

# The Influence of Motivation by Leaders on Employee Performance at Parahyangan Residences Apartment in Bandung City

By

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## Abstract

This study aims to examine the effect of motivation by leadership on employee performance at Parahyangan Residences Apartment in Bandung. The variables studied in this study are the Dimensions of Attendance, work discipline, cooperation, responsibility, work productivity. While the dimensions of Employee Performance are the quantity of work, quality of work, time utilization, attendance rate, cooperation. The method used is Deductive Quantitative Associative determinative, while the data collection techniques are questionnaires, library studies and field research.

From the results of the study showed the influence of motivation by the leadership on employee performance in the office of Parahyangan Residences Apartment, Bandung City, amounted to 47.05% for the results of the correlation coefficient of 0.686 which was categorized as strong. while  $t$  count 4,590,  $>$   $t$  table 2.02 this means that  $H_0$  is rejected and  $H_1$  is accepted. Thus, the research statement and the hypothesis that the author formulated at the beginning of the research hypothesis were accepted.

It is concluded that the dominant factors affecting employee performance in the organization can be categorized into two factors, namely factors originating from internal organizations and factors originating from external organizations. Suggestions that researchers can convey based on data analysis are that an organizational unit must be supported by good communication between departments. The authority in carrying out the policy is communicated with the party or division that has the task of its function.

**Key words:** Motivation By Leaders, Employee Performance.

## Introduction

One of the organizations at the Parahyangan Residences Apartment Office is an employee whose job is to manage the Parahyangan Residences Apartment Office and help facilitate the needs of residents in enforcing the existing regulations at the Parahyangan Residences Apartment Office. In the Bandung City Regional Regulation number 4 of 2018 concerning the implementation of manpower, it is stated that the workforce is an integral part of society that makes a real contribution to economic development in the city of Bandung.

Parahyangan Residences Apartment Office employees who are recruited by the human resources division are prepared and equipped with the knowledge and skills to carry out work such as handling complaints from residents, as well as participating in maintaining the security and order of the residents. Duties of Parahyangan Residences apartment office employees have the following duties:

- a. Assist in resident complaints
- b. Helping the comfort, peace and order of residents
- c. Helping the needs of residents

The implementation of these tasks amounted to 40 people who were permanent employees of the Parahyangan Residences Apartment Office, which were fostered directly by the Parahyangan Residences Apartment Manager. However, the reality in the field shows that Parahyangan Residences Apartment employees do not yet have the optimal quantity and quality of work. The quantity of employee work where the amount of work is not in accordance with the expected work plan where there is work that cannot be completed on time. There are still Parahyangan Residences Apartment Office employees who arrive late, leave early, extend rest periods and blame each other.

The performance of employees at the Parahyangan Residences Office has not been optimal, among others, the lack of communication. Communication from the leadership to the employees of the Parahyangan Residences Apartment Office assigned to the office actually does not have many obstacles. Leaders always communicate detailed information about each job that must be completed. Barriers occur when faced with the participation of office employees as feedback for communication. The leadership has not been able to encourage office employees to take part in making decisions on the work taken. In addition, giving attention from the leadership as an effort to motivate employees has not touched the individual needs of each employee. However, it is only based on giving attention if it is related to the completion of the employee's work

Based on the background of the problems stated above, the researchers took the title "The Effect of Motivation by Leaders on Employee Performance at Parahyangan Residences Apartments in Bandung City".

## **Theoretical And Research Framework**

### ***Motivation***

Based on Hasibuan (2003:92), "motivation that comes from the leadership has an understanding of the provision of driving force from the leadership to improve the performance of its employees with the aim of producing effective and integrated work".

According to Alex S Nitisemito (2002:79) states, the driving elements of motivation are as follows:

1. Presence
2. Work discipline
3. Cooperation
4. Responsibility
5. Work Productivity

With the motivational driving element according to Alex S Nitisemito (2002:79) above, it can create a professional working atmosphere in the Parahyangan Residences Apartment Office.

**Performance**

Simamora (2004: 339) explains "performance basically reflects how far the employee meets the requirements of a job". Therefore, performance is a reality that is displayed by everyone in the company as their work performance in accordance with their respective roles in the organization.

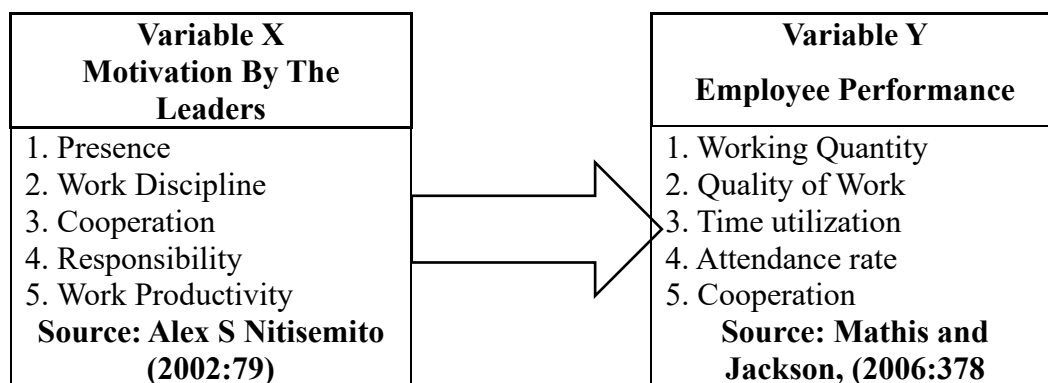
Based on Mathis and Jackson (2006:378) employee performance indicators include how much contribution is generated for the organization, the following are the indicators:

1. Working Quantity
2. Quality of work
3. Time Utilization
4. Attendance Rate
5. Cooperation

At the Parahyangan Residences Apartment office, employee performance indicators are also measured based on the quantity of work, quality of work, time utilization, attendance, and collaboration produced for the company.

**Framework**

Below will be presented an overview of the research model as a form of research flow of thought, which is as follows:



**Figure 1.1 Framework**

**Hypothesis**

- H1 There is no influence of motivation by the leadership on employee performance  
 H2 There is an influence of leadership motivation on employee performance

**Research Method**

In this study, the research method is quantitative with an explanatory and verification approach. This research is a research that examines the relationship between two phenomena. The relationship studied is the relationship between the influence of variables with other variables. This study will explain the effect of motivation from leadership on employee performance. In addition, in accordance with verification research, this study conducted hypothesis testing with research methods that have been formulated through statistical calculations.

The method used in this study is a quantitative method with saturated sampling research, saturated sampling is a sampling technique when all members of the population are used as samples. This is often done when the population is relatively small, less than 30 people. Saturated sample / Total sampling is also known as a census, where all members of the population are sampled.

The population in the study were all employees of Parahyangan Residences who helped carry out tasks in the Customer Service field with a total population of 40 people in the study.

## Result And Discussion

To prove the temporary answer set by the researcher, then based on the results of data analysis using Spearman Rank Correlation. The following is the result of the calculation of the Spearman Correlation Coefficient with the help of SPSS software version 26 for windows.

		Correlations		
			MotivationByLeader	PerformanceEmployee
Spearman's rho	Motivation	Correlation Coefficient	1,000	.686 **
	By Leader	Sig. (2-tailed)	.	.000
		N	40	40
	Employee performance	Correlation Coefficient	.686 **	1,000
		Sig. (2-tailed)	.000	.
		N	40	40

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Based on the results of SPSS 26 output from the table above, the correlation coefficient (p) is 0.686. The correlation value of 0.686 means that motivation by the leadership has a strong relationship, Sugiyono (2010:214) with employee performance at the Parahyangan Residences Apartment office in Bandung. The correlation value must be tested by first using the t significance test according to Sudjana (1984:369)

The result is that the t count is 4,590, while from the table t the value of degrees of freedom is n-1 (40-2=38). Then the value of t table is 2.02. Because the value of t count is greater than t table, it can be decided that Ho is rejected. This means that there is a real and positive relationship between motivation by the leadership and employee performance of (strong relationship)

The relationship between motivation by the leadership on employee performance at the Parahyangan Residences Apartment office in Bandung, has been tested and the real value is 0.686. So to calculate the effect of motivation by the leadership on employee performance at the Parahyangan Residences Apartment office, use the coefficient of determination formula. Based on the results of calculations using the coefficient of determination formula, the values obtained are:

$$KD = (0,686)^2 \times 100\% = 47,05\%$$

The value of the influence of motivation by the leadership on employee performance at the Parahyangan Residences Apartment office in Bandung is 47.0596. The value of this influence can be categorized as a moderate influence (Sugiyono, 2017: 184). Then the influence of other variables that are not examined but have an effect on Leadership Motivation on Employee Performance at the Parahyangan Residences Apartment office in Bandung is equal to:

$$100\% - 47.05\% = 52.95\%$$

The influence of other variables that were not examined got a result of 52.95% which could be categorized as a moderate influence. So that the research hypothesis put forward by the researcher, namely "The Influence of Motivation by Leaders on Employee Performance at the Parahyangan Residences Apartment office in Bandung City, can be accepted because it is supported by facts from the field.

## **Conclusion**

Based on the results of the analysis and discussion carried out in the previous chapter, it can be concluded several things including:

1. Motivation by the leadership at the Parahyangan Residences Apartment office in Bandung City has five dimensions with an average percentage of 72% categorized as strong (high),
  - 1) Presence 71%
  - 2) Work Discipline 72%
  - 3) Cooperation 72%
  - 4) 71% Responsibility
  - 5) Work Productivity 74%

The dimension that is rated high is the Work Productivity dimension which has a percentage of 74%, while the lowest dimension is Presence and Responsibility with the same percentage of 71%.

The highest indicator in the motivation variable by the leadership with the statement that the leadership pays attention to the wishes of employees and their motivation to work with a percentage of 75% is in the dimension of work productivity. for the lowest indicators are in two dimensions with the same percentage of 70% (in the presence dimension), namely the Leader pays attention to the employee's desires and motivation to work 70% in the presence dimension, in the presence dimension there are two lowest indicators, Income is based on the employee's attendance level 70 %, for the last lowest indicator, the leadership pays attention to the condition of each individual during the implementation of work 70% (found in the dimension of responsibility).

2. Employee performance at the Parahyangan Residences Apartment office in Bandung, with an average percentage of 70% of the assessment results. The continuum line is high (strong category), in which there are five dimensions, namely:
  - 1) Working Quantity 72%
  - 2) Quality of Work 68%
  - 3) Utilize Time 72%
  - 4) Attendance Rate 67%

5) Cooperation 71%

It was found that for the employee performance variable for the highest dimension, there are two dimensions, namely with the same percentage, each of which has a percentage of 72%, the dimensions are Time Utilization 72% and Work Quantity 72%.

For employee performance variables Employees for the highest indicators are found in two indicators with different dimensions from the statement, namely working deftly, quickly and precisely in accordance with company expectations 73% (found in the dimensions of work quantity)

Parahyangan Residences Apartment Office employees delay work due to delays or for other reasons 73% (in terms of time utilization).

For the lowest indicator, namely the Attendance Rate of 67%, it is contained in the statement that Parahyangan Residences Apartment Office employees have knowledge in their field of work

3. The magnitude of the influence of motivation by leadership on employee performance at the Parahyangan Residences Apartment office in Bandung is 0.686% categorized as strong in a positive direction, while the influence of motivation by leadership on employee performance is 47.05% categorized as low, with the results of t count 4,590 and t table 2.02 then t count is more than t table so that Ho is rejected, meaning that there is an influence of motivation by the leadership on employee performance at the Parahyangan Residences Apartment office in Bandung.
4. Research results, so that the effect of motivation by leadership on employee performance in the Parahyangan Residences Apartment office in Bandung is generated in accordance with the workload given to all employees.

Based on the results of the analysis and discussion, the suggestions that researchers can give are:

1. Based on the results of the questionnaire data on the motivation variable by the leadership of the lowest indicator, the lowest indicator is in two dimensions with the same percentage of 70% (in the presence dimension), namely the leadership pays attention to the wishes of employees and their motivation to work 70% in the presence dimension, in the presence dimension there are two lowest indicators, income is based on the employee attendance rate of 70%, for the last lowest indicator the leadership pays attention to the condition of each individual when carrying out work 70% (in the dimension of responsibility), for that the leadership of Parahyangan Residences Apartment needs to motivate employees and provide work materials so that employees are more diligent in paying attention to attendance and leaders must respect employees because employees are important assets for the company.
2. For Employee Performance Variables, the lowest results were obtained, namely indicators with statements of employees of the Parahyangan Residences Apartment Office having knowledge in their field of work with a percentage of 63% in more companies and better employees.

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