

# The Influence of Intrinsic Motivation and Extrinsic Motivation on Employee Performance Productivity of PT. Weigh Deli Indonesia

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## ABSTRACT

This study aims to determine the effect of intrinsic motivation and extrinsic motivation on the productivity of employee performance at PT. Weigh Deli Indonesia and to find out the dominant variable on the productivity of the employee performance of PT. Weigh Deli Indonesia. This study uses employees of PT. Weigh Deli Indonesia as a sample which is dominated by the age range of 31 - 40 years and length of work less than 10 years, totaling 139 people. The primary data in this study is a questionnaire that has been filled in by employees of PT. Weigh Deli Indonesia. Based on the results of the study showed that partially intrinsic motivation has a positive and significant effect on employee performance productivity, while extrinsic motivation has no significant effect on employee performance productivity. Simultaneously, intrinsic motivation and extrinsic motivation together have a positive and significant effect on employee performance productivity. Intrinsic motivation and extrinsic motivation have a sufficient correlation with productivity, and performance productivity can be explained by intrinsic motivation and extrinsic motivation by 41.2% and the remaining 58.8% can be explained by other variables not examined.

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## 1. INTRODUCTION

Human resources today are an important role for the success of an organization or company in achieving its main goal, namely the acquisition of operating profits. Therefore, the existence of human resources is a very valuable asset for a company that needs to be maintained, maintained and developed optimally in an effective and efficient manner for the benefit of the company. On the other hand, the existence of employees as one of the important assets for the company deserves serious attention and can be managed as well as possible for the continuity of the business in the future. This is intended so that the human resources owned by the company are able to contribute well in advancing the business so that the achievement of organizational goals can be optimized in such a way in the future.

The company can advance its business if it is supported by employees who have a maximum level of productivity and performance in completing each task that is given or becomes their responsibility. Therefore, employees who work in accordance with the given position are expected to be able to provide the best possible productivity so that business continuity is well maintained and

runs smoothly. However, in field implementation, it can be seen that every employee who works in the company has different levels of performance productivity and this difference is largely influenced by various factors, in the form of internal factors such as age, education, experience, motivation, status and so on. And also external factors that exist around employees such as coworkers, communication relationships, training, work pressure, work stress and so on.

Intrinsic motivation is part of motivation which generally comes from within individuals to do work with the aim of achieving its main goals. Every individual usually has intrinsic motivation, but whether this motivation is strong or not depends on each individual.

This research was conducted at PT. Weigh Deli Indonesia, which is engaged in palm oil processing services. In running its business, management requires employees to perform the tasks specified in the job description so that there are no misunderstandings between colleagues or between divisions. It is hoped that every task assigned by a superior to an employee can be done as well as possible so that the work given to the company is able to advance the business in the future. In this case, it is expected that each employee is able to provide optimal productivity for the sake of the progress and interests of the company in order to survive and excel in competition. However, in reality it can be said that there are still some employees who work less productively during working hours, the result shows that there is often a delay in completion of the predetermined time limit. In addition, employee performance productivity has also decreased in terms of the employee's inability to achieve the targets set by superiors regarding palm oil processing where the average realization is still below the target set.

The decrease in the productivity of employee performance is due to the low work motivation of employees, for example for employees who are still not married, there is no strong motivation in themselves to do their best. This is because there is no burden that is the responsibility of the employee because he is not married. The absence of intrinsic motivation in employees makes the implementation of tasks that are responsible for the totality of being carried out so that it is likely that delays in completing tasks in accordance with the set deadlines are hampered and not achieved.

The decrease in the productivity of employee performance was also caused by some employees who worked in companies who were still in contract period who received unequal salary benefits with other contract employees, so this caused social jealousy among workers. In addition, existing facilities in the company that should be used by employees to support the smooth running of work are not evenly distributed. As a result, the time needed to complete work becomes longer and company activities are disrupted. The difference in the treatment experienced by employees in using office facilities makes employees feel discouraged when doing their work, so that work becomes delayed and hampered when the company urgently needs certain reports or items.

Based on the explanation of the phenomenon that occurs in the company regarding the instability of employee productivity at work, it is due to the lack of a strong intrinsic motivation in him and also extrinsic motivation that is unclear and undirected, making employees work less in totality in completing their tasks. From the explanation above, the writer is interested in conducting further research entitled: "The Effect of Intrinsic Motivation and Extrinsic Motivation on Productivity of Employee Performance at PT. Weigh Deli Indonesia".

## **2. RESEARCH METHOD**

### **2.1. Types of Research**

This type of research is associative research with a quantitative approach. According to Siregar (2014: 89), associative research is research that aims to determine the relationship between two or more variables. In this study, the authors intend to know the effect of the independent variables (intrinsic motivation and extrinsic motivation) on the dependent variable, namely employee performance productivity.

### **2.2. Place and Time of Research**

This research was conducted at PT. Weigh Deli Indonesia which is in Hamlet II, Timbang Deli Village, Galang District, Deli Serdang Regency, North Sumatra. While the time of the research conducted by the author was from May to October 2020.

### **2.3. Population and Sampling Techniques**

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are applied by the author to study and then draw conclusions (Sudaryono, 2017). The population used in this study were 213 employees who worked at the company in June 2020.

The research sample that can be used in this study is 139 respondents from all employees who work at PT. Weigh Deli Indonesia.

#### **2.4. Sources of research data**

In the research conducted, the data sources used were primary data and secondary data. Primary data is research data obtained directly from the object under study without using research intermediaries (Soewadji, 2012). In this study, the primary data used is in the form of statements that discuss the problems being studied, including those concerning intrinsic motivation, extrinsic motivation and employee performance productivity in the form of a questionnaire. Meanwhile, secondary data used includes company history, organizational structure, number of employees and employees' latest education.

#### **2.5. Research Data Collection Techniques**

In this study, the authors used data collection techniques, namely:

- a. Literature study, namely data collection techniques obtained from reading material, literature, journals, theses, other scientific works and from the internet media regarding the problems being studied, namely intrinsic motivation, extrinsic motivation and employee performance productivity.
- b. Questionnaires, namely data collection techniques by giving or distributing a number of statements to respondents with the hope of responding on the basis of the statements given regarding intrinsic motivation, extrinsic motivation and employee performance productivity.
- c. Observation, namely the collection of research data by making direct observations at the research site regarding the productivity of employee performance while performing tasks in the company environment.

### **3. RESULTS AND DISCUSSION**

#### **3.1. Description of Respondent Characteristics**

This study discusses 3 variables consisting of 2 independent variables and 1 dependent variable. The independent variable is intrinsic motivation (X1) and extrinsic motivation (X2), while the dependent variable is work productivity. With the total number of research respondents as many as 139 employees of PT. Weigh Deli Indonesia. The research questionnaire contains descriptions of respondents and answers to the questions given. Characteristics of respondents in this study are based on gender, age, education and length of work.

Based on the gender of the employees of PT. Weigh Deli Indonesia (PT. TDI) which is taken as the majority of men as many as 106 people (76.3%) while the rest are female respondents as many as 33 people (23.7%). This shows that most of the employees of PT. Weigh Deli Indonesia is a man because PT. Weigh Deli Indonesia in employing employees prioritizing male employees than female employees to carry out their duties, especially in the field.

Based on the age that the employees of PT. Weigh Deli Indonesia aged between 21-30 years as many as 10 people (7.2%), employees aged between 41-50 years as many as 35 people (25.2%) and employees aged between 31-40 years as many as 94 people ( 67.6%). This shows that most of the employees of PT. Weigh Deli Indonesia aged 31-40 years, because the age level of 31-40 years is the productive age range to have more experience in working techniques so that it can create higher performance productivity.

Based on education that employees of PT. Weigh Deli Indonesia mostly has high school level education as many as 124 people (89.2%). In addition, employees of PT. Timbang Deli Indonesia also has the latest Diploma level education as many as 12 people (8.6%). And the least education is a Bachelor with only 3 people (2.2%) of the total number of respondents as many as 139 people. This shows that the majority of employees of PT. TDI has a high school education (89.2%), because many companies recruit workers who have a high school education background to work in the field area. For respondents with a Bachelor's degree, PT. Weigh Deli Indonesia for certain positions, such as Accounting, Administration and Finance.

The work period of the respondents for employees of PT. Weighing Deli Indonesia, the most number is a work period of 0-10 years, namely as many as 86 people (61.9%) of the total respondents of 139 people, employees with a work period of 10-20 years are 52 people (37.4%) and the lowest work period is > 20 years as many as 1 person (0.7%). The tenure is low or a little due to retirement. And as we all know the retirement period for employees at PT. Weigh Deli Indonesia, which is 30 years of work or if the age is 55 years. So it can be concluded that the tenure of the employees of PT. Weigh Deli Indonesia has an average work rate of under 10 years.

### 3.2. Hypothesis Test Results

#### Partial Test

Following are the partial test results of tabulation processing of respondents' answers can be presented in the table as follows:

**Table 1.** Partial Test Results

Model		Coefficients <sup>a</sup>			t	Sig.
		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta		
1	(Constant)	31.621	4.238		7.462	.000
	Motivasi_Int rinsik_X1	.745	.125	.530	5.939	.000
	Motivasi_Ek strinsikX2	.229	.136	.151	1.692	.093

In this study, the number of samples used was  $n = 139$  and the value of  $df = n - k = 139 - 2 = 137$  so that the ttable coefficient value = 1.664 at significant 0.05, then the following can be described about the results of partial testing according to Table 1: as follows:

1. Intrinsic motivation shows that there is a positive and significant influence on the productivity of employee performance at PT. Weigh Deli Indonesia because it has a coefficient value ( $t_{count} > t_{table}$ ,  $5.939 > 1.664$  at significant  $0.000 < 0.05$ ) then the research hypothesis H1 is accepted.
2. Extrinsic motivation shows that there is no positive and significant influence on the productivity of employee performance at PT. Weigh Deli Indonesia because it has a coefficient value ( $t_{count} < t_{table}$ ,  $1.692 < 1.664$  at significant  $0.093 > 0.05$ ) then the research hypothesis H2 is rejected.

#### Simultaneous Test

Following are the results of simultaneous testing of tabulation processing of respondents' answers as follows:

**Table 2.** Simultaneous Test Results

Model		ANOVA <sup>a</sup>				
		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1724.521	2	862.261	47.619	.000 <sup>b</sup>
	Residual	2462.644	136	18.108		
	Total	4187.165	138			

a. Dependent Variable: Total\_Y

b. Predictors: (Constant), Motivasi\_Ekstrinsik (X2), Motivasi\_Intrinsik (X1)

From Table 2 it can be seen that the simultaneous test results obtained the coefficient  $F_{count} = 2.359$  at 0.098 significance. Meanwhile. The number of research samples used was  $n = 139$  where  $df(1) = k - 1 = 3 - 1 = 2$  and  $df(2) = n - k = 139 - 3 = 136$  obtained the value of the coefficient of  $F_{table} = 3.06$  at significant 0, 05. From the table above, it can be concluded that simultaneously intrinsic motivation and extrinsic motivation together have a positive and significant effect on employee performance productivity at PT. Weigh Deli Indonesia ( $F_{count} > F_{table}$ ,  $47.619 > 3.06$  at  $0.000 < 0.05$ ) so it can be concluded that H3 is accepted.

#### Coefficient of Determination (R2)

The following are the results of testing the coefficient of determination from tabulation processing of respondents' answers as follows:

**Table 3.** Results of the coefficient of determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.642 <sup>a</sup>	.412	.403	4.25531

a. Predictors: (Constant), Total\_X2, Total\_X1

In Table 3, the coefficient of determination R square (R<sup>2</sup>) is 0.412, this indicates that intrinsic motivation and extrinsic motivation have a sufficient correlation to the productivity of employee performance at PT. Weigh Deli Indonesia. Thus, it can be said that the productivity of employee performance can be explained by intrinsic motivation and extrinsic motivation of 41.2% (0.412 x 100%) and the remaining 58.8% can be explained by other variables not examined such as training, compensation, incentives and so.

### 3.3. Discussion

#### a. The Influence of Intrinsic Motivation on Productivity Performance at PT. Weigh Deli Indonesia

Based on the results of statistical tests conducted, it shows that intrinsic motivation has a positive and significant effect on the productivity of employee performance at PT. Weigh Deli Indonesia. These results can be shown from the partial test obtained shows that the coefficient value ( $t_{count} > t_{table}$ ,  $5.939 > 1.664$  at  $0.000 < 0.05$ ). Thus, from the test results above, it can be said that the existence of intrinsic motivation is an important thing that will be possessed by every individual who works in the company. The existence of a strong intrinsic motivation in employees will try to do the tasks given or become their responsibility as well as possible so that employees will work more productively. One of the important elements in intrinsic motivation is that interests and needs are the things that encourage employees why they want to carry out activities or actions while working in the company.

Employees who have a strong interest in certain fields will have a strong motivation to try to complete these tasks with maximum results so that these individuals will work more productively for the progress of the company. Meanwhile, employees who have family needs will try to work as well as possible because they have dependents and responsibilities as the head of the family so that every working time will be used as best as possible for family happiness and welfare.

Based on research conducted by Arief and Afifa (2020), it can be said that intrinsic motivation can have a positive and significant effect on employee performance productivity. The same thing was also conveyed by Pettrani et al. (2018), which concluded that providing the right and strong motivation would have a significant effect on employee performance productivity while working. From the explanation above, it can be said that the research conducted by the author has relevance to previous research so that it can be said that intrinsic motivation is very important and becomes the main element in encouraging individuals to work and do their job as well as possible so that their productivity performance will be better and develop.

#### b. Effect of Extrinsic Motivation on Productivity Performance at PT. Weigh Deli Indonesia

Based on the results of statistical tests conducted, it shows that extrinsic motivation has no significant effect on employee performance productivity at PT. Weigh Deli Indonesia. These results can be shown from the partial testing obtained which shows that the value of the coefficient  $t_{count} < t_{table}$ ,  $-1.692 < 1.664$  at significant  $0.093 > 0.05$  so that it can be said that the existence of extrinsic motivation for individuals is not the main measure in determining the extent of employee performance productivity. . This condition also shows that not all employees who work in companies whose performance productivity is determined by how much extrinsic motivation is in them.

Besides that, not all of the elements in extrinsic motivation will be owned by employees working in the company. This shows that some employees who do not have extrinsic motivation can still work productively in the company environment. This is due to the fact that individuals who already have intrinsic motivation within themselves do not need extrinsic motivation anymore so that extrinsic motivation is not a big problem that must be problematic for individuals while working in the company.

Based on research conducted by Sipayung and Zamora (2017), it is concluded that extrinsic motivation has a significant effect on performance productivity. The same thing was conveyed by

research Kurniawan (2018), it can be concluded that extrinsic motivation has a significant effect on employee performance productivity. Thus, from the research conducted by the author, there is no conformity with previous research, so this condition shows that there are differences in the perspective of each individual who works in the company due to differences in age, experience, social status, work environment and so on. The existence of different characteristics in individuals will show that everyone has certain reasons why they should choose intrinsic motivation is more important than extrinsic motivation and vice versa.

#### 4. CONCLUSION

Partially intrinsic motivation has a positive and significant effect on the productivity of employee performance at PT. Weigh Deli Indonesia because it has a coefficient value ( $t_{count} > t_{table}$ ,  $5.939 > 1.664$  at significant  $0.000 < 0.05$ ), the research hypothesis H1 is accepted, while partially extrinsic motivation has no positive and significant effect on employee performance productivity at PT. Weigh Deli Indonesia because it has a coefficient value ( $t_{count} < t_{table}$ ,  $1.692 < 1.664$  at significant  $0.093 > 0.05$ ), the research hypothesis H2 is rejected. Simultaneously intrinsic motivation and extrinsic motivation together have a positive and significant effect on the productivity of employee performance at PT. Weigh Deli Indonesia because it has a coefficient value ( $F_{count} > F_{table}$ ,  $47.619 > 3.06$  at a significant  $0.000 < 0.05$ ) so it can be concluded that H3 is accepted. Intrinsic motivation and extrinsic motivation have a sufficient correlation with employee performance productivity. The ability of employee performance productivity can be explained by intrinsic and extrinsic motivation of 41.2% ( $0.412 \times 100\%$ ) and the remaining 58.8% can be explained by other variables not examined.

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