

# **The Analysis of Work Motivation in The General Affair Division of PT. Kernet Logistic**

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## **Abstract**

This study aims to analyze and propose solutions related to the work motivation of employees of the General Department of PT Kernet Logistic and improve the work motivation of employees, a company operating in the logistics sector. The preliminary results of this study show that the main problem in motivating employees is dissatisfaction with the salary they receive. When employees feel that the salary or wages, they receive are not enough to meet their family or personal needs, this causes their work motivation to decrease or weaken and slows down the overall productivity of the company. This study uses a descriptive qualitative method. by collecting data through interviews with four managers, direct observations in the company and documents on the company environment that have a relationship with employee work motivation. This study used a purposive sampling method to select interviewees, starting with the first employee interviewed, who then introduced the next interviewee in the form of their co-workers. Employee motivation is also influenced by both internal and external factors. Internal factors include the desire for achievement and recognition, while external factors relate to pay or treatment as well as relationships with co-workers and managers. Based on comparisons with previous research, work motivation consistently has a positive and significant impact on productivity, job performance, and discipline. This study provides insights into work motivation and the importance of its role in business.

**Keyword:** Work Motivation, Compentsation, Indonesia

## **1. Introduction**

There are quite a few businesses, and within those businesses, one of the departments is General Affairs. The department's duties include important or crucial tasks for the business, as well as various tools and services that the business has that come from the General Affairs department itself. This department is responsible for overseeing all operational activities carried out within the company.

The researcher first carried out pre-research by surveying PT Kornet Logistic personnel about issues pertaining to work motivation. Based on the researcher's observations, a problem with work motivation in the organization was identified.

The primary issue that has been found in this research is pay, according to some employees who answered the questionnaire, they are not satisfied with their pay and believe it falls short of their needs. These issues will be covered in this study, and the researcher will offer findings in the form of recommendations or fixes for these issues.

Based on a brief interview, the researcher discovered that one of the primary factors influencing employee motivation at work is salary. Employees who are unhappy with their pay are also affected by the company's salary system, which some respondents believe could be improved.

## **2. Literature Review**

### **2.1 Definition of Work Motivation**

Work motivation is the process by which someone fulfils their needs through the execution of a series of activities that contribute to the achievement of specific goals or goals for an organization (Sofia Sebayang, 2020), A desire that encourages people to work hard and responsibly is known as work motivation. (Sari & Kasman, 2021). This summary led to the conclusion that work motivation is a process that motivates companies or people to carry out their work honestly and responsibly in order to accomplish specific objectives.

#### **Factors of Motivation**

There are two factors according to (Prof. Dr. Havidz Aima et al., 2017)

- The desire that propels someone to attain goals that originate from inside them is known as intrinsic motivation. Achievement, acknowledgment, accountability, advancement, the task itself, and the potential for growth are all categorized as intrinsic variables.
- Extrinsic motivation, sometimes referred to as hygiene factors, is motivation that originates from sources outside of an individual and influences their conduct in life

### **2.2 Theory 2**

According to (Suryani Harahap & Hazmanan, 2019) on previous research stated that Workplace motivation is significantly impacted by leadership and pay factors is in line with the research of (Paais & Pattiruhu, 2020) which stated that leadership has an important role in maintaining the organization and work motivation

Work Environment and Co-worker also has a role in increasing work motivation which is stated by (Shahzadi et al., 2014) in his findings he stated that if the work environment can be upgraded it will also increase the work motivation of the employees, and (Salam et al.,

2021) also stated that the companies need to pay attention to the work environment and co-worker

Previous research conducted by (Sutrisno & Sunarsi, 2019) also stated that work motivation and discipline have a positive effect on work productivity

### **3. Material and Method**

#### **3.1 Design Study**

This research uses qualitative research with a descriptive approach which focuses on observation, interviews and documentation to analyze the phenomenon that is currently on going. The sampling method used in this research is purposive sampling which consist of 4 participant who are the employee of general affair division of PT. Kornet Logistic

##### **Research Instrument**

###### **Data Collection Involved**

1. Interview

Open-ended interviews and in-depth conversations with respondents are the main methods used in this study's data gathering to learn about their perspectives on their work scope, personal experiences, and goals.

2. Observation

The researcher will employ the observation method, in which he will watch or record the phenomenon occurring and take direct notes from the incident. The data collected will come solely from the researcher's observations, giving him the impression that he is a part of the phenomenon.

3. Documentation

Documentation is a technique for gathering data that uses both written sources, like books or diaries, and recordings, such images of the area being studied.

#### **3.2 Data Analysis**

The process of methodically looking through and gathering information from field notes, interviews, and documents in order to choose pertinent information from which to make inferences is known as data analysis (Sugiyono, 2015)

1. Data collection

Data that has gathered by researchers through observation, interviews, and documentation techniques that will subsequently be combined and processed.

2. Data reduction

The goal of this data reduction process is to condense the data, pick the most relevant elements, concentrate on the most crucial aspects, and seek for themes and patterns so that the reduced data can give researchers a better picture and make data collection and management easier.

3. Presenting of data

Presenting this data is meant to help the researcher get a better grasp the situation and facilitate the process of drawing conclusions.

4. Drawing conclusions/ verifying

Conclusions are the last stage. Comparing interview data, observation, and documentation allows the researcher to gain a better understanding of the subject matter and make inferences.

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