

The Effect of Intrinsic Motivation and Competence on Employee Performance (Study at a Toll Road Development and Operator Company in Bandung)

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ABSTRACT

This study aims to ascertain how intrinsic motivation and skillfulness affect employee performance in one of Bandung's highway development and operation enterprises. Both descriptive and verificative research techniques are employed. A sample of 39 employees from one of the highway development and operation companies in Bandung were polled to gather data and information for the study.

It is clear from the research's path analysis findings that the intrinsic motivation variable has a favourable impact on employee performance. Employee performance is positively influenced by the competence variable. According to the conclusions and recommendations drawn from the research, management should preserve and enhance motivation and competence.

Keywords: Intrinsic Motivation, Competency, Employee Performance

INTRODUCTION

In one of the toll road development and running enterprises in Bandung, this study aims to ascertain the impact of intrinsic motivation and competence on employee performance. This study's research methodology combines descriptive and verificative techniques.

The corporate world has benefited from various sophisticated technical breakthroughs because of the current era's rapid technological

improvement. This development has gradually assisted businesses or organizations in their growth. However, the development of technology does not negate the importance of qualified human resources. Because they are the fundamental components needed to carry out activities and manage a business, human resources play a crucial role in the growth and development of a firm. As a result, the fundamental factor in a company's efficient operation is its people resources.

(Mangkunegara, 2018) defines performance (work achievement) as the quality and quantity of results an employee achieves while performing the assigned roles and obligations.

Employees need to be motivated to perform better in order to maximize performance. The maximal advancement of a corporation may be further impacted by improved performance. Asserts that many variables can influence performance in practice. The employee's performance may only sometimes be in the intended state, as the person or business desires. (Isnani et al., 2022; Sari et al., 2020) Performance, whether it is organizational performance or individual performance, may be hampered by a variety of factors. Many elements, including motivational and ability considerations, can impact an employee's success. Having motivation and intrinsic motivation is one sort of motivation that an employee must have and is one of the elements that influence an employee's performance. (Isnani et al., 2022; Syahidah et al., 2021; Widiastuti et al., 2022)

This study is being done in one of the Bandung toll road building and operating firms to better understand how intrinsic motivation and competence affect employee performance. This study used both descriptive and verifiable research methodologies. (Caissar et al., 2022; Prasetyo et al., 2021)

Intrinsic motivation as one that arises, develops, and grows within a person and then

influences them to accomplish something worthwhile and significant. To perform at their best, employees need to be intrinsically motivated. However, many employees still need a sense of awareness and accountability for their work, which prevents tasks from being completed to their fullest potential. This condition may result from a lack of motivation to succeed and subpar efforts to complete duties, which will surely hinder the development of the business. (Destiana et al., 2022; Mikkelsen et al., 2017)

As a result, competence and intrinsic motivation are strongly associated. Employees who seek to satisfy their need for gratification, their basic needs, and maximize their performance inside the organization are the ones who contribute to the improvement of competence. (Destiana et al., 2022)

One of the Bandung toll road development and operating firms has seen a recent surge in technological advancement. The company is replacing official notes or letters with electronic official notes (NDE), one of its ongoing advancements. The business must closely monitor staff performance if it is to support the success of this technological advancement.

One of the businesses that develops and operates toll roads still needs help. Researchers worry about workers because they believe that human resources for the organization have yet to do their jobs entirely. Several factors lead to this assumption. Researchers frequently see the

performance that falls short of expectations because intrinsic motivation and competence are not used to their fullest potential. (Aryani et al., 2022)

The failure of staff to carry out jobs or work correctly, efficiently, and on schedule contributes to the issue in other toll road building and operation firms. Another aspect of this flaw is recognizing when duties have not been completed adequately—less-than-optimal performance results from this. The staff performance levels at this toll road operation and development company have not yet met the company's expectations, according to data gathered by the author.

This study aimed to ascertain the relationship between intrinsic motivation and competence and employee performance in one of the Bandung toll road development and running enterprises. Descriptive and verificative methodologies were used in the research methodology. (Riadi, 2021)

Several performance assessment indicators, such as the work process, task implementation time, accuracy and quality of the job, and the level of capability in carrying out work, still need to be at their best, according to the preliminary survey results. Obviously, this scenario needs to be addressed because, if not, it will negatively impact employee performance, necessitating improvement of the same. (Andang P & Hardiyana, 2021; Febriyanti et al., 2023)

Performance is the outcome of work that a person completes in accordance with job standards. A job has requirements that must be met to fulfill an aim, called job standards.

Low motivation, particularly intrinsic motivation, which pushes individuals to perform their jobs correctly, is one of the factors causing subpar performance. However, the amount of success attainment at work and the level of responsibility in the job itself have yet to meet expectations, impacting the less-than-ideal employee performance.

The researchers assert that there is an incongruity between achieving success at work and the rewards given by the company, which causes employee motivation to demonstrate performance that is still subpar, in light of the preliminary survey results that center on intrinsic motivation.

According to Fahmi (2016: 100), intrinsic motivation is a drive that originates, develops, and evolves within a person and then motivates them to complete worthwhile and fulfilling tasks. To perform at their best, employees need to be intrinsically motivated. This research is consistent with the study, which showed that intrinsic motivation positively impacts employee performance. This research means that better employee performance is also implied by more excellent internal drive. (Aryani et al., 2022)

This study aimed to ascertain the relationship between intrinsic motivation and competence and

employee performance in one of the Bandung toll road development and running enterprises. There were two types of research procedures used: descriptive and verifying. (Syawal et al., 2023)

Competency concerns at Toll Road Development and Operator Company in Bandung personnel may be a contributing cause to the suspected substandard performance of employees in addition to the declining motivation factor. In this instance, the researcher assumes that employees' declining productivity and performance are due to a lack of ability to realize this reduction in knowledge in their line of work. The employment might need to fit them better, leading to less-than-ideal work performance. Competency considerations are important because they influence how well employees perform. (Lestari et al., 2023)

The preliminary survey results show that competencies still need to be at their best; researchers believe this is because employees' expertise in their fields is not appropriate for their jobs, which results in a below-optimal level of task completion.

Given the historical issues, the author is interested in undertaking additional research under "Influence of Intrinsic Motivation and Competence on Employee Performance in One of the Toll Road Development and Operating Companies."

METHOD

This study aimed to ascertain the relationship between intrinsic motivation and competence and employee performance in one of the Bandung toll road development and running enterprises. In this study, both descriptive and verifiable research methodologies were employed.

This study used both descriptive and verifiable research methodologies. The techniques researchers employ to gather data for their studies are known as research methods. In order to illuminate the conditions, situations, and variables in the issue, descriptive and verificative research methods are used to describe various situations, conditions, or variables that emerge among the study's participants based on what is occurring.

Thirty-nine employees from one of the Bandung toll road development and operating companies were chosen as the study's sample using a questionnaire designed with them in mind.

Intrinsic motivation, the independent variable (X) in this study, refers to the elements that encourage workers through internally generated pressures. Success, recognition, employment, responsibility, and personal development are aspects of intrinsic motivation. Competence is the additional independent variable (X) in this study, in addition to intrinsic motivation. Competence is the primary quality that a person must have in order to fulfill the requirements for holding a position. Knowledge, abilities, and attitudes or behavior make up the competency variable.

Employee performance, meanwhile, is the study's dependent variable (Y). Performance is the outcome of work that a person can complete by job requirements. Completing a task necessitates adherence to specific criteria, commonly known as the job standard. The determinants influencing an employee's performance encompass the quantitative aspect of the assigned tasks, their qualitative nature, adherence to deadlines, regular attendance, and proficiency in collaborative abilities.

This study aimed to investigate the influence of intrinsic motivation and competence on employee performance within a toll road development and operation company located in Bandung. The employed research methods encompassed both descriptive and verificative approaches.

A validity assessment is employed to evaluate the measurement instrument used for data collection. Validity is a fundamental characteristic of a tool, whereby it is deemed valid if it can accurately measure the specific construct or phenomenon for which it was designed. The Pearson Product Moment formula is employed to assess a measuring instrument's reliability.

Reliability pertains to the degree of trustworthiness and dependability associated with a measurement instrument and the outcomes it generates. The reliability assessment in this study involved a single administration of the measurement, followed by a comparison of the

obtained results with responses to other questions or an examination of the correlation between the responses. The research methodology employed in this study is the Cornbach Alpha (α), wherein the reliability of a construct or variable is deemed satisfactory if it yields a Cornbach Alpha value greater than 0.70. The SPSS (Statistical Package for Social Science) computer software was utilized to streamline the calculations for this reliability test.

RESULTS and DISCUSSION

This research was carried out for four months by collecting the results of the questionnaire, then recapitulating the results of the respondents' answers.

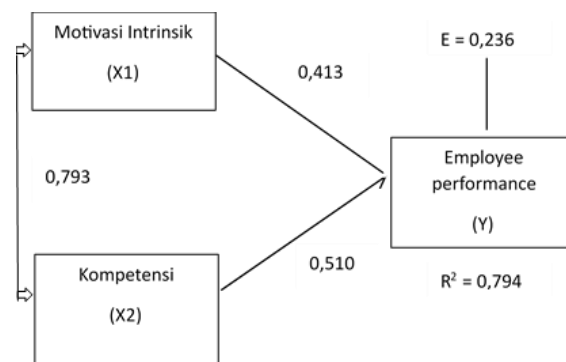


Figure 1. Path Analysis

This study aimed to examine the impact of intrinsic motivation and competence on employee performance within a toll road development and operating company located in Bandung. The study employed descriptive and verificative methodologies.

The diagram provided facilitated the observation of coefficients between independent and dependent variables. The coefficient for the intrinsic motivation variable (X1) about employee performance (Y) was found to be 0.431, whereas the coefficient for the competence variable (X2) about employee performance (Y) was determined to be 0.510. The correlation coefficient between intrinsic motivation (X1) and competence (X2) was 0.793.

The analysis of the coefficient of determination (R²) demonstrated that the combined influence of intrinsic motivation (X1) and competence (X2) on employee performance (Y) amounted to 76.4%. An epsilon value of 23.6% suggested the presence of unexplored factors that influenced performance.

The findings of this study indicate that both variables made a significant contribution to the performance of employees. In addition, it is essential to note that intrinsic motivation and competence are significant factors that can individually impact the performance of employees at toll road development and operating companies in Bandung without being influenced by other variables.

This study aimed to examine the impact of intrinsic motivation and competence on employee performance within a toll road development and operation company located in Bandung. The employed research methods encompassed both descriptive and verificative approaches.

This study additionally illustrated that competence plays a more substantial role in determining employee performance than intrinsic motivation. This research implies that organizations should consistently strive to improve, sustain, and prioritize competence, as it is crucial in optimizing workflow within the company.

The findings of this investigation have substantiated the hypothesis posited by Kasmir (2016). The various factors that impact performance only sometimes guarantee that employee performance aligns with the desired conditions perceived by the employees and the organization. There are a multitude of factors that impact performance, encompassing both organizational and individual aspects. An employee's performance can be impacted by a range of factors, encompassing both their ability and motivation. When evaluating an employee's performance, it is essential to consider their level of intrinsic motivation, as it directly impacts their ability to enhance their skills and maximize their value to the organization.

CONCLUSION

This study aimed to assess the impact of intrinsic motivation and competence on employee performance within a toll road development and operation company located in Bandung. The

employed research methods encompassed both descriptive and verificative approaches.

Both intrinsic motivation and competence are influential factors in employee performance. However, it is essential to note that this study did not explore additional factors that may also contribute to performance, including compensation, external motivation, work environment, leadership, and other relevant variables. Therefore, the concurrent influence of intrinsic motivation and competence impacts employee performance. The findings of this study indicate that the competence variable exhibits a more significant influence on employee performance than intrinsic motivation.

In order to enhance intrinsic motivation within the toll road development and operation company in Bandung, it is recommended that the organization acknowledges exemplary performance by offering accolades or incentives to its employees. This acknowledgment guarantees that employees sustain their intrinsic motivation during the execution of their duties. Furthermore, employees must maximize their engagement in educational and training opportunities offered by the organization to augment their proficiency in task completion.

In order to enhance proficiency at the Bandung company, employees must acquire a comprehensive understanding of and promptly adapt to novel procedures within the organization to optimize work performance. Furthermore,

employees must enhance their technological proficiency in order to enhance their ability to assist with their assigned responsibilities, thereby leading to heightened levels of effectiveness and efficiency in task execution.

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