Research.

The influence of extrinsic motivation and work experience on employee performance
(Case study in the Serang Baru Sub-district, Bekasi District)

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Abstract. This study aims to obtain information about extrinsic motivation and work experience and its effect on employee performance in the Serang Baru District Office. This study uses a saturated sample so that the population is the same as the sample of 80 employees, at the Serang Baru District Office. The method used is validation test, reliability test, then classical assumption test, which includes normality test and multicollinearity, as well as heteroscedasticity test, multiple linear analysis test, multiple linear equations, F test, coefficient of determination, and t test. The data of this research used observation methods and questionnaires distributed to 80 samples which were addressed to employees of the Serang Baru District Office. Based on the results of research and discussion, it can be concluded: 1) Extrinsic motivation does not affect employee performance because employees are willing to work more than expected regardless of extrinsic motivation or not. 2) Employee performance is strongly influenced by work experience. The more experience, the more knowledge they will get. 3) Employee performance will be better with the support of experienced employees so as to increase the level of output produced.

Keywords: Employee Performance, Extrinsic Motivation, Work Experience

INTRODUCTION

Background

A company is a tool for a business entity to achieve its goal of making a profit by selling goods or services to the public. Every company that is established and operates has a goal they want to achieve, whether it is in the near future or in the future. The operation of an institution in achieving these goals requires managing matters related to production which may be the result of natural resources, human resources, capital, materials, types of machinery, and advances in technology. An organization or institution must pay full attention to things that can affect the desired results, especially in the field of human resources until they can do their best activities.
The HR factor is a very important factor in an institution because humans have talents, energy, and skills that are used by these institutions to achieve what they want. However, technological sophistication, developing information, existing capital, and the availability of adequate materials, without good employees, it will be difficult to achieve the goals of the organization. The role of human resources is needed to support this goal. An organization or institution needs qualified employees, from leaders to employees who can provide something good and carry out their duties optimally in achieving achievements in the organization.

All activities of an institution must include human assistance in it, because humans play a role in every company activity and because humans make plans, implement, and determine the implementation of the organization. The goals of an institution will never be achieved without human intervention, even though sophisticated tools are available (Hasibuan, 2003). The company's success is not due to organizational technology, but depends on the availability of people with good skills and abilities.

The success of an organization also depends on how individual employees perform. An institution will try to improve employee performance and hope that organizational goals are achieved. The performance of an employee affects how much they contribute to the company including the number and quality and duration of output, presence at the work location and how to work together (Mathis and Jackson, 2002).

Village government organizations are the lowest government position in the government structure in Indonesia but have a role and function in implementing government programs. Village office employees are one of the important elements in village governance so that they must have the ability with good performance to better support services to the public because of the success or failure of an organization or institution in achieving what is desired, the ability and willingness of human resources itself increases.

There are aspects that can improve employee performance. In improving employee performance, there are three determinants of performance, namely individual compensation factors including physical health, educational background, training and work experience, company supporting factors that include work systems, harmonious industrial relations, collection and social security systems, and management support of factor which includes a conducive climate and work climate, motivation and work ethic (Payaman, 2005: 87).

An employee who is self-motivated with a specific goal will make employees work well, be disciplined, enthusiastic, and willing to do positive things while working. The motivation of an employee cannot carry out his duties according to what has been determined or exceeds it because what he wants at work is not obtained. Even if an employee has good work skills but has no desire to complete a task, the creation will not be satisfactory.

The work experience factor is also very necessary to support employee performance. The company prioritizes employee candidates who are equipped with work experience. This is done with the hope of being able to bring out the best possible morale and performance in achieving the realization of maximum results as expected by the company and the experience in working for each employee can improve their skills, such as solving various problems, being able to perform various assigned tasks and being able to adapt to the circumstances the new one.

Based on previous research from Lukito, et. al (2016) in his article based on the results of several regression analysis shows that the Extrinsic Motivation variable has a value of 5.509 and a significance score of 0.000 not more than 0.005, this shows the result of extrinsic motivation can affect employee performance positively and significantly and work experience.
with a total of 2.366 and a significance value of 0.021 less than 0.005. This shows that work experience has a positive and significant effect on employee performance.

**Formulation of the Problem**

After discussing the background above, researchers then determined the following problem formulations:

1. Does extrinsic motivation affect employee performance?
2. Does work experience affect employee performance?

**LITERATURE REVIEW**

**Performance**

The true meaning of performance is what you want to be achieved. Performance is basically the achievement that is achieved when carrying out its obligations based on the rules and aspects that have been explained about the task. Performance is something that a person gets in carrying out the obligations given to him in accordance with skills, things experienced and also time, Hasibuan (2006).

Mangkunegara (2005) defines it as a result of whether or not it is good or not as well as the amount of work achieved by employees in performing their obligations. And also the same with the responsibilities assigned to him. Koesmono in his book (2005) states that performance is the employee's achievement of the obligations given. Russel (1993) states that performance is in the form of "results obtained during a predetermined period of time". This means performance as a result obtained from an activity process within a predetermined period of time. Hamzah B. Uno and Nina Lamatenggo in their book entitled Theory of Performance and Measurement (2014: 59) state that performance is the behavior of one person that produces a certain performance after passing several conditions. Soeprijanto in his book (1998) states that performance is the work of an employee within a set time, aligned with a possibility, such as standards, certain targets, and criteria that have been previously set and have been jointly tested.

**Extrinsic Motivation**

The term motivation comes from the words motion (English) and movere (Latin) which can be interpreted as moving. So we can translate motivation as a motivator or something that gives encouragement or a motive. There are motives and things that cause impulses and things that cause impulses. Motivation can also be interpreted as a concept that describes the power in employees who can initiate and guide behavior.

Extrinsic motivation is the driving force, reason, or impulse in humans that causes humans to act or act (Siagan: 2014), likewise, according to Notoatmodjo in his book (2004). In Notoatmojo's view, the factors that cause satisfaction (also called motivation factors) are motivational factors that motivate people to achieve something that comes from within a person, as for unsatisfactory factors, which are also called factors. cleanliness, involving the need for maintenance factors, is an aspect of driving human beings in achieving achievements that come from externals, especially from the organization where the person concerned works. This is called the extrinsic condition.
Motivation can be translated as human power (energy) which can cause persistence and enthusiasm when carrying out an activity, whether it comes from personal or internal, or external. (Purnamie Titisari, 2014).

Work Experiences

In language, work experience is a step in shaping or skills on how to work because of employee participation in the implementation of obligations. This is stated by Manulang in his book. Length of employment is a measure of a person's experience in carrying out a task in an institution and whether he has done well or knowledge and skills that are known and understood by employees resulting from actions controlled by employees resulting in an action or task that has been carried out for certain period (Marwan, 2006: 71).

Work experience will be able to generate benefits for employees when doing the next job because at least the person concerned has already done his job so that in the end he will understand what obligations to do. Employees, if they have experience in work, better understand what should be done when dealing with work problems.

According to Purnamasari, in his book written by Asih in his articles for a long time, the employee has advantages in certain things, including: finding a problem, understanding the problem, and finding the cause of the problem.

**RESEARCH METHODOLOGY**

Researchers conducted research quantitatively. This is commonly practiced and implemented in the latest research. It is called quantitative because the research data is numbers and the use of statistical analysis (Sugiyono, 2018), this is also based on the research title, namely extrinsic motivation and experience in work and its effect on the performance of Serang Baru Sub-district Office Employees ". Researchers want to study the influence and application of motivation (extrinsic), experience in working on employee performance.

**Research Design**

Researchers took the population of all employees who work at the Serang Baru District Office, Bekasi District. In this study, researchers used 80 samples, all of which were the population of the Serang Baru District Office, because if the total population was 100, then all of them were used as samples (Sugiyono 2011: 87).
In collecting the research data, the researcher did the following:
1. Observing / observations made directly at the Serang Baru District Office as the object of research on employee performance.
2. Interviewing personnel, supervisors of the Serang Baru District Office. This interview serves to explore, collect, and find things that are needed or related and related to research.
3. Questionnaire, the meaning is that the researcher collects data using a questionnaire that contains statements about extrinsic motivation, work experience and employee performance given to 80 offices in the District of Serang Baru Bekasi. The scale that the researcher uses is a rating of 1 to 5, namely 1 which means strongly disagree, to 5 which means strongly agree.
4. Literature study, the researcher does this by collecting journal journals, appropriate theories, and other theories that are related to this article.

Data Analysis

For data analysis, several tests were carried out. The first is the validity test. Validity is to get the level of item validity. The instrument can be concluded as valid if it can measure and can get the data contained in each variable properly. High and low instrument validity informs how well the data collected does not deviate from the intended purpose of validity.

The second is the reliability test. As Arikunto said, reliability is a fairly reliable instrument used to obtain data, because all these items are good. In this article, in order to find the reliability of items with alpha α form, because the tools used here are in the form of a questionnaire or a list of questions whose values range from 1-5 and the validity test using the total item, in order to find the reliability of items whose value is not 1 or 0, for example a description of the questionnaire or a question form then use the alpha (α) formula.

The normality test is the next test that functions so that we know whether all the samples used have a normal distribution or not. In linear regression, this estimate is shown by the error values that are normally distributed. A regression model will be declared good if it is normally distributed or at least close to normal, so it deserves to be tested statistically in the Kolmogorov-Smirnov way.

Decision making can be based on probability (Asymptotic Significance), they are:
1. If the probability exceeds 0.05, it means that the model can be said to be normally distributed.
2. If the probability is less than 0.05, it means that the model can be said to be not normally distributed.

Multiple Linear Regression

This regression is a linear relationship between several independent variables or X in the dependent variable or the Y variable. This test is to determine how the relationship between X and Y variables is related, whether all independent variables are positive / negative and estimate the value of Y if the X value increases or decreases.

Here the researcher also performs the F test. By doing this, we will find out whether several X variables can simultaneously influence the Y variable.

Furthermore, researchers used the coefficient of determination. Basically, this test serves to measure the strength of the model for translating variations in the Y variable. The test of the coefficient of determination is between 0 and 1 (0 <R² <1). If the value of R² is small, it can be interpreted that the ability of variable X to explain the variation of variable Y is
very limited. If the score is close to number one, it means that variable X has almost all the information needed to estimate the variation in variable Y.

And then, to test the hypothesis, the researcher conducted the t test. This test is useful to determine whether in the regression model the independent variable separately has a significant effect on the dependent variable. The way to make t statistical test results is at a significance value of 0.05, if the sig t value is less than 0.05, then the hypothesis is acceptable, this proves that the dependent variable can partially affect the independent variable, and thus the conclusion is the opposite.

RESULTS AND DISCUSSION

Research Data Analysis

The analysis and discussion presented in this section shows the results of the analysis data seen on the basis of observing the two independent and dependent variables used in the regression analysis model, which in this research the researcher used multiple linear analysis.

Data Analysis

From the SPSS output display, the researcher got the result that r count was greater than r table, that is, each indicator (Y1 to Y10) had a significant correlation with the total construct score (Y) or declared valid. So the researcher makes the conclusion that each question item in the questionnaire is valid. In the reliability test, the calculation results state that the construction question (Q) produces a Cronbach alpha score of 92.4% for variable X1 (Extrinsic Motivation), 71.0% for variable X2 (work experience) and 92.4% for variable Y (performance employees)> 60% according to the criteria of Nunnally (1960) the researcher concluded that the three variables above were said to be reliable.

The normality test is made using the Histogram graph. Meanwhile, to avoid non-acute conditions, the statistical test was applied to the Kolmogorov-Smirnov non-parametric test. If the significance of the KS value is less than 0.05, it means that the data is not normally distributed, but if the KS value is greater than 0.05, it is stated as normally distributed.

The researcher analyzed the graph on the histogram, the residual distribution was normal because it was symmetrical, not left or right. Meaning that the yield is normal to avoid inaccuracies in the normal distribution function, the Kolmogorov Smirnov test statistic was tested.

From the results of the normality test; the sym asymp of 0.158 means that the sig score is greater than the baseline value (0.158> 0.05). Then the researchers make a summary, called residual data that is normally distributed.

Regression Equations Test

Imam Ghazali's opinion is that the coefficient of determination tests how much power the model has to explain the variation in the dependent variable. Basically, this test serves to measure the ability of the model to explain variations in the Y variable. The test of the coefficient of determination is between 0 and 1 (0 <R² <1). If the value of R² is small, it can be interpreted that the ability of variable X to explain the variation of variable Y is very limited. If the score is close to number one, it means that variable X has almost all the information needed to estimate the variation in variable Y. The results of the determination test in our study can be displayed and the results are as shown in the table 1:
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Table 1 Determination Test Results

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.502</td>
<td>0.252</td>
<td>0.233</td>
<td>2.670</td>
</tr>
</tbody>
</table>

By looking at the results of the determination test shown in the table above, the adjusted coefficient of determination score is 0.233 or 23.3%. This means that R² approaches 0 not close to 1, so the power of all independent variables in explaining the dependent variable is very limited. So that only 23.3% of performance can be explained by the type of the two variables that affect performance, while the remaining 76.7% is filled by other variables that are not included in the equation model mentioned above.

F Test

The f test actually aims to determine whether all the independent variables included in the model simultaneously have an influence on the dependent or independent variable, if the score f ≥ 4 means that Ho is not proven at the 5% level, or by means of the word acceptance of the alternative hypothesis, which states that the independent variables simultaneously and significantly affect the dependent variable. Furthermore, the results of the f statistical test can be seen in the following table:

Table 2 ANOVA *

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Df Square</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regression</td>
<td>185.368</td>
<td>2</td>
<td>92.864</td>
<td>12.999</td>
<td>0.000</td>
</tr>
<tr>
<td>Balance</td>
<td>549.019</td>
<td>77</td>
<td>7130</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>734.388</td>
<td>79</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

After testing the regression results it can be concluded that the significance value of f is 0.000, which means that the p-value <probability or 0.000 <0.05, so Ho cannot be accepted and Ha is accepted where the meaning is the whole variable Extrinsic Motivation (X1), and Work Experience (X2) together have an effect on the performance variable (Y).

T Statistical Test

The make the conclusion of the t statistical test is at a significant value of 0.05, if the sig t is less than 0.05, then the other hypothesis is accepted, this indicates that the independent variable individually affects the dependent variable and vice versa. We can observe the calculation of the results of the t test from this table

Table 3 T Statistical Test

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficient</th>
<th>Standardized Coefficient</th>
<th>t</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Constant)</td>
<td>16.276</td>
<td>5.383</td>
<td>3.024</td>
<td>0.003</td>
</tr>
<tr>
<td>Extrinsic Motivation_X1</td>
<td>- 0.009</td>
<td>0.082</td>
<td>- 0.011</td>
<td>- 0.105</td>
</tr>
<tr>
<td>Work Experience_X2</td>
<td>1.031</td>
<td>0.216</td>
<td>0.506</td>
<td>4.773</td>
</tr>
</tbody>
</table>

We see two independent variables included in the regression model, the extrinsic motivation variable does not have a significant effect while work experience has a significant effect. This can be seen from the significance probability for Extrinsic Motivation (X1) of 0.917, while for Work Experience (X2) it is 0.000 at a significance of 0.05. From this it can be concluded that the performance variable is influenced by own work experience with mathematical equations:

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Performance (Y) = 16,276 - 0.09 Extrinsic Motivation + 1,031 work experience + e

Information:
Y = Performance
a = constant
β1 to β4 = variable regression coefficient to be calculated
X1 = Extrinsic Motivation
X2 = Work Experience
ε = error (random noise)

Based on this mathematical equation, the constant value of 16,276 is the constant value of the performance value. When the extrinsic motivation and work experience variables are equal to zero, the performance value is 16,276.

Discussion of Research Results

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Standard Error Estimated</th>
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<td>2.670</td>
</tr>
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</table>

Discussion about the results of hypothesis testing:

1. The value of the constant obtained is 3.024 and the significance value is 0.003. This result is not greater than a value of 0.05. Means there is no problem when setting the independent variable Y. Because the variables X1 and X2, here is a ratio. So it can be concluded that the result is ≠ 0. It means that the variables X1 and X2 can explain their effect on variable Y.

2. Extrinsic to Performance

H1: There is a positive influence on extrinsic motivation on performance. Based on the regression value, the extrinsic motivation coefficient is obtained with a nominal value of 0.917, sig t = 0.105. At a significant level of 5% or 0.05, it means that sig t is 0.917 > 0.05, so it shows that this partial work motivation does not have a significant effect on it means that extrinsic motivation is one of several factors that do not explain good or bad performance. So, in H1 which states that extrinsic motivation has an influence on employee performance, it is rejected. Extrinsic motivation in this research includes physical, security, social, respect and self-actualization needs.

The result of the test in this study is that extrinsic motivation has no significant effect on employee performance. This is caused by:

a. Physical needs seen from salary do not affect employee performance because the salary given by the office to employees is not based on performance but is based on the minimum wage level so that it is responded normally because their needs are sufficient. The spirit of work that drives employees because their needs are not sufficient, so that employees exert energy with strength and efforts to perform tasks optimally.

b. Social Security does not affect employee performance because there is a sense of security in the workplace. The office becomes BPJS insurance which is given every month. So this indicator does not encourage employees to work or improve their performance.

c. Self-actualization in this study emphasizes more on training and education conducted by companies for employees. This indicator does not significantly affect employee performance, because training such as autonomous maintenance training...
has no impact on employee performance. So this indicator does not significantly affect employee performance.

3. The relationship between work experience and employee performance

H2: There is a positive effect of Work Experience on performance. Based on the regression results obtained a regression coefficient of 0.000 and sig t of 4.773. At a significance level of 5% (0.05), then 0.000 <0.05, so it can be concluded that work experience partially has a significant positive effect on employee performance. Thus, H2 which states that work experience has a positive and significant effect on performance is accepted. This supports previous research by Rattu andrey R. H, Adolfina, Yantje Uhing (2019) which states that when work experience is improved, employee performance increases. This proves that work experience is an effective way to develop skills. The longer work experience they have, the more knowledge they will have. Being in the same field for a long time will make employees more skilled in their fields. An employee's work experience is closely related to the career path he will achieve so this variable will motivate employees to continue to improve their performance.

CONCLUSIONS AND SUGGESTIONS

Here there are two conclusions that can be drawn after the explanation of what has been discussed above, namely about extrinsic motivation, experience and whether there is any effect on employee performance in the Serang Baru Sub-district Office. We hold on to the results of the t test we can:

1. Based on the results of multiple regression analysis, it leads that the extrinsic motivation variable does not separately affect employee performance. This means that motivation is one of several factors that do not become a reference for good or bad performance.
2. Work experience variables partially have a positive effect on employee performance. Therefore, in H2 which states that experience has a positive influence on employee performance is accepted.

Suggestions

As explained at the beginning, that the purpose of this study is to find out how extrinsic motivation and work experience influence employee performance. Researchers have several suggestions in this regard, namely:

1. Extrinsic motivation is not a variable that can improve the performance of the Serang Baru Office Staff, Bekasi Regency. Therefore, employees must be willing to improve the quality of work more than before, regardless of extrinsic motivation or not. Improve and increase the work experience of employees, both knowledge and skills.
2. Researchers suggest that other researchers can complete this research or add what needs to be improved, especially regarding performance variables which are influenced by motivation and work experience.

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