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SCHOOL OF POLITICAL AND SOCIAL SCIENCE
Bandar Lampung University, Indonesia

Icon-LBG 2016

**The Third International
Conference on Law,
Business and Governance**

PROCEEDINGS

Hosted by
Faculty of Law, Faculty of Economics and Faculty of Social Science
Bandar Lampung University (UBL)

Icon-LBG 2016

THE THIRD INTERNATIONAL CONFERENCE
ON LAW, BUSINESS AND GOVERNANCE 2016

20, 21 May 2016
Bandar Lampung University (UBL)
Lampung, Indonesia

PROCEEDINGS

Organized by:



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PREFACE

The Activities of the International Conference are in line and very appropriate with the vision and mission of Bandar Lampung University (UBL) to promote training and education as well as research in these areas.

On behalf of the Third International Conference on Law, Business and Governance (3th Icon-LBG 2016) organizing committee, we are very pleased with the very good response especially from the keynote speaker and from the participants. It is noteworthy to point out that about 46 technical papers were received for this conference.

The participants of the conference come from many well known universities, among others : International Islamic University Malaysia, Unika ATMA JAYA, Shinawatra University, Universitas Sebelas Maret, Universitas Timbul Nusantara, Universitas Pelita Harapan, Universitas Bandar Lampung, Universitas Lampung.

I would like to express my deepest gratitude to the International Advisory Board members, sponsor and also to all keynote speakers and all participants. I am also grateful to all organizing committee and all of the reviewers who contribute to the high standard of the conference. Also I would like to express my deepest gratitude to the Rector of Bandar Lampung University (UBL) who give us endless support to these activities, so that the conference can be administrated on time

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INFLUENCE OF MOTIVATION AND PERFORMANCE WORK THE PERFORMANCE OF EMPLOYEES IN TRAIN INDONESIA COMPANY TANJUNG KARANG BANDAR LAMPUNG (A CASE STUDY IN THE COMMERCIAL EMPLOYEES)

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Abstract

PT Kereta Api Indonesia (Persero)Tanjung Karang, Bandar Lampung is a company engaged in the field of passenger and freight services to and from Lampung - South Sumatra. In conducting its business PT.KAI faces a sales realization of passenger transport services have not reached the target with an average of 82.38 % of the expected target. The problems in this study is whether the motivation to work a significant effect on the performance of employees, whether working ability significantly influence employee performance, and whether the motivation and ability to work together have a significant effect on the performance of the Commercial Section employees at PT. KeretaApi Indonesia (Persero) Tanjung Karang Bandar Lampung. This study aims to determine the effect of work motivation on employee performanceto determine the effect on the performance of employees working ability, and to determine the influence of motivation and ability to work together on employee performance Commercial Section at PT.Kereta Api Indonesia (Persero) Tanjung Karang, Bandar Lampung. The hypothesis proposed is: work motivation significantly influence employee performance, workability significant effect on employee performance and motivation and ability to work together have a significant effect on the performance of the Commercial Section employees at PT. KeretaApi Indonesia (Persero) Tanjung Karang, Bandar Lampung.This research used descriptive research that explains the causal relationship between the variables through hypothesis testing. Respondents in this study all members of a population of 27 employees of the Commercial Section at PT.KeretaApi Indonesia (Persero) TanjungKarang, Bandar Lampung. Data collection techniques used in this study is the observation, documentation, interviews and questionnaires . The analytical method used is to use the analysis of qualitative and quantitative data. Qualitative analysis is the interpretation of the data obtained in the study, while the quantitative analysis includes: validity and reliability, multiple regression analysis, coefficient of determination, hypothesis testing through t test and F.From the discussion, work motivation, ability to work, the employee's performance in the Commercial Section PT. KeretaApi Indonesia (Persero) Tanjung Karang Bandar Lampung is at a level good enough. The results of multiple regression analysis states that motivation and ability to work both partially and simultaneously have a significant influence on employee performance. From the test of determination (R^2) can be determined that the motivation and ability of work obtained yield was 0.823 , which means the employee's performance is affected by factors of motivation and work ability by 82 % , while the remaining 18% of the employee's performance is influenced by other variables not examined in the study this. So that the hypothesis can be accepted.

Keywords: Work Motivation, Job Skills and Performance

1. PRELIMINARY BACKGROUND

Each company founded in general, aims to make a profit so as to maintain the viability of the company Efforts can only be achieved if the company can maximize first -related factors in maintaining the viability of the company. One such factor is the human resources with high motivation and ability to work.Motivation is often defined as a push or force that can drive a person's soul and body to behave in accordance with her wishes . While the ability to work is a result of work achieved in executing the tasks assigned to him. Both these factors when executed, the performance can be achieved by an employee in carrying out their duties properly in accordance with the responsibilities given to him.PT KeretaApi Indonesia (Persero) is a State-Owned Enterprises which organizes rail freight services. Service III-44

PT.KeretaApi Indonesia (Persero) covering transport of passengers and goods in Bandar Lampung City and surrounding areas.The work of PT .KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung in 2010 through 2014 as follows :

Tabel 1.
 Target and Realization of Value Sales Passenger Transport Services PT. Kereta
 Api Indonesia (Persero) TanjungKarang Bandar Lampung During 2010 to 2014

No	Year	Target (Rp)	Realization (Rp)	Achievement (%)
1	2010	11.305.845.000	10.114.080.400	89,46
2	2011	13.331.717.500	11.172.606.900	83,80
3	2012	17.628.151.000	13.084.464.000	74,22
4	2013	24.150.438.000	20.658.928.150	85,54
5	2014	29.725.055.000	23.459.150.300	78,92
Average				82,38

Sources : PT . KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung , 2015.

Based on Table 1 above, it is known that the realization of passenger transport services sales at PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung has not reached the target with an average of 82.38 % of the target set . Furthermore, the results of interviews with employees of the commercial states that one of the factors that lead to non-optimal performance of employees is the motivation and ability of employees who are still lacking. Based on the description above, the writer interested to do research with title " *Influence of Motivation and Performance Work The Performance of Employees in Train Indonesia Company TanjungKarang Bandar Lampung* " (*A Case Study in The Commercial Employees*) .

IDENTIFICATION OF PROBLEMS

Based on the background and the data in Table 1 it can be seen that the realization of the sale has not reached the target with an average achievement of 82.38 % of the target set in the PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung in the years 2010-2014 .

FORMULATION OF THE PROBLEM

1. Is the work motivation significantly influence employee performance Commercial Section at PT. Kereta Api Indonesia (Persero) TanjungKarang Bandar Lampung ?
2. Is the ability to significantly influence the work performance of employees at PT Commercial Section.KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung ?
3. What is the motivation and ability to work together have a significant effect on the performance of the Commercial Section employees at PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung ?

RESEARCH PURPOSES

1. To determine the effect of work motivation on employee performance Commercial Section at PT .KeretaApi Indonesia (Persero) TanjungKarang, Bandar Lampung.
2. To determine the effect of the ability to work to employees performance in PT Commercial Section .KeretaApi Indonesia (Persero) TanjungKarang , Bandar Lampung.
3. To determine the influence of motivation and ability to work together on employee performance Commercial Section at PT .KeretaApi Indonesia (Persero) TanjungKarang , Bandar Lampung.

2. LITERATURE, FRAMEWORK FOR THINKING AND HYPOTHESES

LITERATURE REVIEW

According Mangkunagara (2013) states that: "Human resource management is a planning , organizing, coordinating, implementing, and monitoring of procurement , development , provision of fringe benefits , the integration of maintenance and the division of labor in order to achieve organizational goals".

According to Hamzah B. Uno (2007) that: "Motivation is defined as internal and external impetus in a person who indicated the presence ; passion and interest; encouragement and needs ; the hopes and ideals respect and honor." Herzberg (Siagian , 2012) states that employees are motivated to work caused by the driving factors that come from outside oneself, especially from the organization where she worked. Extrinsic factors are indicators of motivation that includes:

1. Administrative and corporate policies.
The level of perceived suitability of employment to all the policies and regulations that apply to the company.
2. Supervision .
Reasonable levels of supervisors felt by the workforce .
3. Salary.
Reasonable levels of salary received in return for work tasks .
4. Relationships.
Suitability perceived in the interaction among other labor and between subordinates by superiors.
5. Working Conditions.
Suitability working conditions with the implementation process of job duties .

According Hasibuan (2007) states that " the ability to work is a result of work achieved in executing the tasks assigned to them based on skills , experience and sincerity as well as time ". To find an employee is able or not to do the job can be seen through the following indicators of the ability to work (Robbins , 2008) :

1. Work Ability .
The ability for employees is a condition in which an employee is able to complete the work assigned to him .
2. Education .
Education is an activity to improve one's knowledge includes increasing mastery of theory and skills to decide on issues related to the activities achieve the goal .
3. Work Period .
Work period is the time needed by an employee to work on a company or organization .

According Mangkunagara (2013), " Performance is the result of the quality and quantity of work achieved by someone employee in performing their duties in accordance with the responsibilities given to him " . The employee's performance can be judged from: (Mangkunagara (2007)

1. The quality of work.
Shows neatness, accuracy, relevance work not ignore the volume of work. Their good quality work can avoid the error rate in the completion of work that can be beneficial to the company's progress.
2. The quantity of work
Shows the number of the type of work done in time so that efficiency and effectiveness can be accomplished in accordance with the company's goals.
3. Responsibility.
Shows how much the employees in receiving and carrying out its work, accountable for the work and facilities that are used and the behavior of its work every day.
4. Cooperation.
The willingness of employees to participate with other employees vertically and horizontally both within and outside of work so that the work will get better.
5. Initiatives.
Initiative of the inner member of the organization to do the work and solve problems on the job without waiting for orders from a superior or demonstrate responsibility in the work that it is the duty of an employee.

FRAMEWORK OF THINKING

From the above description, it can develop a Mindset as shown in Figure 1 as follows:

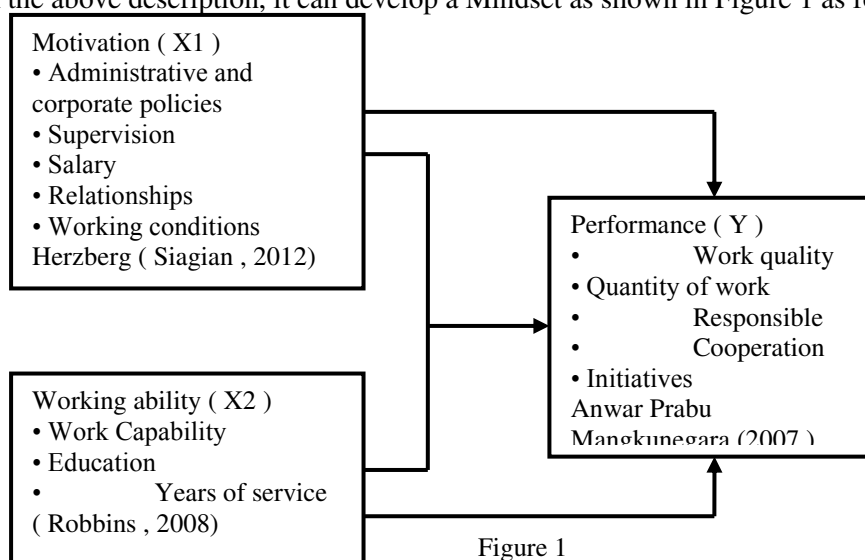


Figure 1
Mindset

HYPOTHESIS

1. Motivation significant effect on the performance of employees at PT Commercial Section. KeretaApi Indonesia (Persero) TanjungKarang, Bandar Lampung.
2. The ability to significantly influence the work performance of employees at PT Commercial Section. KeretaApi Indonesia (Persero) TanjungKarang, Bandar Lampung.
3. Work motivation and ability to work together have a significant effect on the performance of the Commercial Section employees at PT. KeretaApi Indonesia (Persero) TanjungKarang, Bandar Lampung.

3. RESEARCH METHODS

POPULATION

According Sugiono (2009) notion of population is "generalization region consisting of objects or subjects that have certain qualities and characteristics defined by the researchers to learn and then drawn conclusions". If the subject is less than 100, better taken all that research was population research. This is often done when the population size is relatively small, less than 30 people. Then the population in this study were all employees of the Commercial Section of PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung's 27 employees.

DATA COLLECTION TECHNIQUE

Data collection techniques used in this research is to use interviews , documentation , observation and questionnaire . Questionnaires are a way of collecting data by distributing questionnaires on the object of research questions with respect to the problems examined .

This questionnaire using the Likertscale .

- a. Strongly agree = 5
- b . Agree = 4
- c . Quite agree = 3
- d . Do not agree = 2
- e . Strongly disagree = 1

DISCUSSION RESULT

Validity test

Validity test used to measure whether or not a legitimate or valid questionnaires . A questionnaire considered valid if the questions in the questionnaire were able to reveal something that will be measured by the questionnaire .How to measure the validity by performing the correlation between the scores of the questions with a total score of variables. If $r_{hitung} > r_{tabel}$ and positive values , then the question or

declared invalid indicator (Ghozali , 2009) , and of the results if the data obtained that all valid indicators .

Test Reliability

Results if the data show that all the variables have large enough Cronbach Alpha is above 0.60 so it can be said of all the concept of measuring each variable of the questionnaire is reliable so as to further items on each of these variables concept fit for use as a tool measuring.

Characteristics of Respondents.

In this study, respondents analyzed were employees of the Commercial Section of PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung's 27 employees, while the characteristics of the respondents classified by age, sex, education and duration of the final work in the company.

Respondents by Age amounted to 70.37% or 19 people are in the age group over 25 years and the remaining 29.63% or 8 people are in the age group 20 to 25 years.

Respondents by Gender amounted to 55.56% or 15 people are on the kind of women and the remaining 44.44% or 12 people are on the kind of men. Respondents by Education by 92.59% or 19 members, namely the Senior Secondary School (SLTA), then the remaining amount of 7.41% or 2 people that is at Diploma 3 (D3). Respondents by Length of Work PT. KAI amounted to 37.03% or 10 people are on a working length of 1 to 5 years, and 33,33% or 9 that the working length of 5 to 10 years, and the remaining 29.63% or 8 people are on the duration of work more than 10 years.

DATA ANALYSIS

Qualitative analysis

Commercial Section of employee motivation PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung is at a level that is Good.

The ability of Employee Section Commercial PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung is at a level that is Good.

Commercial Section employee performance PT. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung is at a level that is Good.

Quantitative analysis

To determine the effect of work motivation and ability to work on the performance of multiple linear regression analysis was used for observation data consists of multiple independent variables (independent variables), which estimates the equation is intended to draw a pattern or function relationships among these variables.

Statistical calculations in multiple linear regression analysis by using computer program SPSS for Windows version 18. The results of data processing using SPSS program described in Table 2 below:

Tabel 2
 Results of Multiple Linear Regression Analysis

Model		Coefficients ^a			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	.817	2.453		.333	.742
	Work motivation	.353	.101	.376	3.487	.002
	Work capability					
1.	Dependent Variable: Performance	.583	.101	.626	5.799	.000

From the table above it can be seen that the multiple regression equation as follows :

$$Y = 0.817 + 0.353 X_1 + 0.583 X_2$$

Information :

Y = Employee Performance

X₁ = Work Motivation

X₂ = Performance Work

Constant value (a) of 0.817 connotes a level of performance of the employee , if the motivation and ability to work closely with 0. Y magnitude of 0.817 . The results were obtained regression coefficient X1 to Y positive at 0.353 , which means that if the work motivation (X1) increased 1 % on the assumption (X2) held constant, the performance (Y) will increase by 3.53% . The results were obtained regression coefficient value X2 to Y positive at 0.583 , which means that if the work ability (X2) increased by 1 % on the assumption (X1) held constant, the performance (Y) will increase by 5.83% .

Coefficient of Determination

The coefficient of determination is used to determine how much influence the independent variables have an effect on the dependent variable . The coefficient of determination is determined by the adjusted R - square .

Tabel 3
 coefficient of Determination

Model Summary				
	Model R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.915 ^a	.837	.823	1.91915

a. Predictors: (Constant), Kemampuan Kerja, Motivasi Kerja

Results of regression calculation can be seen that the coefficient of determination (adjusted R²) obtained amounted to 0.823 this means the Commercial Section of employee performance at PT . KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung influenced by motivation and work ability of 0.823 x 100 % = 82 % while the remaining 18% of the employee's performance is influenced by other variables not examined in this study .

HYPOTHESIS TESTING

t test

Variable work motivation (X1) the Employee Performance (Y) .

The independent variable of work motivation (X1) has a significant influence on employee performance dependent variable (Y) .

Variables Job Skills (X2) the Employee Performance (Y) .

The independent variable of working ability (X2) has a significant influence on employee performance dependent variable (Y) .

F test

Table 4
 Regression Analysis In Together

ANOVA ^b						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	452.346	2	226.173	61.408	.000 ^a
	Residual	88.395	24	3.683		
	Total	540.741	26			

a. Predictors: (Constant), Work Ability , Work Motivation
 b. Dependent Variable: Performance

Taken together work motivation (X1) and Job Skills (X2) significantly affects employee performance (Y) .

5. CONCLUSIONS AND RECOMMENDATIONS

CONCLUSION

1. Descriptive work motivation , ability to work, and work performance of employees at the Commercial Section P.T. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung is at a level good enough.
2. Motivation significant effect on the performance of employees at PT Commercial Section .KeretaApi Indonesia (Persero) TanjungKarang , Bandar Lampung.
3. The ability to significantly influence the work performance of employees at PT Commercial Section .KeretaApi Indonesia (Persero) TanjungKarang , Bandar Lampung.
4. Work motivation and ability to work together have a significant effect on the performance of the Commercial Section employees at PT .KeretaApi Indonesia (Persero) TanjungKarang , Bandar Lampung.

RECOMMENDATION

1. P.T. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung expected to increase employee motivation Commercial Section by providing conditions and labor relations as well as better corporate policies .
2. P.T. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung is expected to improve the ability of the Commercial Section of employees by providing job training education in accordance with the position and job.
3. Management P.T. KeretaApi Indonesia (Persero) TanjungKarang Bandar Lampung should be able to give attention and appreciation to employees whose performance in accordance with the targets set .

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