class I based on Decree of the Minister of Law and Human Rights of the Republic of Indonesia number M.01- PR.07.04 of 2006 and Decree of the Minister of Law and Human Rights of the Republic of Indonesia number M.HH-03.OT.01.01 of 2011 concerning the Establishment of a Class III Immigration Office in Pamekasan and a Class III Immigration Office in Kediri, where there is a change in the list of Immigration Offices within the Ministry of Law and Human Rights of the Republic of Indonesia for the working area of the Surabaya Special Class I Immigration Office. This change in status is certainly expected to be able to anticipate an increase in workload in order to provide immigration services to the public that can be accounted for by the government and the public.

In accordance with the demands of the community, the Surabaya Special Class I Immigration Office in providing immigration services also always tries to improve and provide the best public services by referring to public service standards stipulated by Decree of the Minister for Administrative Reform Number 63 of 2003 which contains regarding the guidelines that must be followed by government agencies as public service providers by providing excellent (effective and satisfying) service.

Motivation at work can gradually disappear in the midst of a high pile of workload. Low morale will have an impact on employee performance which is getting worse, productivity is getting lower, and in the end, it will hinder the achievement of organizational goals. and Immigration functions (tusi). Work motivation stems from the opportunity to progress and develop, from the type of work, and the feeling of pride in being part of a company or the place where one works. In addition, work motivation is strongly influenced by feelings of security at work, fair and competitive income or salary, pleasant working conditions, appreciation and recognition for work performance, and fair treatment from leaders.

Motivation can be interpreted as a person's strength (energy) which can lead to a level of persistence and enthusiasm in carrying out an activity, both from within the individual himself (internal motivation) and from outside the individual (external motivation). The motivation that exists in everyone is not the same, it varies from one to another. For this reason, knowledge is needed about the meaning and nature of motivation, as well as the technical ability to create situations so as to create motivation/encouragement for a person to act or behave in accordance with what is desired by other individuals/organizations. How strong a person's motivation will largely determine the quality of the behavior he displays, both in the context of studying, working and in other life. As previously stated, an individual's motivation is greatly influenced by various factors, both internal and external. Included in the internal factors are (a) one's perception of oneself; (b) self-esteem; (c) personal expectations; (d) needs; (e) desire; (f) job satisfaction; and (g) work performance produced. Meanwhile, external factors that influence a person's motivation include: (a) type and nature of work; (b) the work group to which a person joins; (c) work organization; (d) general environmental situation; and (e) the reward system that applies and how it is implemented.

Motivation that comes from within a person or motive has two elements, namely the impetus to act and the goal or goal to be directed by that action. It is these two elements that make a person want to carry out activities and at the same time achieve what is desired through these activities. And these two elements cannot be separated, because if one of the elements is not present, an activity will not arise.

Sources of work motivation include the opportunity to develop, the type of work being done, and the feeling of pride in being part of the organization where a person works. In addition, work motivation is also influenced by feelings of security at work, fair and competitive salary, pleasant work environment, appreciation for work performance, and fair treatment from leaders.

One form of work motivation provided by the organization or leadership is promotion. According to Hasibuan (2008: 108) promotion is a transfer that increases the authority and responsibility of employees to a higher position in an organization so that the obligations of rights, status and income are greater. It is human nature in general to be better, more advanced than the current position. that's why they want a progress in his life. Opportunities to advance in the organization are often referred to as promotions (raise). A promotion means a move from one position to another that has status and responsibility and is higher. Usually a move to a higher position. Usually, a move to a higher position is accompanied by an increase in salary/wages and other rights. Even so, there are promotions that are not accompanied by an increase in salary, which are referred to as dry promotions. Promotion is distinguished from transfers, because transfers only involve the transfer of the same position, in terms of status, responsibility and salary.

Based on the Government Regulation of the Republic of Indonesia Number 53 of 2010 concerning Civil Servant Discipline, namely the ability of Civil Servants to comply with obligations and avoid prohibitions stipulated in laws and/or official regulations which, if not complied with or violated, are subject to disciplinary punishment. Discipline itself is one of several factors that affect employee performance, because without discipline, all activities that will be carried out will bring unsatisfactory results and are not in line with expectations. This can result in a lack of achievement of organizational goals and objectives and can also hinder the running of organizational programs that are made.

It is necessary to improve the performance of employees so that they can carry out what is there as well as possible, therefore the work discipline factor has an influence and an important role in improving employee performance. Viewed in real terms, the disciplinary factor plays a very important role in carrying out the daily tasks of employees. An employee who has a high level of discipline will work well even without being supervised by a superior. A disciplined employee will not steal work time to do other things that have nothing to do with work. Likewise, employees who have discipline will obey the rules in the work environment with high awareness without any sense of coercion. In the end employees who have high work discipline will have good performance when compared to employees who

are lazy because working time is used as well as possible to carry out work in accordance with predetermined targets.

Discipline is a starting point of all success in order to achieve the goals of an organization. The application of discipline in an organization aims so that all employees in the organization are willing to voluntarily obey and comply with every applicable regulation without any coercion. Good work discipline can be seen from the high awareness of its employees in obeying and complying with all applicable rules and regulations, the great sense of responsibility for their respective duties, and increasing the efficiency and performance of its employees. Likewise, what happened to employees at the Bandung City National Land Agency, the expected performance achievements were not optimal given the lack of work discipline possessed by employees.

Based on the results of the researchers at the Immigration Office Class I Special Surabaya there is still a tendency for employee performance to be low, this can be seen as follows:

1. Quality of Work

Some employees of the Surabaya Special Class I Immigration Office are unable to provide passport making services to the public. In making passports, the Sub-Section for Passport Registration was not in accordance with Service Standards and Arrangements, so that it reflected the poor quality of public work.

2. Promptness (Timeliness)

Employee working time which can be seen from the presence of Surabaya Class I Special Immigration Office employees who arrive late, working hours are supposed to start at 08.00 but in reality, there are still employees who arrive later than 08.00 and employees do not immediately do their job but look relaxed in dealing with it and not on time to complete the task. This shows that there is still low employee discipline which has an impact on low employee performance.

The Indonesian Minister of Law and Human Rights said promotion was a decision-making process based on an assessment or adjustment to the body of the organization. The goal is to get a configuration for each human resource in order to have a better impact. The competency factor is the key word so that the promotion of officials is no longer based on the principle of like or dislike or the principle of personal loyalty but is based on objective and accountable parameters by considering the competence, integrity and capabilities of the individual. Movement and promotion are a natural thing in an organization, it aims as a form of refreshment, adds insight, and provides a new color in an organization in order to advance the organization, especially within the Ministry of Law and Human Rights of the Republic of Indonesia.

In terms of promotion is a must in order to improve organizational performance. Specifically for the ranks of the Directorate General of Immigration, this inauguration feels special because it rotates echelon II officials to strategic positions such as Secretary to the Directorate General of Immigration and Director of Travel Documents, Visas and Immigration Facilities; apart from several officials who hold the positions of Head of Bureau, Head of

Regional Office and Head of Immigration Division as well as echelon II positions within the Ministry of Law and Human Rights.

Based on the description of this background, the researcher wants to develop and examine further about the Influence of Work Motivation and Work Discipline on Employee Performance Using Promotions at the Special Class I Immigration Office in Surabaya.

METHOD

According to Sandjojo (2011: 11) path analysis is a research method used to test the strength of direct and indirect relationships between various variables. Path analysis also estimates the magnitude of the influence of one variable on other variables in a causal hypothesis.

According to Riduwan & Kuncoro (2010: 115), path analysis techniques are used to test the magnitude of the contribution (contribution) shown by the path coefficients in each path diagram of the causal relationship between variables X on Y and their impact on Z.

In the path diagram used two kinds of arrows, namely:

1. A one-way arrow indicating the direct effect of an exogenous variable/causal variable (X) on an endogenous/effect variable (Y).
2. The indirect effect is depicted by a one-way arrow from one variable to another, then from another variable a one-way arrow to the next variable.

This research is an observational study conducted on a number of objects according to the actual situation, without any interval from the researcher. The design of this study used an approach with the cross sectional method.

Based on the main problems that exist and the method of analysis proposed, the variables to be studied and analyzed are grouped into 2 types. The population is the area of generalization which consists of: objects/subjects that have certain qualities and characteristics that are applied by researchers to be studied and then to draw conclusions (Sugiono, 2004: 72). The population is the whole object of research. The population in this study were all employees in the Class I Special Immigration Office in Surabaya. The total population in this study were 135 employees of the Immigration Office Class I Special Surabaya. The sample in this study were 135 employees of the Class I Special Immigration Office in Surabaya. This study used a census sampling technique, meaning that all populations were sampled in the study

RESULT AND DISCUSSION

1) H1: Motivation has an influence on performance

Hypothesis 1 (first), namely motivation has an influence on performance. Testing the assumptions is carried out by using model path analysis (path analysis) with the help of the AMOS program version 23. Based on the first assumption model test presented in table 5... states that the probability significance value (P-value) is $0.016 < 0.05$.

So that it can be concluded that the test results show that there is a positive and significant relationship between motivation and performance. Thus, it can be said that the motivation hypothesis has a positive and significant influence on motivation and is accepted.

2) H2: Work Discipline has an influence on Performance

Hypothesis 2 (two), namely Work Discipline has an influence on Performance. Testing the assumptions is carried out using model path analysis (path analysis) with the help of the AMOS program version 23. Based on the first assumption model test presented in table 5... states that the probability significance value (P-value) is $0.04 < 0.05$

So that it can be concluded that the test results show that there is a positive and significant relationship between work discipline and performance. Thus, it can be said that the work discipline hypothesis has a positive and significant influence on performance

3) H3: Motivation has an influence on promotion

Hypothesis 3 (three), namely motivation has an influence on promotion. Testing the assumptions is carried out using model path analysis (path analysis) with the help of the AMOS program version 23. Based on the first assumption model test presented in table 5... states that the probability significance value (P-value) is $0.053 > 0.05$.

So that it can be concluded that the test results show that there is a relationship between motivation and promotion, which is positive and not significant. Thus, it can be said that the motivation hypothesis has a positive influence on promotion and is not significantly rejected.

4) H4: Work Discipline has an influence on promotion

Hypothesis 4 (four), namely Work Discipline has an influence on promotion. Testing the assumptions is carried out using model path analysis (path analysis) with the help of the AMOS program version 23. Based on the first assumption model test presented in table 5... states that the probability significance value (P-value) is $0.087 < 0.05$.

So that it can be concluded that the test results show that there is a relationship between work discipline and promotion is positive and not significant. Thus, it can be said that the work discipline hypothesis has no positive and insignificant influence on promotions and is not significantly rejected.

5) H5: Work Motivation and Work Discipline have an effect on Employee Performance Using Promotions at the Special Class I Immigration Office in Surabaya

Hypothesis 5 (five), namely Work Motivation and Work Discipline have an effect on Employee Performance Using Promotions at the Special Class I Immigration Office in Surabaya. Testing the assumptions is carried out by using a model path analysis (path

analysis) with the help of the AMOS program version 23. Based on the first assumption model test presented in table 5... states that the probability significance value (P-value) is $0.034 < 0.05$.

So thus, it can be concluded that the test results show that there is a relationship between motivation and work discipline on performance through promotion as an intervening variable is positive and significant. Thus, it can be said that the hypothesis of motivation and work discipline on performance through promotion as an intervening variable is positively and significantly accepted.

CONCLUSION

1. Based on the results of the study, it was found that the magnitude of the effect of motivation was 2.242 with a significance level of $0.027 < 0.05$ and with a standard beta coefficient of 0.627, which means that motivation has a significant influence on performance. This means that H1 is accepted. Motivation has a significant effect on performance.
2. Based on the table above, the magnitude of the influence of Work Discipline is 2.007 with a significance level of $0.047 < 0.05$ and with a standardized Beta coefficient of 0.575, which means that Work Discipline has a significant influence on performance. This means that H1 is accepted Work Discipline has a significant effect on performance.
3. Based on the table above, the magnitude of the effect of motivation is 0.658 with a significance level of $0.019 < 0.05$, which means that motivation has a significant influence on promotion. This means that H1 is accepted, motivation has a significant effect on promotion.
4. Based on the table above, the magnitude of the influence of work discipline is 0.567 with a significance level of $0.047 < 0.05$, which means that work discipline has a significant influence on promotion. This means that H1 is accepted as work discipline has a significant effect on promotion.
5. Based on the research results, it was found that the effect of Work Discipline was 12.462 with a significance level of $0.000 < 0.005$ and with a standardized Beta coefficient of 0.708, which means that Work Discipline has a significant influence on performance. This means that H1 is accepted Work Discipline has a significant effect on performance. While the effect of the work environment is 4.924 with a significance level of $0.000 < 0.005$ and with a standard beta coefficient of 0.280, which means that the work environment has a significant influence on performance. This means that H1 is accepted. The work environment has a significant effect on performance.

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