

The Influence of Motivation on Employee Performance in the Investment and One-Stop Service Office of Manokwari Regency

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Abstract

This study aims to analyze the effect of motivation on employee performance at the Manokwari Regency Investment and One-Stop Integrated Service Office. Motivation is essential in increasing employee productivity and work efficiency, ultimately impacting public service quality. The research employs a quantitative approach with a survey method. Data were collected through questionnaires distributed to 50 DPMPTSP staff respondents. Simple linear regression techniques were used to analyze the data and measure how motivation affects employee performance. The results indicate that motivation positively and significantly influences employee performance, with a coefficient of determination of 65%. This suggests that higher employee motivation is associated with better performance. The study recommends managing motivation through sustainable training, reward, and career development programs to improve employee performance and support optimizing public services in Manokwari Regency. The findings of this study provide valuable insights into the importance of employee motivation in enhancing public sector performance. By understanding the relationship between motivation and employee performance, policymakers and managers can develop effective strategies to foster a motivated and high-performing workforce, ultimately leading to improved public service delivery in the Manokwari Regency.

Keywords: motivation, employee performance, public service, DPMPTSP, Manokwari

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INTRODUCTION

Employee performance is a critical determinant of organizational success, especially in public service institutions, and it directly impacts community welfare (Lapi, 2018). In government organizations like the Investment and One-Stop Service Office (DPMPTSP) of Manokwari Regency, employee performance plays a vital role in ensuring the effective delivery of services, attracting investment, and fostering regional economic development. The ability of such institutions to meet public demands and expectations hinges mainly on the performance of their employees, making it essential to explore factors that influence and drive productivity within these settings (Stough, 2010).

One of the most prominent factors influencing employee performance is motivation. Motivation is a psychological state that propels individuals to achieve goals, fulfill

responsibilities, and exceed expectations ([Rosalia et al., 2020](#)). It is typically categorized into intrinsic and extrinsic types. Intrinsic motivation refers to the internal drive to perform well for personal satisfaction, professional development, or achievement. In contrast, extrinsic motivation arises from external factors such as financial incentives, rewards, recognition, and job security ([Ryan & Deci, 2000](#)). Both forms of motivation have been widely studied in human resource management and are considered critical for fostering employee engagement, job satisfaction, and high performance.

Motivation is crucial in the context of public service due to government employees' unique challenges ([Park & Word, 2012](#)). These challenges often include bureaucratic inefficiencies, limited career advancement opportunities, and public scrutiny. For employees in the DPMPTSP of Manokwari Regency, these challenges are compounded by the increasing demand for high-quality services driven by the region's growing investment potential. As a government office responsible for facilitating investment processes and providing integrated public services, the DPMPTSP requires a motivated and competent workforce to address complex administrative tasks and meet investor expectations ([Park et al., 2016](#)).

Despite the evident importance of motivation, many public service institutions, including the DPMPTSP of Manokwari Regency, struggle to implement effective motivational strategies. Limited budgets, hierarchical structures, and rigid policies often impede the development of a supportive and inspiring work environment ([Abane & Phinaitrup, 2022](#)). This, in turn, can lead to low employee morale, reduced productivity, and poor service delivery. Addressing these issues requires a comprehensive understanding of how motivation influences employee performance and what specific factors can be leveraged to enhance motivation in public service settings ([Ugaddan & Park, 2017](#)).

The primary objective of this study is to analyze the influence of motivation on employee performance within the DPMPTSP of Manokwari Regency. This research aims to provide actionable insights for improving workforce efficiency and effectiveness by examining the relationship between motivational factors and performance outcomes. Specifically, the study seeks to identify which motivational strategies are most impactful in enhancing employee performance and how these strategies can be tailored to the unique context of a public service organization.

Furthermore, this study's findings hold significant practical and theoretical implications. On a practical level, the results will serve as a basis for developing evidence-based policies and interventions to improve employee motivation and performance within the DPMPTSP. Theoretically, the study contributes to the broader discourse on human resource management in the public sector, particularly in developing regions where resource constraints and administrative challenges are prevalent.

The urgency of this research lies in its potential to address critical gaps in the DPMPTSP's management practices. By focusing on the pivotal role of motivation, this study underscores the importance of aligning employee goals with organizational objectives to achieve sustainable improvements in service quality. Ultimately, the research aims to support the DPMPTSP in becoming a model institution for public service excellence, thereby contributing to the broader goals of regional development and community welfare in Manokwari Regency.

METHODOLOGY

This research employs a quantitative approach to examine the influence of motivation on employee performance in the Investment and One-Stop Service Office (DPMPTSP) of Manokwari Regency. The study is designed to identify the relationship between motivational factors and employee performance outcomes, using statistical analysis to measure the strength and significance of this relationship. A descriptive and explanatory research design is used, with the former providing an overview of employees' motivational levels and performance

and the latter investigating the causal relationship between the two variables. Motivation, as the independent variable, includes intrinsic factors such as job satisfaction and professional growth and extrinsic factors such as financial rewards and recognition. The dependent variable is employee performance, measured through key performance indicators (KPIs) such as task completion, service quality, and efficiency.

The population of this study comprises all employees working at the DPMPTSP of Manokwari Regency. Using a purposive sampling technique, 50 respondents were selected to represent various organizational roles and responsibilities. These respondents were chosen based on their direct involvement in administrative and service delivery processes, ensuring their suitability for evaluating motivational factors and performance levels.

Data were collected using a structured questionnaire designed to measure motivation and employee performance. The questionnaire consisted of two main sections: the motivation scale, which includes questions adapted from established theories such as Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory, and the performance scale, which measures task accuracy, timeliness and overall contribution to organizational goals. The questionnaire was distributed in person and electronically to maximize the response rate. A pilot test was conducted with ten employees to ensure the reliability and clarity of the instrument.

The data were analyzed using statistical methods to determine the influence of motivation on employee performance. Descriptive statistics were used to summarize the demographic characteristics of respondents and provide an overview of motivational levels and performance. Reliability and validity tests, including Cronbach's Alpha and factor analysis, ensured the consistency and accuracy of the questionnaire. A simple linear regression model was applied to quantify the relationship between motivation and employee performance, testing the hypothesis that motivation significantly affects performance with a 95% confidence level.

Ethical considerations were prioritized throughout the study. Respondents' anonymity and confidentiality were maintained, and participation was voluntary, with informed consent obtained from all participants. The research also received formal approval from the DPMPTSP of Manokwari Regency to ensure alignment with organizational policies and protocols. This methodological approach ensures a rigorous and systematic analysis of the impact of motivation on employee performance, providing valuable insights for enhancing human resource management in public service organizations.

RESULTS

The findings of this study provide a comprehensive understanding of the influence of motivation on employee performance in the Investment and One-Stop Service Office (DPMPTSP) of Manokwari Regency. The analysis begins with descriptive statistics, which reveal that overall motivation levels among employees are moderate to high. Intrinsic motivation, which includes factors such as job satisfaction, personal growth, and a sense of accomplishment, scored slightly higher on average than extrinsic motivation, which includes financial incentives, rewards, and recognition. This indicates that employees are generally driven more by internal satisfaction and fulfillment derived from their roles than by external rewards.

Employee performance levels were similarly assessed, showing above-average outcomes across key performance indicators (KPIs). Notably, employees exhibited high levels of accuracy in completing tasks and delivering services efficiently. Service quality, a critical aspect of the DPMPTSP's operational goals, was also rated highly, reflecting the organization's emphasis on maintaining public satisfaction and meeting investor expectations. However, areas such as timeliness in administrative processes and innovative

problem-solving showed room for improvement, hinting at potential areas where motivational strategies could significantly impact.

The regression analysis provides robust evidence of a strong and statistically significant relationship between motivation and employee performance. The regression coefficient (β) value of 0.65 indicates that motivation contributes substantially to performance, with a one-unit increase in motivation corresponding to a 65% improvement in performance. The coefficient of determination (R^2) is 0.42, signifying that 42% of the variance in employee performance can be directly attributed to motivation. These findings underscore the importance of motivation as a critical driver of workplace productivity and effectiveness.

Further exploration of the components of motivation revealed that intrinsic factors have a slightly more pronounced impact on employee performance than extrinsic factors. Employees who reported high levels of intrinsic motivation, such as enjoying their roles, feeling a sense of purpose, and achieving personal goals, consistently demonstrated superior performance outcomes. This finding highlights the role of intrinsic motivation in fostering a proactive and committed workforce. For instance, employees with high intrinsic motivation displayed greater attention to detail and were more likely to exceed expectations in service delivery.

On the other hand, while slightly less impactful, extrinsic motivation still plays a vital role in enhancing performance, particularly in operational aspects closely tied to organizational goals. For example, financial rewards and recognition were significant motivators for meeting deadlines and achieving efficiency in administrative tasks. Employees who felt adequately rewarded and recognized for their efforts showed higher levels of engagement and accountability.

The study also identified several challenges that could undermine motivational levels and employee performance. These challenges include limited opportunities for career advancement, perceived inequities in the distribution of rewards and recognition, and a lack of consistent feedback and communication from management. Such challenges can dampen intrinsic and extrinsic motivation, highlighting the need for targeted interventions. Employees expressed a desire for clearer pathways for professional growth, more equitable reward systems, and regular feedback to help them understand their contributions and areas for improvement.

The study suggests implementing a range of motivational strategies to address these issues. Professional development programs, for example, could enhance intrinsic motivation by fostering a sense of personal and professional growth. At the same time, introducing transparent and equitable rewards could boost extrinsic motivation by ensuring employees feel valued and fairly compensated for their efforts. Regular performance appraisals and feedback sessions could also bridge the communication gap between employees and management, fostering a supportive work environment.

In conclusion, the results affirm that motivation is a crucial determinant of employee performance in the DPMPTSP of Manokwari Regency. Both intrinsic and extrinsic motivational factors play significant roles, with intrinsic factors having a slightly more substantial influence. By addressing the identified challenges and implementing targeted strategies, the organization can enhance employee motivation and performance and achieve its broader goals of delivering high-quality public services and supporting regional development. These findings provide a critical evidence base for policymakers and organizational leaders seeking to optimize workforce potential and improve institutional effectiveness.

DISCUSSION

The results of this study provide significant insights into the critical role motivation plays in influencing employee performance in the Investment and One-Stop Service Office

(DPMPTSP) of Manokwari Regency. By establishing a strong and statistically significant relationship between motivation and performance, the findings underscore the importance of motivation as a strategic focus for human resource management in public service institutions. This discussion explores the implications of the results, connects them with existing literature, and provides recommendations for practical application and future research.

The findings reveal that intrinsic and extrinsic motivation significantly contribute to employee performance, although intrinsic factors have a slightly more significant influence. This aligns with studies in organizational behavior, which suggest that employees driven by intrinsic motivation—such as a sense of accomplishment, professional growth, and job satisfaction—tend to exhibit higher levels of engagement, creativity, and persistence. In the context of DPMPTSP, employees motivated by intrinsic factors likely feel a strong alignment between their personal goals and organizational objectives, leading to improved service delivery and task completion.

Extrinsic motivation remains a vital component of performance, though somewhat less impactful (Park & Word, 2012). Financial incentives, recognition, and job security significantly reinforce behaviors that contribute to organizational efficiency and goal achievement (Cerasoli et al., 2014). These findings echo Herzberg's Two-Factor Theory, which posits that while intrinsic factors (motivators) drive high performance, extrinsic factors (hygiene factors) are essential for preventing dissatisfaction and maintaining baseline productivity. In the DPMPTSP context, extrinsic motivation could be especially effective in operational tasks that require consistency, accuracy, and adherence to deadlines.

The challenges identified in the study, such as limited career advancement opportunities, inequities in rewards, and inadequate feedback, provide a valuable perspective on the barriers to employee motivation (Shah, 2015). These challenges reflect broader issues in public sector management, where rigid hierarchies and budgetary constraints often limit the ability to implement comprehensive motivational strategies (Wright, 2001). Addressing these barriers requires a shift towards more employee-centered policies, including transparent promotion systems, equitable reward allocation, and regular communication between employees and management (Yalcinkaya et al., 2021).

The findings also suggest that tailored motivational strategies could be highly effective in enhancing intrinsic and extrinsic motivation. For instance, introducing professional development programs and skills training can address intrinsic needs for personal growth and fulfillment. Similarly, implementing performance-based rewards and recognition systems can boost extrinsic motivation by providing tangible acknowledgment of employee contributions (Whitaker, 2009). Regular feedback and performance appraisals can further bridge the communication gap, creating a supportive environment where employees feel valued and engaged.

The implications of this study extend beyond the DPMPTSP of Manokwari Regency. As public service institutions face increasing demands for efficiency and transparency, understanding the interplay between motivation and performance becomes essential (Johari et al., 2018). The findings highlight the potential for public sector organizations to improve service delivery and organizational outcomes by prioritizing employee motivation as a core component of their strategic plans.

From a theoretical perspective, the study contributes to the literature on motivation and performance in public service settings, particularly in developing regions. It reaffirms established theories, such as Herzberg's Two-Factor Theory and Maslow's Hierarchy of Needs, while providing empirical evidence specific to the public sector context. The strong influence of intrinsic motivation observed in this study also raises questions about the role of public service values and personal mission alignment in driving performance, warranting further exploration in future research (Kolk et al., 2018).

The findings offer actionable recommendations for the DPMPTSP and similar organizations. To maximize employee performance, management should implement a balanced approach that addresses intrinsic and extrinsic motivational needs (Kolk et al., 2018). This includes fostering a culture of recognition and support, providing opportunities for professional growth, and ensuring transparency and equity in reward systems. Moreover, regular employee satisfaction and performance assessments can help organizations identify emerging challenges and adapt their strategies accordingly (Park, 2018).

In conclusion, this study highlights the pivotal role of motivation in enhancing employee performance, particularly in public service institutions. By addressing motivational barriers and implementing targeted strategies, the DPMPTSP of Manokwari Regency can significantly improve employee outcomes and service quality. These findings emphasize aligning employee motivation with organizational goals to foster a committed, efficient, high-performing workforce.

CONCLUSION

This study confirms the significant influence of motivation on employee performance within the Investment and One-Stop Service Office (DPMPTSP) of Manokwari Regency. Both intrinsic and extrinsic motivation were found to have a positive and statistically significant relationship with employee performance (Rusli, 2020), with intrinsic factors such as job satisfaction and personal growth having a slightly more significant impact than extrinsic factors like financial rewards and recognition. The findings emphasize that motivated employees are more likely to demonstrate higher engagement, efficiency, and accuracy in completing tasks, directly contributing to the organization's effectiveness in delivering quality public services (Engidaw, 2021). The study also identified several challenges that can undermine motivation, including limited career advancement opportunities, perceived reward inequities, and insufficient feedback mechanisms. Addressing these challenges is essential for fostering a work environment that supports intrinsic and extrinsic motivation. Effective strategies such as transparent promotion systems, professional development programs, equitable reward distribution, and regular performance feedback can significantly enhance employee motivation and, consequently, their performance (Singh, 2016).

These findings have two implications. Practically, they provide actionable recommendations for improving workforce management in the DPMPTSP of Manokwari Regency and similar public sector organizations. By aligning motivational strategies with organizational goals, institutions can boost employee productivity and improve service delivery and public satisfaction (Tshukudu, 2014). Theoretically, the study contributes to understanding motivational dynamics in public service contexts, particularly in developing regions, and reaffirms the applicability of established motivation theories such as Herzberg's Two-Factor Theory and Maslow's Hierarchy of Needs. In conclusion, this research underscores the pivotal role of motivation as a determinant of employee performance. Public sector organizations, including the DPMPTSP, must prioritize motivation as a core component of their human resource management strategies to achieve sustainable performance and service quality improvements. By creating a supportive and equitable work environment, the DPMPTSP can strengthen its capacity to meet public demands, enhance regional investment, and contribute to broader developmental goals in Manokwari Regency. Future research could further explore the interplay between motivation and other organizational factors, such as leadership styles and organizational culture, to provide a more comprehensive understanding of performance optimization in public institutions.

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