



THE INFLUENCE OF MOTIVATION AND COMMUNICATION QUALITY ON EMPLOYEE PRODUCTIVITY AT PT. PLN (Persero) SECTOR TELLO MAKASSAR

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Abstract

This research aims to analyze the influence of motivation and quality of communication on employee productivity at PT PLN (Persero) Sector Tello Makassar. This research was conducted using a quantitative approach and a survey. The population consists of all employees of PT PLN (Persero) Tello Sector in Makassar totaling 134 people with the sampling method in this study using the full sample method. The results showed that (1) motivation is the most influential variable on employee productivity because it has the largest correlation coefficient value. This means that the increase in employee productivity is highly dependent on the motivation that underlies or encourages employees to work and (2) the quality of communication has a significant effect on productivity which indicates that employees who have high perceptions of the quality of communication tend to establish good relationships and create close communication and harmony among fellow employees so as to increase productivity.

Keywords: Motivation, Communication Quality, and Productivity

A. INTRODUCTION

PT PLN (Persero) Sector Tello as a state company engaged in the electricity production services business has a very strategic value in the South Sulawesi and West Sulawesi power systems, geographically located in Makassar City where the South Sulawesi and West Sulawesi electricity load centers are located. In Makassar City, there are 11 units of generating machines operated with a capacity of 197.17 MW with various types of engines that are between 11 and 38 years old and have various characteristics of generating machines, thus requiring employees to manage this company with very high competence and the concern of all employees in maintaining the reliability of the generator to support the South Sulawesi and West Sulawesi electric power systems.

The level of productivity of PT PLN (Persero) Tello Sector employees in 2020 is relatively high, this can be seen from the high performance score achieved by the company at that time, from 6 (six) targeted indicators with a weight value of 100, it can be achieved with a weight value of 98, The 30 indicators with the highest weight are in the Operating Ratio (OPR)

PERFORMANCE REALIZATION IN 2020
PT. PLN (Persero) TELLO SECTOR

No	Indicator	Unit	Weight	2020 targets	Realization 2020		
					Real	%	Mark
I	Internal Business Perspective		50				49.97
1	Operating Availability Factor	%	15	86.00	92.35	107,3	15.00
2	Planned Outage Factor	%	5	11.50	6,37	8	5.00
3	Own Use	%	5	3.61	2.58	144,6	5.00
4	Tara Calor	kcal/kw	20	2,531	2,532	1	19.99
5	Efficiency Drive Program	h	5			128.5	4.98
6	AMDL : UKL/UPL		Max-			4	
7	Electricity Safety		5			99.97	
II	Customer Service Perspective		Max-				10.00
1	Forced Outage Factor		5	2.50	1.28		10.00
2	Partnership/Environmental Development/PR	%	10				
III	Financial Perspective		10				33.95
1	Operating Ratio *)	%	Max-5	100.00	92.52	148.8	25.00
2	Maintenance Material Turnover (ITO)	Time	35	20,937	22,72		2.50
3	Employee Costs	Million Rp.	25	4,992	2		1.45
4	Administrative costs	Million Rp.	5		6037	107,4	5.00
IV	Learning Perspective		2.5		7.00	67,38	
1	HR Learning		5	45		91.48	0.00
2	Administration Perspective	hops	5	120	45	79.06	0.00
3	LPT			45.00	120		0.00
4	RKAP draft	Day	Max-2	45	45.00	100.0	0.00
VI	Monitoring Perspective	Day	2		45	0	(0.625)
		Day	Max-2			100.0	
		Day	Max-2			0	
		Day	Max-2			100.0	
		Day	Max-2			0	
		Day	Max-10			100.0	
						0	
						100.0	
						0	
Amount			100				98.30

Likewise in the realization of performance in 2020 from the target which has a weight of 100 it can be achieved 98.58 with a maximum Operations Ratio (OPR) with a weight of 25, as shown in the following table:

PERFORMANCE REALIZATION IN 2021
PT. PLN (Persero) TELLO SECTOR

No	Indicator	Unit	Weight	2021 targets	Realization 2021		
					Real	%	Mark
I	Internal Business Perspective		50				49,21

1	Operating Availability Factor	%	15	86.00	88,16	102.51	15.00
2	Planned Outage Factor	%	5	11.50	10.66	107.30	5.00
3	Own Use	%	5	2.46	2.65	92,10	4,21
4	Tara Calor	kcal/kw	20	2,681	2035	124.08	20.00
5	Efficiency Drive Program	h	5				5.00
6	AMDL : UKL/UPL		Max-2				
7	Electricity Safety		Max-5				
II	Customer Service Perspective		5				5.00
1	Forced Outage Factor		5	2.50	1.60	136.00	5.00
2	Partnership/Environmental Development/PR	%	Max-2				
III	Financial Perspective		40				40.00
1	Operating Ratio *)	%	25	100.00	100.00	100.00	25.00
2	Maintenance Material Turnover (ITO)	Time	10	5,34	6,63	124,16	10.00
3	Employee Costs	Rp. Million	2.5	15,930	15,908	100,14	2.50
4	Administrative costs	Rp. Million	2.5	3.158	3.119	101,24	2.50
IV	Learning Perspective		5				5.00
1	HR Learning		5	6.00	6.00	100.00	5.00
2	Administration Perspective	day/week	Max-2	45	45	100.00	0.00
3	LPT	Day	Max-2	120	120	100.00	0.00
4	RKAP draft	Day	Max-2	45	45	100.00	0.00
VI	Monitoring Perspective	Day	Max-10				(0.625)
		Day					
		Day					
Amount			100				98.58

However, in 2022 the company's performance has decreased from the target with a weight value of 100, which can only be achieved with a weight value of 95.30 where the indicator that is not achieved besides self-use is another indicator, namely the Operating Ratio (OPR), whose element is the comparison of operating costs and operating income. very closely related to employee productivity in managing the company, this can be seen in the following table:

PERFORMANCE REALIZATION IN 2022

PT. PLN (Persero) TELLO SECTOR

No	Indicator	Unit	Weight	2022 targets	Realization 2022		
					Real	%	Mark
I	Internal Business Perspective		50.0				46,31
1	Operating Availability Factor	%	15.0	86.55	88.42	102,1	15.00
2	Planned Outage Factor	%	5.0	11.20	11,14	6	5.00
3	Own Use	%	10.0	2.68	3,17	100.5	6,31
4	Tara Calor	kcal/kw	20.0	2,999	2,947	7	20.00
5	AMDL : UKL/UPL	h	Max-2			81.54	

6	Electricity Safety		Max-5			101.7		
II	Customer Service Perspective		5.0			1	5.00	
1	Forced Outage Factor		5.0	2.25	2,23		5.00	
2	Partnership/Environmental De-	%	Max-2					
III	velopment/PR		40				39,61	
1	Financial Perspective		25.0	100	100.77	100.7	24,61	
2	Operating Ratio *)	%	10.0	74,66	29,335	0	10.00	
3	Maintenance cost	Rp. Mil-	2,5	0	14,731		2.50	
4	Employee Costs	lion	2,5	15,92	2,597		2.50	
IV	Administrative costs	Rp. Mil-	5.0	2		99.23	5.00	
1	Learning Perspective	lion	2,5	2,658	100.00	106,7	2.50	
2	HR Quality Improvement	Rp. Mil-	2,5		100.00	1	2.50	
V	Effectiveness of HR people and	lion		100		101,2		
1	systems		Max-2	100	45.00	0	0.00	
2	Administration Perspective	%	Max-2		120.00	102,2	0.00	
3	LPT	%	Max-2	45	45.00	9	0.00	
4	RKAP draft		Max-2	120	45.00		0.00	
5	Management Report	Day	Max-5	45		100.0		
VI	IPTK	Day		45		0	(0.625	
	STP	Day	Max-10			100.0)	
	Monitoring Perspective	Day				0	(0.625	
	Internal and External Auditor)	
	Findings					100.0		
						0		
						100.0		
						0		
						100.0		
						0		
						100.0		
						0		
Amount			100				95.3	0

This problem must be anticipated immediately considering the existence of PT PLN (Persero) Tello Makassar Sector is urgently needed to meet the demand for electrical energy in South Sulawesi and especially Makassar City which is the economic center of eastern Indonesia. Each organization has certain goals according to their respective business fields, but the main goal to be achieved is profit in addition to other goals, such as the continuity of the life of the organization/company and participation in improving the welfare of society.

An important factor affecting employee work productivity is work motivation. Motivation comes from the word motive, which is a state in a person that creates strength, moves, encourages, directs. According to Martoyo (2007: 182) is something that creates an urge that arises from within a person to do a job in order to achieve personal and organizational goals in order to fulfill their wants and needs so that work productivity increases.

Provision of work motivation and quality of communication to each employee at PT PLN (Persero) Makassar Tello Sector expected to work more productively, creatively and initiative. Therefore, superiors need to understand things that can motivate employees and know things that can streamline communication so that employee productivity can be increased.

B. METHODS

1. Research sites

The research location was carried out in Makassar City, precisely at the PT PLN (Persero) Tello Sector Office in Makassar.

2. Population and Sample

The population is a complete group of elements that can generally be in the form of people, objects, transactions or events. In this study the population consisted of all employees of PT PLN (Persero) Tello Sector in Makassar which totaled 134 people.

Sample is a set or part of the population unit. The sampling method in this study used the full sample method. According to Sugiyono (2004) full sample is taking the total population to be used as a research sample. So the sample size in this study was determined to be 134 people.

3. Method of collecting data

The data collection technique used in this study comes from:

1. Observation, Interview, namely data collection through direct interviews (face to face) with research informants on PT PLN (Persero) Tello Sector in Makassar.
2. Observation, namely collecting data through direct observation (face to face) regarding the influence of motivation and quality of communication on employee productivity and making approaches to certain parts such as: administration, personnel and others to obtain data related to this research.
3. Questionnaire (questionnaire) that is collecting data through the distribution of a list of questions to respondents.
4. Document review, namely the collection of data through books, reports, journals or scientific writings that have a relationship with the problem under study.

4. Data analysis method

Data analysis activities in this study were grouping data based on variables and presenting data for each variable studied, performing calculations to answer the problem formulation and performing calculations for the hypotheses that had been proposed. The methods used in this study are: quantitative analysis, namely: descriptive statistics, inferential (regression equations, f-test, t-test).

C. OPERATIONAL DEFINITION

1. Motivation, is an impulse that arises from within a person to do a job in order to achieve goals in order to fulfill their desires or needs, with indicators namely: physiological needs, feeling safe & secure, social, appreciation/achievement and self-actualization with the following scores: strongly agree (5), agree (4), quite agree (3), disagree (2), and strongly disagree (1).

2. Quality of communication is an effective communication that can solve complex problems quickly. Measurement indicators include the use of communication elements namely: communicator, encoding, message, intermediary, recipient, and feedback, with the following scores: strongly agree (5), agree (4), quite agree (3), disagree (2) , and strongly disagree (1).
3. Employee productivity is the ability of employees to obtain the maximum benefit from the available facilities and infrastructure by producing optimal output. Measurement indicators include: the condition of employees, the condition of the capital factor, production capacity, and the attitude to improve the situation, with score as follows: strongly agree (5), agree (4), quite agree (3), disagree (2), and strongly disagree (1).

D. RESEARCH RESULT

The results of the analysis show that motivation and quality of communication together have a significant effect on the productivity of PT PLN (Persero) Tello Sector employees. The magnitude of the influence of these variables is 62.1% while the remaining 37.9% is influenced by other variables not examined. Motivation is the most dominant variable influencing employee productivity because it has the largest correlation coefficient value. This means that increasing employee productivity is highly dependent on the motivation that underlies or encourages employees to work.

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