# Analysis of  Factors of Labor Motivation in Banjarbaru City

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## ABSTRACT

Work Motivation has an important role in the process of implementing a project. Motivation can affect Human Resources and job satisfaction which ultimately affects the quality of a project. But in reality, work motivation is simple and can also be complex. Because you can still find project results that have not been maximized even though you have received high work motivation. This study analyzes what motivational factors have an effect both directly and indirectly on the performance of a handyman in Banjarbaru City and its surroundings.

This study aims to analyze the most dominant motivational factors affecting the performance of artisans in construction projects in Banjarbaru City. As well as interpreting the relationship between the performance of the handyman with the size of the motivation factor obtained.

This study analyzed the factors that influence work motivation. Of the variables of psychological needs, a sense of security, social, reflecting self-esteem, and self-actualization had a percentage of 73.33% motivated, 73.33% motivated, 61.67% motivated, 33.33% unmotivated, and 61.67% motivated. This variable is dominated by sub-variables, such as Salary/wages with appropriate work (26.46%), provision of work Personal Protective Equipment (PPE) (37.48%), good field supervisors (22.97%), challenging work (38.76%), and work according to ability (20.37%).

Keywords: Human Resources, Motivation, Maslow's Needs Theory, Worker.

## 1.  INTRODUCTION

In the world of construction, human resources are one of the most important aspects to pay attention to in the implementation of construction activities. Many factors can affect a person's performance in doing a construction job, one of which is motivation. Work motivation has an important role in the process of implementing a project from the beginning to the completion of the project.  Based on [Sudirga, 2011] if motivation can affect HR performance and job satisfaction which ultimately affects the quality of a project.  It can still be found that the results of work are not optimal even though there is already high work motivation. Therefore, it is necessary to analyze the motivational factors that directly or indirectly affect the performance of artisans in several projects in Banjarbaru City.

In this study, instrument tests were carried out such as validity tests and reliability tests to determine the validity of an indicator and be reliable.   The sub-variable data will be analyzed descriptively quantitatively and interpreted verbally for easy understanding.  This research was conducted in 3 places, namely the

Banjarbaru Social Service Office Project,  the South  Kalimantan Police Mako Project,  and the  Kalimantan Regional State Intelligence Agency Building Project.

## 2.  THEORETICAL STUDY

A project is a task that needs to be formulated to achieve a concretely stated goal and must be completed within a certain period using human labor and tools that are limited and so complex that it requires different management and cooperation than what is usually used. [Karaini, 1987] Many activities and parties involved in the implementation of construction projects cause many complex problems. [Soeharto, 1995] Motivation can be interpreted as something that supports an action [Kurniasari, 2018] or a driving force energy that can create morale. [Hasibuan, 2010] Based on research [Hasibuan, 2002] the things that can cause motivation are:

a.  *The desire to live,*
b.  *The desire for possession,*
c.  *The desire for power,*
d.  and *The desire for recognition.*

According to Maslow, to be able to motivate a person, it is necessary to understand the level of existence of the person in the hierarchy of needs and focus attention on the satisfaction of needs at that level or the level in on it. [Hidayat, 2009] There are several ways to increase one's productivity at work, such as establishing cost reduction programs, managing growth, and working more agilely. [Nasution, 2001] Some studies can be considered, for example, as the results of studies that show that salary, recognition of work results, and creativity in Solving problems can adversely affect the work motivation of the handyman. [Astri, 2018]

## 3. METHOD

This research was conducted in 3 places, namely the Banjarbaru Social Service Office Project, the South Kalimantan Police Mako Project, and the Kalimantan Regional State Intelligence Agency Building Project. The data taken are primary data, such as psychological needs, the need for security, social needs, needs that reflect self-esteem, and needs that reflect self-esteem using questionnaires [Arifin, 2019] that have been modified in addition to that modified Likert scale. Secondary data, such as project name and location, literature studies, direct interviews with respondents, and contractors or consultants (if needed). The data were analyzed using the Validity Test, Reliability Test, and conducted a Quantitative Descriptive Analysis whose results will be interpreted verbally. Here is the research flow chart that will be used in this study.
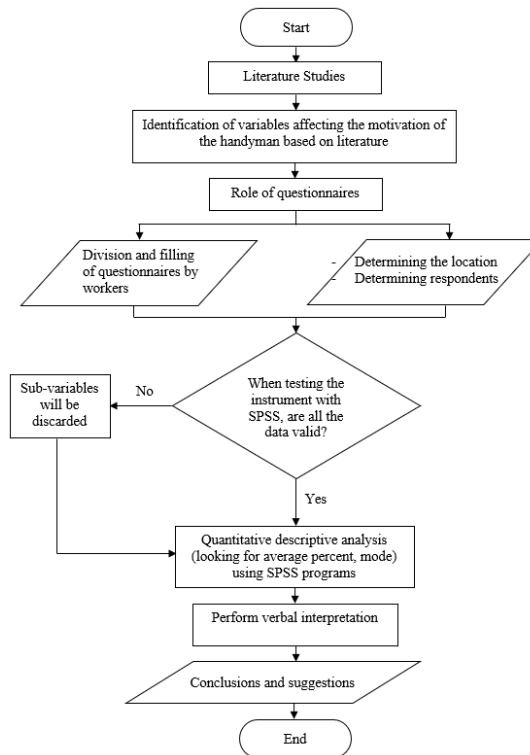
**Figure 1. Research Flowchart.**

## 4. RESULT AND DISCUSSION

**Project Data**

The questionnaire distributed contained the identities of respondents and 5 groups of factors according to Maslow's Theory of Needs. The level of work motivation of the handyman is described through the percentage of needs that affect the work motivation of the handyman as well as the percentage of the level of application of needs.

**Identity of the Handyman Respondent**

The following lists of handyman identities by age there in Table 1, a list of handyman identities by education in Table 2, and a list of handyman identities by education in Table 3 :

Table1 List of Handyman Identities By Age

| Age Categories | Frequency | Percentage (%) |
|---|---|---|
| < 25 years | 17 | 28.33 |
| 26-35 years | 19 | 31.67 |
| 36-45 years | 14 | 23.33 |
| > 46 years old | 10 | 16.67 |

*(Source: 2022 Questionnaire Processing Data)*

Table 2 List of Handyman Identities Based on Work Experience

| Work Experience | Frequency | Percentage (%) |
|---|---|---|

| Work Experience | Frequency | Percentage (%) |
|---|---|---|
| < 1 year | 4 | 6.67 |
| 1-10 years | 33 | 55.00 |
| 11-20 years | 11 | 18.33 |
| > 21 years | 12 | 20.00 |

*(Source:  2022 Questionnaire Processing Data*)

Table 3 List of Handyman Identities By Education

| Education | Frequency | Percentage (%) |
|---|---|---|
| Not Going to School | 5 | 8.33 |
| Elementary/equivalent | 20 | 33.33 |
| Junior High School/equivalent | 29 | 48.33 |
| High school/equivalent | 6 | 10.00 |
| Bachelor/equivalent | - | 0.00 |

*(Source:  2022 Questionnaire Processing Data*)

Based on age, the highest frequency and percentage based on the age of the 60 respondents were in the age range of about 26-35 years with a large number of respondents totaling 19 people with a percentage of 31.67%.    Based on work experience,  the highest frequency and percentage is in the span of 1-10 years of work with a large number of respondents totaling 33 people with a percentage of 55.00%. Based on education,  the highest frequency and percentage of respondents were at the junior high school / equivalent education level with the number of respondents totaling 29 people with a percentage of 48.33%.

**Research Instrument Test**

Based on the validity test, *product moment* and  SPSS Version 25 applications are used to determine whether they are valid or not. The r value of the table used was 0.254 obtained with a significance of 5%. On the Reliability Test using the Cronbach Alpha formula and the SPSS Version 25 application.  Both test results  are shown in Table 4 below:

Table 4 Validity and Reliability Test Results

| No | Statement | Validity | | Reliability | | Ket |
|---|---|---|---|---|---|---|
| | | $r_{table}$ | $r_{count}$ | $R_{Cronbatch\ Alpha}$ | $r_{standard}$ | |
| 1 | Salary/wages with appropriate work | 0.254 | 0.322 | 0.703 | 0.600 | Valid & Reliable |
| 2 | The presence of bonuses and additional salaries | 0.254 | 0.336 | 0.703 | 0.600 | Valid & Reliable |
| 3 | The existence of overtime pay | 0.254 | 0.369 | 0.700 | 0.600 | Valid & Reliable |
| 4 | Payday time as agreed | 0.254 | 0.424 | 0.697 | 0.600 | Valid & Reliable |
| 5 | Adequate P3K Equipment | 0.254 | 0.451 | 0.693 | 0.600 | Valid & Reliable |
| 6 | Provision of PPE for work | 0.254 | 0.396 | 0.697 | 0.600 | Valid & Reliable |
| 7 | The existence of safety insurance at work | 0.254 | 0.384 | 0.698 | 0.600 | Valid & Reliable |
| 8 | Good field supervisor | 0.254 | 0.372 | 0.700 | 0.600 | Valid & Reliable |
| 9 | Good communication between handymen | 0.254 | 0.345 | 0.705 | 0.600 | Valid & Reliable |
| 10 | Good work direction | 0.254 | 0.383 | 0.705 | 0.600 | Valid & Reliable |
| 11 | Good working environment conditions | 0.254 | 0.400 | 0.699 | 0.600 | Valid & Reliable |

| No | Statement | Validity | | Reliability | | Ket |
|---|---|---|---|---|---|---|
| | | $r_{table}$ | $r_{count}$ | $R_{Cronbatch\ Alpha}$ | $r_{standard}$ | |
| 12 | Family/friends' support | 0.254 | 0.375 | 0.702 | 0.600 | Valid & Reliable |
| 13 | The existence of challenging work | 0.254 | 0.298 | 0.704 | 0.600 | Valid & Reliable |
| 14 | Gaining recognition for the results of work | 0.254 | 0.338 | 0.706 | 0.600 | Valid & Reliable |
| 15 | Promoted to a position | 0.254 | 0.359 | 0.702 | 0.600 | Valid & Reliable |
| 16 | Participate in decision-making | 0.254 | 0.403 | 0.701 | 0.600 | Valid & Reliable |
| 17 | Work that suits the ability | 0.254 | 0.363 | 0.700 | 0.600 | Valid & Reliable |
| 18 | Responsible for work | 0.254 | 0.418 | 0.696 | 0.600 | Valid & Reliable |
| 19 | Creativity in problem-solving | 0.254 | 0.411 | 0.697 | 0.600 | Valid & Reliable |
| 20 | Chance to do your best | 0.254 | 0.356 | 0.702 | 0.600 | Valid & Reliable |
| 21 | Increased workability | 0.254 | 0.603 | 0.678 | 0.600 | Valid & Reliable |

*(Source: 2022 Processed Data Results)*

## Percentage of Factors Affecting Handyman's Work Motivation

The  questionnaire recap data in  the  form of percentages of the  factors affecting the  work motivation of the handyman are shown in Table 5 as follows :

Table 5 Frequency of Factors Affecting Work Motivation

| No | Statement | TS(1) | KS(2) | S(3) | SS(4) |
|---|---|---|---|---|---|
| | Psychological Needs | | | | |
| 1. | Salary/wages with appropriate work | - | 6.67 | 31.67 | 61.67 |
| 2. | The presence of bonuses and additional salaries | - | 13.33 | 36.67 | 50.00 |
| 3. | The existence of overtime pay | 3.33 | 5.00 | 31.67 | 60.00 |
| 4. | Payday time as agreed | 8.33 | 16.67 | 40.00 | 35.00 |
| | The Need for a Sense of Security | | | | |
| 5. | Adequate P3K Equipment | 15.00 | 20.00 | 55.00 | 10.00 |
| 6. | Provision of PPE for work | - | 10.00 | 33.33 | 56.67 |
| 7. | The existence of safety insurance at work | - | 13.33 | 55.00 | 31.67 |
| | Social Needs | | | | |
| 8. | Good field supervisor | - | 11.67 | 28.33 | 60.00 |
| 9. | Good communication between handymen | 333 | 18.33 | 28.33 | 50.00 |
| 10. | Good work direction | 11.67 | 26.67 | 26.67 | 35.00 |
| 11. | Good working environment conditions | 8.33 | 15.00 | 48.33 | 28.33 |
| 12. | Familyfriends's support | 6.67 | 45.00 | 28.33 | 20.00 |
| | Needs That Reflect Self-Esteem | | | | |
| 13. | The existence of challenging work | - | 6.67 | 43.33 | 50.00 |
| 14. | Gaining recognition for the results of work | 25.00 | 23.33 | 46.67 | 5.00 |
| No | Statement | TS(1) | KS(2) | S(3) | SS(4) |
| | Needs That Reflect Self-Esteem | | | | |

| 15. | Promoted to a position | - | 25.00 | 38.33 | 36.67 |
|---|---|---|---|---|---|
| | The Need for Self-Actualization | | | | |
| 16. | Participate in decision-making | 23.33 | 36.67 | 25.00 | 15.00 |
| 17. | Work that suits the ability | - | 11.67 | 30.00 | 58.33 |
| 18. | Responsible for work | - | 20.00 | 56.67 | 23.33 |
| 19. | Creativity in problem-solving | 3.33 | 16.67 | 45.00 | 35.00 |
| 20. | Chance to do your best | 5.00 | 41.57 | 36.67 | 26.67 |
| 21. | Increased workability | 10.00 | 43.33 | 40.00 | 6.67 |

*(Source: 2022 Processed Data Results)*

### Analysis and Interpretation of The Motivation Level of The Handyman

a. Psychological Needs

The results of measurements based on psychological needs can be seen in Table 6.

Table 6 Results of Measuring Psychological Needs

| No. | Class Range | Frequency | Percentage | Category |
|---|---|---|---|---|
| 1. | Above 14.25 | 18 | 30.00 | Motivated |
| 2. | 12.50 to ≤ Mi 14.25 | 26 | 43.33 | Moderately Motivated |
| 3. | 10.75 to ≤ Mi 12.50 | 11 | 18.33 | Less Motivated |
| 4. | Under 10.75 | 5 | 8,33 | Unmotivated |
| | **Total:** | 60 | 100 | |

b. The Need for a Sense of Security

The results of measurements based on the need for a sense of security can be seen in Table 7.

Table 7 Results of Measuring the Need for a Sense of Security

| No. | Class Range | Frequency | Percentage | Category |
|---|---|---|---|---|
| 1. | Above 10.25 | 11 | 18.33 | Motivated |
| 2. | 8.50 to ≤ Mi 10.25 | 33 | 55.00 | Moderately Motivated |
| 3. | 6.75 to ≤ Mi 8.50 | 14 | 23.33 | Less Motivated |
| 4. | Under 6.75 | 2 | 3.33 | Unmotivated |
| | **Total:** | 60 | 100 | |

c. Social Needs

The results of measurements based on social needs can be seen in Table 8.

Table 8 Results of Measuring Social Needs

| No. | Class Range | Frequency | Percentage | Category |
|---|---|---|---|---|
| 1. | Above 16.75 | 20 | 33,33 | Motivated |
| 2. | 14.50 to ≤ Mi 16.75 | 17 | 28,33 | Moderately Motivated |
| 3. | 12.25 to ≤ Mi 14.50 | 16 | 26,67 | Less Motivated |
| 4. | Under 12.25 | 7 | 11,67 | Unmotivated |
| | **Total:** | 60 | 100 | |

d. Needs That Reflect Self-Esteem

The results of measurements based on psychological needs can be seen in Table 9.

Table 9 Needs Measurement Results That Reflect Self-Esteem

| No. | Class Range | Frequency | Percentage | Category |
|---|---|---|---|---|
| 1. | Above 10.50 | 5 | 8.33 | Motivated |
| 2. | 9.00 to ≤ Mi 10.50 | 15 | 25.00 | Moderately Motivated |
| 3. | 7.50 to ≤ Mi 9.00 | 30 | 50.00 | Less Motivated |
| 4. | Under 7.50 | 10 | 16.67 | Unmotivated |
| | **Total:** | 60 | 100 | |

e. The Need for Self-Actualization

The results of measurements based on Self-Actualization needs can be seen in Table 10.

Table 10 Results of Self-Actualization Needs Measurement

| No. | Class Range | Frequency | Percentage | Category |
|---|---|---|---|---|
| 1. | Above 19.25 | 9 | 15.00 | Motivated |
| 2. | 16.50 to ≤ Mi 19.25 | 28 | 46.67 | Moderately Motivated |
| 3. | 13.75 to ≤ Mi 16.50 | 19 | 31.67 | Less Motivated |
| 4. | Under 13.75 | 4 | 6.67 | Unmotivated |
| | **Total:** | 60 | 100 | |

**Recapitulation of Results and Verbal Interpretation**

A recapitulation of the results of the study that has been obtained from the analysis of the level of work motivation of the handyman can be seen in Table 11.

Table 11 Recapitulation of Research Results

| No | Variable | Motivated People | Percentage (%) | Ket |
|---|---|---|---|---|
| A | Psychological Needs | 44 | 73.33 | Motivated |
| B | The Need for a Sense of Security | 44 | 73.33 | Motivated |
| C | Social Needs | 37 | 61.67 | Motivated |
| D | Needs That Reflect Self-Esteem | 20 | 33.33 | Unmotivated |
| E | The Need for Self-Actualization | 37 | 61.67 | Motivated |

Based on Table 11, the number of motivated people combined from the class range is Moderately Motivated with Motivated. Each variable can be declared motivated (range of classes 1 and 2) or unmotivated (range of classes 3 and 4) depending on the mode of data where if 30 respondents (50% of the data) or more are in the range of grades 1 and 2 then it can be declared motivated, and vice versa if it is in the range of grades 3 and 4 then it is declared unmotivated.

This study aims to find out the factors that contribute a lot to motivating the work of artisans in the city of Banjarbaru. From the results obtained from the division of respondents, a conclusion will be made about the work motivation of the variable handyman. The most dominant sub-variable of each variable is shown in Table 12.

Table of 12 Most Dominant Sub-variables In Each Variable

| No | Statement | Total Score | Percentage (%) |
|---|---|---|---|
| A1 | Salary/wages with appropriate work | 213 | 26.46 |
| B2 | Provision of PPE for work | 208 | 37.48 |
| C1 | Good field supervisor | 209 | 22.97 |
| D1 | The existence of challenging work | 206 | 38.76 |
| E2 | Work that suits the ability | 208 | 20.37 |

From these results, the researcher interprets the data obtained and adds some of the results of direct interviews with handymen, contractors, and consultants if needed to strengthen the arguments of the researchers to be closer to real situations.

a.    Psychological Factors Towards Work Motivation

Looking at the total score per sub-variable, the highest score is in the statement that overtime pay and wages are needed or desired by them rather than the punctuality of payday which has the lowest score on this variable.

b.   Factors of Feeling Safe Towards Work Motivation

Judging from the total score per sub-variable, the highest score is in the statement regarding the availability of PPE and employment insurance that must be provided for them, but for the P3K score it is the opposite to get the lowest score, although from the overall answer on the availability of P3K it can be said that it requires the existence of P3K, those who answer disagree are many are in this choice.

c.    Social Factors Towards Work Motivation

Judging from the total score per sub-variable, the highest score is in the statement of the field supervisor and good communication between the handymen. This shows that the high awareness in caring for establishing communication between both the handyman and the field supervisor can facilitate the work of an item work and can also make it easier for the handyman to understand the level of difficulty and details of the work item.

d.   Factors That Reflect Self-Esteem Towards Work Motivation

Of the five variables, only this variable states if the handyman is not motivated by needs that reflect self-esteem. This has to do with the statement on social factors, which are being handymen because they meet basic needs and if we look at their last education.

e.    Self-Actualization Factors Against Work  Motivation

Of all the sub-variables here, the highest score is in the statement of getting a job that matches one's abilities, followed by a statement of being responsible for work and creativity in solving problems in the field. This statement is reinforced by explanations of psychological needs and needs that reflect self-esteem. Handyman wants a salary/compensation that matches the amount and responsibilities they work on.

## 5. CONCLUSION

**Conclusion**

From the results of the  research conducted, the  following conclusions can be drawn:
1. From the analysis obtained one of the five variables is said to be non-motivating, namely on needs that reflect self-esteem. And one of the most dominant sub-

variables will be taken as the biggest reason the handyman feels motivated, that sub-variable is Salary with the appropriate job, provision of PPE, supervisor good field, opposing work, and work that fits ability.

2. From all respondents, more people from outside Kalimantan are migrating here, and also we know that in Indonesia there is still a very high level of migration from small areas to big cities. It also explains why they are still fixated on wanting to get more sustenance in the City and desperately need a large salary from working, and also because they are limited by the level of Education taken to make alternative solutions that can be sought are with *hard skills* that are easy to learn such as labor. It also increases a person's motivation in socializing to learn about farming and be able to meet their basic needs.

**Suggestion**

To the conclusions obtained above, several things can be produced in this planning, namely:

1. For further research, it is expected to be able to look for other factors that can be used as a measure of the level of motivation of artisans in Banjarbaru City.
2. For further research, it is expected to use different research methods in analyzing motivational factors.

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