

Employee Work Motivation at the Department of Industry and Trade of West Sumatra Province

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ABSTRACT

This study aims to find out and obtain information about (1) employee responsibilities, (2) employee work performance, (3) employee opportunities for advancement, (4) recognition of employee performance, and (5) challenging work for employees at the Department of Industry and Trade of West Sumatra Province. The research questions in this study are: how high are 1) employee responsibilities, (2) employee work performance, (3) employee opportunities for advancement, (4) recognition of employee performance, and (5) challenging work for employees at the Department of Industry and Trade of West Sumatra Province. The type of research used is descriptive quantitative. The research population is all 61 employees (population research). The instrument used is a Likert scale model questionnaire with five answer choices, namely always (SL), often (SR), sometimes (KD), rarely (JR), never (TP). Before the questionnaire was used, it was first tested on 20 employees at the Department of Trade of Padang City and processed using Excel, the results were declared valid and reliable. The collected data was processed using the mean formula (average score). Research Results of the work motivation of employees of the Department of Industry and Trade of West Sumatra Province seen from the indicators: (1) Employee responsibility is high (4.33), (2) Employee work performance is high (4.32), (3) Employee opportunities for employee advancement are high (3.91), (4) Recognition of employee performance is high (3.85) and (5) Challenging work for employees is also high (3.79). This study can be concluded that the work motivation of employees of the Department of Industry and Trade of West Sumatra Province is high with an average score of 4.04

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1. INTRODUCTION

The success of an agency or organization is determined by the extent to which its goals are achieved. To achieve these goals, the involvement of various components within the agency is crucial. One of these is the human resources component, which plays a crucial role in the implementation or operation of the agency or organization itself. Human resources in an agency are also called employees within the agency itself. To motivate employees to align with the organization's desires, it is necessary to understand the motivation of the employees working within the organization. According to Ermita and Anisah (2013), motivation is an effort made by leaders to arouse desire, provide encouragement or stimulation, and encourage employees to act and use all their abilities in carrying out work to achieve desired goals. Furthermore, Pupuh in Islami Putri et al. (2021) states that motivation is the drive for an employee to carry out work in order to achieve

planned goals. The motivation possessed by an employee can complete all tasks and responsibilities according to the planned goals. Meanwhile, Ifani in Susanti et al. (2021) stated that motivation is an effort to create certain conditions that make someone want and desire to do something. If the person does not like it, then the dislike will be tried to eliminate. Then Nasrullah et al. (2017) Motivation is a factor that drives someone to carry out a certain activity, therefore motivation is often interpreted as a factor that drives a person's behavior. Every activity carried out by a person must have supporting factors for the activity carried out. Therefore, the supporting factors for someone to carry out a certain activity are generally the person's needs and desires. Motivation can encourage someone's enthusiasm for work and do the job optimally to achieve goals. To encourage someone's enthusiasm in working in accordance with organizational goals, of course, there must also be a separate motivation from the employee. The employee's work motivation itself can always be increased by doing work according to the specified time.

According to Nasution (2014), work motivation is a psychological condition that drives a person or employee to undertake efforts or activities to achieve organizational or individual goals. Then, Mohtar in Yanni, Kurnianda, and Marsidin (2022) said that work motivation is the overall driving force or driving force that can create a person's desire to carry out activities and activities in carrying out tasks which are carried out systematically, programmed and progressively to achieve goals. Furthermore, Kognisi et al. (2021) stated that work motivation is an encouragement that triggers employees so that they are enthusiastic about working. Work motivation is an internal and external drive that influences a person to achieve goals, improve performance, and feel satisfied in the work environment. The indicators of employee work motivation according to Mangkunegara in Fadillah, Widodo, and Budiarmo (2013) include: 1) responsibility 2) work achievement 3) opportunities for advancement 4) recognition for performance 5) challenging work. Furthermore, Herzberg in Kompri (2015) There are 5 indicators of work motivation including: 1) achievement 2) recognition 3) improvement 4) responsibility 5) the work itself. Meanwhile, according to McClelland translated in Sawitri et al. (2022) indicators of work motivation: 1) responsibility 2) work achievement 3) opportunities for advancement 4) recognition of performance 5) challenging work. Then Sutrisno (2009) indicators of work motivation as follows: 1) responsibility 2) work achievement 3) opportunities for advancement 4) recognition of performance 5) job satisfaction and 6) possibility of career development. From several opinions above that put forward indicators of work motivation, in this study the indicators that the author uses to measure employee work motivation are responsibility, work achievement, opportunities for advancement, recognition of performance, and challenging work. Work motivation has an important role in increasing employee work effectiveness in various organizations. Good motivation can encourage employees to work harder, creatively, and productively in achieving organizational goals. When employees are motivated, they tend to feel more satisfied and engaged with their work, significantly increasing productivity and effectiveness. High work motivation is a factor that can influence the success of a job and increase productivity. Work motivation plays a crucial role in determining the quality and quantity of work performed by an individual. The importance of work motivation lies in its ability to channel and support human behavior, encouraging them to work diligently and enthusiastically to achieve optimal results. Employee work motivation arises when employees feel valued, respected, and have a sense of belonging to their work and the organization they work for. According to Rivai (2005), motivation generally encourages employees to work hard to achieve goals. This will increase employee productivity, thus influencing the achievement of organizational goals. Therefore, work motivation is crucial for an employee, as with work motivation, the employee will carry out their work responsibly and enthusiastically, in accordance with their expertise and abilities, to achieve organizational goals. High work motivation can be achieved especially when the work environment is supportive, with good communication between superiors and subordinates, recognition of individual achievements, and opportunities for further development in terms of skills and career. When employees feel empowered, have clear responsibilities, and feel their contributions are valued, their motivation to perform better increases. Trust in management and transparency in decision-making are also crucial elements in creating ideal working conditions and motivating employees to achieve peak performance.

Thus, work motivation is the internal and external drive that influences a person to achieve goals, improve performance, and feel satisfied in the work environment. With strong motivation, employees tend to be more productive and committed, thus contributing positively to the organization's success. Based on the author's observations at the West Sumatra Provincial

Department of Industry and Trade, information was obtained indicating a suspected low level of employee work motivation in that department. This can be seen from the phenomena that the author encountered in the field, namely: 1) There is still a lack of accuracy and thoroughness from employees in carrying out their duties which are their responsibility, this can be seen from employees who have not fully carried out their work so that the implementation of activities is not in accordance with what they have done, and employee responsibility for their duties is often ignored so that the work given sometimes cannot be completed properly and even not on time, 2) There is still a lack of employee desire to achieve work achievements, this can be seen from the results of employee work that has not complied with existing provisions, 3) There are still employees who are negligent in carrying out their duties, this can be seen from the existence of employees who delay work given by the leadership, 4) There are still employee work results that are less than optimal, this can be seen from the existence of employees who do not complete work according to the wishes of the head of the department, and 5) There are still employees who are not diligent in carrying out their work, this can be seen from the behavior of employees who leave their jobs if there are difficulties in completing their tasks and do not try to find alternatives.

The purpose of this study is to determine the work motivation of employees at the Department of Industry and Trade of West Sumatra Province as seen from: 1) Employee responsibility in carrying out tasks, 2) Employee work performance in carrying out their tasks, 3) Employee opportunities to advance in carrying out their tasks, 4) Recognition of employee performance in carrying out tasks, and 5) Challenging work for employees in carrying out tasks at the Department of Industry and Trade of West Sumatra Province.

2. METHOD, DATA, ANALYSIS

This type of research is quantitative descriptive research. This research was conducted at the Department of Industry and Trade of West Sumatra Province in May and June 2025. The population was all employees of the Department of Industry and Trade of West Sumatra Province, totaling 61 people (population research). The research instrument used a Likert Scale questionnaire with five answer choices, namely always (SL), often (SR), sometimes (KD), rarely (JR), never (TP). The instrument has been tested to see its validity and reliability, the results are valid and reliable. The data analysis technique uses the mean formula (average score).

3. RESULT AND DISCUSSION

Result

The results of the research and discussion regarding the work motivation of employees at the West Sumatra Provincial Industry and Trade Office, as seen from: responsibility, work performance, opportunities for advancement, recognition for performance, and challenging work.

The results of the data processing on work motivation at the West Sumatra Provincial Industry and Trade Office can be seen in Table 1 below:

Tabel 1 : Summary of Work Motivation of Employees of the Department of Industry and Trade of West Sumatra Province

No	Indicator	Total Average Score	Criteria
1	Responsibility	4.33	High
2	Job performance	4.32	High
3	Opportunities for Advancement	3.91	High
4	Recognition work	3.85	High
5	Challenging work	3.79	High
Total		20.20	
Average		4.04	High

Based on Table 1 above, it can be seen that the highest score in the data regarding the work motivation of employees of the West Sumatra Province Industry and Trade Office is in the responsibility aspect with an average score of 4.33. Meanwhile, the lowest score is in the challenging work aspect with an average score of 3.79. Therefore, from the results of the

calculations carried out, it can be concluded that the work motivation of employees of the West Sumatra Province Industry and Trade Office is in the high category with an average score of 4.04.

Discussion

The work motivation of employees of the West Sumatra Provincial Department of Industry and Trade, seen from the aspect of employee responsibility, obtained an average score of 4.33 with a high category. In this aspect, the highest item, namely "I try to complete the tasks that are my responsibility," obtained an average score of 4.44 with a high category. Then the lowest item, namely "I make improvements to work that is not appropriate," obtained an average score of 4.23. The factor causing the low average level of achievement based on the item "I make improvements to work that is not appropriate" is due to the lack of awareness and initiative of employees in carrying out their work. There are still employees who tend to feel satisfied with the results that have been achieved without conducting a review to ensure that the work is in accordance with the established standards. Therefore, leaders must supervise the work given to employees. According to Siagian in Maharani (2018), supervision is the process of observing the implementation of all organizational activities to ensure that all work being carried out is running according to a predetermined plan. Supervision in the sense of a leadership function is not in the sense of dominating (controlling) subordinates, but in the sense of providing guidance and direction to the efforts of subordinates to achieve previously determined results. To achieve the intended results, the conditions for effective supervision are required Djadjuli (2018), including: 1. Supervision must be linked to a person's plans and position; 2. supervision must be linked to individuals and leaders; Supervision must show deviations in important matters; 4. Supervision must be objective; 5. Supervision must be flexible; 6. Supervision must be economical; 7. Supervision must bring corrective action.

Then, the work motivation of the employees of the Department of Industry and Trade of West Sumatra Province, seen from the aspect of work performance, obtained an average score of 4.32 with a high category. In this aspect, the highest item, namely "I am responsive in completing work", obtained an average score of 4.51 with a high category. In addition, for the lowest item, namely "I feel satisfied with the achievement of work results so far" obtained an average score of 4.05 which is included in the high category. The factor causing the low average level of achievement based on the item "I feel satisfied with the achievement of work results so far" is due to the lack of appreciation given by leaders to employees for their work, so that employees feel that the work results received by employees are not fully satisfactory. Therefore, to improve employee work performance, it is necessary to provide rewards to employees so that they feel appreciated while working. According to Muchlisin in Nohong (2022), a reward is a form of appreciation or remuneration given to a person or group for having behaved well, doing something superior or achieving, making a contribution, or successfully carrying out the assigned task according to the set target. Dadan (Nohong 2022) then explained that there are two ways to express praise: verbal and nonverbal. Verbal praise is delivered verbally or spoken to employees. Nonverbal praise can be expressed through gestures such as nodding, applause, and thumbs-up gestures.

Furthermore, work motivation at the West Sumatra Provincial Industry and Trade Office, when viewed from the aspect of opportunities for advancement, obtained an average score of 3.91, categorized as high. In this aspect, the highest item, "I am given the opportunity to participate in training to develop my skills," obtained an average score of 3.97, categorized as high. Furthermore, the lowest item, "I try to find activities related to the assigned tasks," obtained an average score of 3.84, categorized as high. The factor causing the low average level of achievement based on the item "I try to find activities related to the assigned tasks" is due to a lack of initiative and active employee involvement in exploring opportunities for activities that support their main tasks. Therefore, to increase opportunities for employee advancement, leaders need to provide direct supervision of the tasks carried out by employees. According to Siregar and Sihombing (2021), supervision is a leadership activity that ensures that work is carried out according to established plans or desired results. Supervision is a concrete and most effective action in realizing employee discipline. Supervision means that superiors must actively and directly monitor the behavior, morale, attitudes, work enthusiasm, and work performance of their subordinates. According to Purwadi (2018), direct supervision is a supervisory system that requires active collaboration between superiors and subordinates, from each employee to be able to determine each individual's abilities with a more objective assessment. Direct supervision can also be provided by setting standards, conducting measurements, comparing, and taking action (Rivai 2015).

Then, work motivation in the Department of Industry and Trade of West Sumatra Province, seen from the aspect of improving performance, obtained an average score of 4.18 with a high category. In this aspect, the highest item is "I am diligent in looking for ways to make work more efficient and productive", obtained an average score of 4.18 with a high category. In addition, for the lowest item, namely "I can create a conducive work atmosphere in my work" obtained an average score of 3.62 which is included in the high category. The factor causing the low average level of achievement based on the item "I can create a conducive work atmosphere in my work" is due to the lack of effective communication between employees and between employees and leaders, which hinders the creation of a harmonious work atmosphere. Therefore, it is important for employees to maintain effective communication between employees. According to Oncong in Nisa (2016) communication is the process of conveying a message by one person to another to inform or to change attitudes, opinions or behavior, either directly verbally, or indirectly through the media. From this definition, it is clear that communication involves a number of people, where one person conveys something to another. According to Liliweri in Octavia and Halim (2018), communication is a human action or human activity to convey something. Communication is also a discussion, treatment, discourse, drama performance, the connection between communication and message transmission activities. Therefore, communication is very important in our daily lives. Communication is said to be effective when there is a two-way flow of information between the communicator and the communicant and the information is responded to according to the expectations of both communication participants.

Finally, work motivation in the Department of Industry and Trade of West Sumatra Province, seen from the challenging work aspect, obtained an average score of 3.79 with a high category. In this aspect, the highest item is "I try to solve problems faced in work", obtained an average score of 4.03 with a high category. In addition, for the lowest item, namely "I try to express opinions in the meetings I attend" obtained an average score of 3.39 which is included in the medium category. The factor causing the low average level of achievement based on the item "I try to express opinions in the meetings I attend" is because the organizational culture does not support openness and active participation from all meeting members, so that employees feel doubtful or afraid that their opinions are not valued. Therefore, it is necessary to build an open organizational culture between teams in order to foster a sense of appreciation and provide a positive feeling. According to (Windryadi 2018) Organizational Culture is the values that become the guideline for human resources in carrying out their obligations and behavior within the organization. These values will determine whether an action is right or wrong, and whether a behavior is recommended or not, thus serving as a foundation for behavior. In the work process, an organization is inseparable from the cultural bonds it creates. Cultural bonds are created by the employees concerned, both in carrying out tasks, relationships between employees and employees and between leaders. Culture differentiates one organization from another in the way they interact and act to complete a task. Culture binds employees into a unified perspective that creates uniform behavior or actions. As time passes, culture will inevitably form within the organization and its benefits can also be felt in contributing to the organization's overall effectiveness.

4. CONCLUSION

Based on the results of research and trade that have been presented in the previous chapter, conclusions were obtained with the following details: The work motivation of employees of the Department of Industry and Trade of West Sumatra Province can be concluded that: 1) the responsibility of employees in carrying it out is high, 2) work performance in executing it is high, 3) the possibility of employees to advance is high already in carrying out the whole, 4) appreciation for employee performance in carrying out subordinates and 5) work that disturbs employees to carry out in achieving in the Department of Industry and Trade of West Sumatra Province is also high. This shows that the work motivation of employees of the Department of Industry and Trade of West Sumatra Province is high.

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