

Effect of Ability and Motivation on Employee Performance in Complete Systematic Land Registration Services at the Pematangsiantar City Land Office

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ABSTRACT

The purpose of this study is to analyze effect of ability and motivation on employee performance in complete systematic land registration services at the Pematangsiantar City Land Office. This type of research intends to test hypotheses in the hope of confirming the assumptions that have been formulated and can support the theory. This shows to determine employee performance in complete systematic land registration services at the Pematangsiantar City Land Office. Sources of data collected in this study using primary data and secondary data. The population that is the subject of this study is all employees of the Pematangsiantar City Land Office as many as 80 Civil Servants, Non-Civil Servant Government Employees. This is often done when the population is relatively small, less than 30 people, another term for saturated sample is a census where all members of the population are sampled. To determine effect of ability and motivation on employee performance, multiple linear regression analysis was conducted. The results show that ability has a positive and significant effect on employee performance. Motivation has a positive and significant effect on employee performance.

Keywords: Ability, Motivation, Employee Performance

INTRODUCTION

The government continuously strives to carry out land registration throughout the

territory of the Indonesian state to ensure legal certainty. At the initiative of the government, the completion of land registration throughout Indonesia is planned to be completed in 2024 through complete systematic land registration services program.

Complete systematic land registration services were launched in 2016 through the Regulation of the State Minister of Agrarian Affairs/Head of the National Land Agency Number 35 of 2016 concerning the Acceleration of Complete Systematic Land Registration, then refined by the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency Number 1 of 2017. In the ministerial regulation However, there are still several problems in its implementation that require substance improvement in the Regulation of the Minister of Agrarian Affairs and Spatial Planning/Head of the National Land Agency of the Republic of Indonesia Number 6 of 2018 concerning Complete Systematic Land Registration. Complete systematic land registration services method is an innovation by the government through the Ministry of ATR/BPN to provide guarantees of legal certainty and legal protection of community land rights in a fair and equitable manner, as well as to encourage the economic growth of the country in general and the people's economy in particular.

This complete systematic land registration services are a land registration activity for the first time that is carried out simultaneously which includes all land registration objects that have not been registered or those that have been registered in a village area or other names of the same level. The process includes the collection of physical data and juridical data regarding one or several objects of land registration for the purposes of its registration. In the implementation of complete systematic land registration services, each Land Office utilizes existing resources to be able to complete the land registration target. The Land Office of Pematangsiantar City currently has 40 Civil Servants. Due to the limited human resources of Civil Servants, for the implementation of tasks assisted by Non-Civil Servant Government Employees. In Law Number 5 of 2014 it is stated that one of the duties of civil servants is to provide professional and quality public services. A civil servant here is a person who has competence as a public servant, which requires that every civil servant be able to have a number of behaviors at work, namely discipline, tenacity, hard work, consistent, consistent, responsible, creative, innovative, pro-active, and independent. Harsey et al. (1993:190), suggests that work ability is the knowledge, experience, and expertise possessed by individuals or groups in carrying out certain tasks or activities. the knowledge and abilities they have are in accordance with the field of work and positions they currently hold. The number of land parcels in Pematangsiantar City is 74,513 parcels, of which the number of registered land parcels is 67,718 parcels and 6,795 parcels have not been registered. Robbins (2001:32), argues that a person's work ability is largely determined by the education and training obtained, as well as the experience involved in his work. According to him, education will basically produce knowledge, training will produce skills, while experience will produce dexterity in work. The number and speed of

achievement of registered fields differ from one Land Office to another.

Aroef (2006:102), suggests that indicators that can be used as benchmarks of an employee's individual performance, namely work results are a result of the implementation of work activities of an employee in an organization based on the goals to be achieved. Where, the results of work become an assessment based on the timeliness and accuracy of the work of the employee at work, in Pematangsiantar City many people are outside the city and some return to Pematangsiantar City once a week. unable to meet during working hours with the obstacles faced, the addition of juridical data collectors involved in complete systematic land registration services team is very much needed, especially to increase the quantity of juridical data that is entered. Without juridical data, the physical data that has been measured becomes meaningless for the realization of the complete systematic land registration services sector. The juridical data collection process is an activity that completely depends on the interest and willingness of employees to collect, complete and provide information in the form of legal rights regarding the juridical aspect work on Saturday following the conditions and conditions in the field, but the officers did not want the innovation. The conditions and atmosphere of a good work environment will be created with the preparation of a good and correct organization as said by Sarwoto (2007:26) that a good work atmosphere is produced mainly in well-organized organizations, while a bad work atmosphere is caused by many by poorly organized organizations. In complete systematic land registration services situation at the Land Office of Pematangsiantar City, there is often a misunderstanding between the physical field and the juridical field (file collector) which results in a very significant difference in reports between the physical and juridical fields. Work behavior is an attitude in dealing with situations and conditions that occur in an

organization, where employees will be required to do the best for the organization where they work. What is meant here is the behavior of employees in responding to complete systematic land registration services applicants, such as information that has been received, that the applicant who inquires about complete systematic land registration services information at the office through social media or chat contact persons is available and here the applicant does not receive a response from his employees.

In order for the Pematangsiantar City Land Office to carry out its duties properly, it will depend on the human resources in it. In other words, the performance of the Pematangsiantar City Land Office will depend on the performance of its employees. To improve employee performance, it is necessary to first know the factors that influence it. According to Keith Davis in Mangkunegara (2005) identified two main factors that influence a person's performance (human performance), namely: ability and motivation, an employee's ability is determined by knowledge and skills. While motivation is formed by attitude (intelligence quotient) and ability (knowledge skills).

The purpose of this study is to analyze effect of ability and motivation on employee performance in complete systematic land registration services at the Pematangsiantar City Land Office.

LITERATURE REVIEW

Employee Performance

Performance is the result of work done by an employee that is intended to achieve the expected goals. Performance can basically be divided into two, namely employee performance and organizational performance. Employee performance is the result of individual work in an organization. While organizational performance is the totality of the work achieved by an organization. The term performance comes from the word job performance or actual performance. In the big Indonesian

dictionary it is stated that performance means: (1) something that is achieved, (2) the achievement shown, and (3) the ability to work. Understanding performance is the result of work in quality and quantity achieved by an employee in carrying out his duties (Mangkunegara, 2005:67). Furthermore, Mangkunegara stated that in general performance is divided into two, namely individual performance and organizational performance, individual performance is the result of employee work both in terms of quality and quantity based on predetermined work standards, while organizational performance is a combination of individual performance and performance group. The importance of performance in an organization spurs organizational leaders to assess the implementation of the main tasks and functions of their employees based on the assessment of performance achievements.

Sukarna (1990:40) that in a healthy state administration, the placement of the people is carried out according to the principles of the right man is the right place or the placement of the right people in a good place of work the views expressed by the experts mentioned above, it can be concluded that the notion of performance is a result of work achieved by each employee who in carrying out work tasks is based on his abilities in order to realize organizational goals in accordance with the size and time that has been set determined.

Ability

Robbins and Judge (2008) argue that justice theory focuses on distributive justice, namely fairness about the amount and perceived reward among individuals. defined as the overall perception of what is fair in the workplace. Apart from distributive justice, an important addition to organizational justice is procedural justice, namely perceived justice from the process used to determine the distribution of rewards. A new addition to organizational justice is interactional justice, namely the individual's perception of the degree to

which he or she is treated with dignity, care and respect. Based on the explanation above, it can be concluded that the theory of justice predicts that, for most employees, motivation is significantly influenced by the rewards of other individuals and by the rewards of the individual himself.

Organizational leaders are very aware of the differences in work performance between one employee and other employees under their supervision. Even though employees work in the same workplace, their productivity is not the same. According to Keith Davis in Mangkunegara (2005) there are two main factors that influence a person's performance, namely ability and motivation.

Motivation

Motivation is what drives a person to achieve that comes from within the individual, which is better known as the motivational factor. According to Herzberg quoted by Luthans (2011:160), the indicators that are classified as motivational factors include:

1. The success of an employee can be seen from the achievements he has achieved so that an employee can succeed in carrying out his work, the leader must study his subordinates and their work by providing opportunities for them so that employees can try to achieve good results. If the employee has succeeded in doing his job, the leader must declare that success.
2. Recognition as a continuation of the successful implementation, the leadership must provide a statement of acknowledgment of the employee's success which can be done in various ways such as awarding certificates or cash.
3. Leaders make real and convincing efforts, so that subordinates understand the importance of the work they are doing and try to avoid boredom in the work of employees and make every employee right in their work.

4. Responsibility can be a motivating factor for subordinates if the leader avoids strict supervision or supervision, namely by allowing subordinates to work alone as long as the work is possible and apply the principle of participation. The principle of participation applied by the leader makes subordinates fully plan and carry out their own work.
5. Development is one of the motivating factors for subordinates. If this development factor really functions as a motivator, then the leader can start by training his subordinates for more responsible work. When this has been done, the leader then makes recommendations about subordinates who are ready for development, to raise their rank, to be sent for further education and training.

RESEARCH METHODS

This type of research intends to test hypotheses in the hope of confirming the assumptions that have been formulated and can support the theory. Based on these assumptions, the type of research used is an explanatory study. Explanatory study which aims to explain the relationship between two or more variables that have been carried out. Data were obtained through interviews and using a questionnaire that revealed several related patterns and was developed with hypotheses formulated for testing (Sekaran, 2006). This shows to determine employee performance in complete systematic land registration services at the Pematangsiantar City Land Office.

Sources of data collected in this study using primary data and secondary data. Primary data are data sources that directly provide data through interviews using questionnaires. Secondary data are data sources that do not directly provide data through documents, including: employee biodata, organizational structure, profile of the Pematangsiantar City Land Office, results and objectives of relevant research conducted (Sugiyono, 2013).

The population is a combination of all elements formed by events, things, people who have similar characteristics that are the center of attention of researchers (Sekaran, 2006). The population that is the subject of this study is all employees of the Pematangsiantar City Land Office as many as 80 Civil Servants, Non-Civil Servant Government Employees. Furthermore, Sugiyono (2013:81) states that the sample is a sub-group or part of the population. So that the population in the study used the saturated sampling method. That 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, another term for saturated sample is a census where all members of the population are sampled.

To determine effect of ability and motivation on employee performance, multiple linear regression analysis was conducted.

RESULT

Organizational Structure of Pematangsiantar City Land Office

The organizational structure is very helpful to facilitate the implementation of tasks and programs that have been planned. The organizational structure serves as a guide for human resources to carry out the duties and functions of their work units so that all of their work can achieve the goals to be achieved. The Pematangsiantar City Land Office has the following organizational structure:



Characteristics of Respondents

Respondents who became the subject of this study were employees who worked at the Pematangsiantar City Land Office and representatives of the applicant. Characteristics of respondents consist of age, gender, and education.

The results showed that the majority of 37.5% were aged 23–38 years, this indicates

that most of the respondents are of productive age. Furthermore, the results of the analysis show that the majority of employees 56.25% are male. Characteristics of respondents based on the level of education can be seen that the educational background of most of the employees are undergraduate as many as 48 people by 60%.

Multiple Linear Regression Analysis Results

Table 1. Multiple Linear Regression Analysis Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10.218	4.986		2.049	.044
	Ability (X ₁)	.413	.099	.368	4.184	.000
	Motivation (X ₂)	.617	.116	.470	5.340	.000

a. Dependent Variable: Employee Performance (Y)

The results show that ability has a positive and significant effect on employee

performance. Motivation has a positive and significant effect on employee performance.

CONCLUSION AND SUGGESTION

The results show that ability has a positive and significant effect on employee performance. Motivation has a positive and significant effect on employee performance. Based on the results of the study, the suggestions in this study are as follows:

1. It is necessary to improve the ability of employees so that their performance will increase at the Pematangsiantar City Land Office, among others through continuous education and training related to complete systematic land registration at the Pematangsiantar City Land Office.
2. Need to increase employee motivation so that their performance increases at the Pematangsiantar City Land Office, among others, can be done by leaders by providing enlightenment, enthusiasm and praise to their employees so that they can be committed to the target in carrying out the work that has been given about what sanctions the employee will receive if the employee violates it about their main duties and responsibilities as well as informing them of all the rules that apply to the office so that, when they commit a violation, the sanctions given to them can be accepted with pleasure.
3. It is necessary to improve the ability and motivation of employees together so that their performance will increase in the Pematangsiantar City Land Office, among others, through continuous education and training related to and motivating employees through the provision of compensation, both financial compensation such as salary, incentives and bonuses. adjusted to the workload carried out by employees as

well as non-financial compensation such as giving responsibilities.

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