

EMPLOYEE PERFORMANCE: WORK ABILITY AND WORK MOTIVATION

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Abstract: *The purpose of this study was to determine the factors that affect employee performance at Bank BTN Syariah KCS Solo. The independent variables in this study were work ability and work motivation. The population in this study were 40 employees of Bank BTN Syariah KCS Solo. All populations were sampled in this study. This research shows that work ability does not have a significant effect on employee performance, while work motivation has a significant positive effect on employee performance. Bank BTN Syariah Kcs Solo should improve employee performance by providing motivation with various innovations, for example motivational briefings on the sidelines of working hours, inviting motivators and so on to keep employee motivation high.*

Keyword: *Employee Performance, Work Ability, Work Motivation*

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1. Introduction

In this modern era, business is growing rapidly and there are more and more players. This results in a high level of competition. Every company strives to be ahead of its competitors. One thing that is quite considered in competition is human resources, which are important assets and have a major role in carrying out company activities, because of their role as the subject of operational implementation.

Budiardjo, (2015) also explained that the company has an interest in always improving the performance of all its employees, this must be done so that the selected Human Resources who have been entrusted with starting the company need to always improve their performance. That way they become more professional and productive in their work. Employee performance is the main demand for companies so that their survival or operations can be guaranteed. In order to further improve employee performance, efforts can be made through providing motivation by looking at the dominant needs of employees, both physiological needs or other needs so that it will give birth to quality resources according to their respective fields of work.

Human resources are the main key that must be considered with all their needs. As the main key, human resources will determine the success of the company's activities. Employees who have high performance are those who have the ability, and are highly motivated and willing to work together in teams so that they will get their own satisfaction at work.

The employee appraisal process needs to be carried out by the leadership with the aim that all organizational crews involved in it grow to be more professional in carrying out their

duties in their respective fields. Especially in increasing efforts to improve employee performance, employee performance appraisal needs to be carried out regularly, periodically and programmed (Budihardjo, 2015).

Ability is an individual's capacity to perform various tasks in a job. Where the individual's ability is essentially composed of two factors, namely : intellectual ability and physical ability. Intellectual ability is the ability needed to carry out mental activities. One way to determine intellectual ability is to use an IQ test. Physical ability is the ability needed to perform tasks that require stamina, dexterity, strength and skills (Wijaya, Andree, 2012). Work ability is one of the important things in measuring employee performance.

Any ability can be learned but requires a strong dedication to learn the science such as the need for a positive mentality, motivational spirit, time and sometimes money. For this reason, the ability to work is absolutely necessary because with the ability of employees, the company's goals can be achieved. Ability consists of two elements, namely abilities that can be learned and natural abilities or talents (Pianda, 2018).

Furthermore, according to Winardi (2002) in the book (Pianda Didi, 2018) motivation is a potential force that exists within a human being, which can be developed by a number of external forces which essentially revolve around material rewards and non material rewards that can affect the results of their performance in a positive way. positive or negative, it depends on the situation and conditions faced by each individual. The birth of better work motivation in every employee, this creates opportunities for increasing the work ethic of employees so that it will have a big impact on increasing credit points and track records of employees in the eyes of the company (Budihardjo, 2015).

From the description above, in order to improve employee performance, research is carried out on the factors that influence employee performance by taking the factors of work ability and work motivation. This research was conducted at Bank BTN Syariah Kcs Solo.

2. Theoretical Basis

1) Employee Performance

Employee performance is the basis of the performance of an organization which is influenced by employee characteristics, motivation, expectations and assessments made by management on the achievement of employee results (Kasmir, 2018). Meanwhile, according to Mangkunegara, (2017) performance is the result of achieving employee work performance to complete existing tasks.

Every company expects maximum and satisfactory employee performance. To be able to achieve this, employee performance targets are needed, namely targets that are specifically set and are the responsibility of employees. It is important to evaluate employee performance objectively. This means that the implementation of the assessment must reflect the actual implementation of the work or reflect the success in carrying out its work (Bakri, 2018). Employee performance indicators in this study are work discipline, work performance, and work morale.

2) Workability

Work ability is something that shows an individual's work ability to actualize in various tasks in his work (wijaya, 2017). According to Bakri, (2018), work ability is an employee's

expertise in carrying out his work. Every employee must get the opportunity to develop their talents, and use them for the development of the company where they work. According to Robbins, Stephen P, and Timothy A, (2011) ability is an assessment of what a person can do.

Less work ability of employees can affect the quality of work below the standard specifications and the quantity of work that does not reach the target (Bambang, 2007). Indicators of workability in this study are skills, conceptual abilities, social skills, education (Blanchard, Ken & Hersey, 1995).

Several relevant previous studies that examine work ability on employee performance are Bakri, (2018); Ratnasari, et al (2020), Efawati, (2020), Nurhikmah, (2020) where work ability can significantly improve employee performance.

3) Work Motivation

Work motivation is a person's encouragement to take the desired action to achieve goals. Motivation can be a driving force for work enthusiasm (Hasibuan, 2013). According to Ratnawati, (2020) motivation is an internal and external force that encourages a person to achieve something optimally.

Work motivation is an important factor in achieving maximum employee performance. With work motivation, a person will be encouraged to move forward with the company (Sukardi dan Raharjo, 2020). In an organization the skills and abilities of employees will not have a positive impact without motivation to work hard and give the best to the company (Hasibuan, 2009). Motivation is important because motivation causes employee behavior to be active and enthusiastic to achieve optimal performance (Sukardi dan Raharjo, 2020). Managers who can motivate their employees will improve company performance and increase employee retention (Bakri, 2018). Indicators of work motivation in this study are the rewards given, work environment, social needs, career development and rewards (Hamid, n.d.).

Several relevant previous studies that examine work motivation on employee performance at Bakri, (2018); Ratnasari, et al (2020); Nurhikmah, (2020); Ratnawati, (2020); Sukardi dan Raharjo, (2020) where work motivation can significantly improve employee performance.

3. Research Methods

This research, is quantitative research. The variable in this research is the employee's performance as the dependent variable (Y), while the independent variable is the employee's work ability (X1), Work Motivation (X2). The data in this study are primary data taken by using a questionnaire method distributed to all employees of Bank BTN Syariah Kcs Solo. The population in this study were all employees at Bank BTN Syariah Kcs Solo with a total of 40 employees. The sampling technique in this study is saturated sampling, where the entire population is the sample.

The analysis technique in this study uses multiple linear regression analysis.

4. Results and Discussion

In this study using multiple regression analysis model as follows: $Y = a + b_1X_1 + b_2X_2 + er$. From data processing with the help of SPSS 23, the regression equation model is obtained as follows:

$$Y = a + b_1X_1 + b_2X_2 + er$$

Description:

Y : Employee Performance

a : Constant

X1 : Workability

X2 : Work Motivation

b1, b2 : variable coefficient

X1, X2 er : standard error

The research results here are presented as follows:

Validity Test

Validity test is used to measure the validity of the questionnaire questions. The results of the validity test are shown as follows:

Table 1. Validity Test Results

Question Items	r count	r table	Description
Y1	0. 678	0. 304	V a l i d
Y2	0. 821	0. 304	V a l i d
Y3	0. 622	0. 304	V a l i d
Y4	0. 612	0. 304	V a l i d
Y5	0. 600	0. 304	V a l i d
X1_1	0. 818	0. 304	V a l i d
X1_2	0. 894	0. 304	V a l i d
X1_3	0. 861	0. 304	V a l i d
X1_4	0. 694	0. 304	V a l i d
X1_5	0. 850	0. 304	V a l i d
X2_1	0. 653	0. 304	V a l i d
X2_2	0. 843	0. 304	V a l i d
X2_3	0. 818	0. 304	V a l i d
X2_4	0. 763	0. 304	V a l i d
X2_5	0. 791	0. 304	V a l i d

Data source: primary data processed 2021

Reliability Test

Reliability comes from the word reliable which means constancy. Reliability test is a test to measure the extent of stability, accuracy, consistency for the same measurement. The results of the validity test are shown in the following table:

Table 2. Reliability Test- Results

Variable	Cronbach alpha	Description
Y (Employee	0,683	Reliabel

performance)		
X1 (Work ability)	0,880	Reliabel
X2 (Work motivation)	0,821	Reliabel

Data source : primary data processed 2021

Based on the table above, the value of Cronbach's alpha variable of employee performance, work ability and work motivation is greater than 0.60. This means that the three variables can be said to be reliable or pass the reliability test.

Classic Assumption Test

1) Normality Test

Normality test is used to test whether a data is normally distributed or not. Normality test using one sample Kolmogorov Smirnov test. The following are the results of the normality test:

Table 3. Kolmogorov Smirnov test results
One-Sample Kolmogorov- Smirnov Test

		Unstandardized Residual
N		40
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.51413471
	Most Extreme Differences	
	Absolute,	.078
	Positive,	.078
	Negative,	-.054
Test Statistic		.078
Asymp. Sig. (2-tailed)		.200 ^{c,d}

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. This is a lower bound of the true significance.

Based on the table above, the value of asymp sig. (2 tailed) of 0.200 > 0.05. This means that the data in this study are normally distributed or pass the normality test.

2) Multicollinearity Test

The multicollinearity test was used to test whether there was a correlation between the independent variables (independent variables) in the study. Good data is that there is no multicollinearity between independent variables. The multicollinearity test in this study used the Tolerance and VIF tests. The following are the results of the Tolerance and VIF Tests:

Table 4. Tolerance and VIF Test Results

Variable	Tolerance	VIF	Description
Work ability	0,451	2,220	There is no multicollinearity
Work	0,451	2,220	There is no

motivation			multicollinearity
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Data source : primary data processed 2021

Based on the table above, the two variables have a Tolerance value > 0.1 and a VIF value < 10 . This means that there is no multicollinearity between independent variables or passes the multicollinearity test.

3) Heteroscedasticity Test

The heteroscedasticity test is shown as follows:

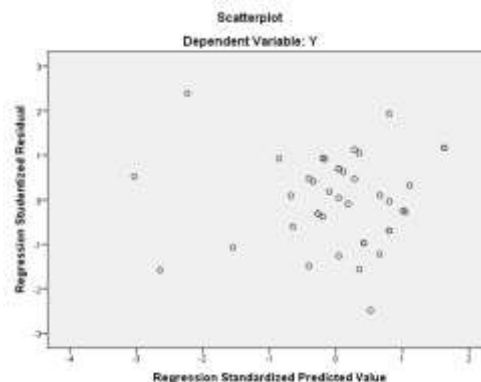


Figure 1. Scatter Plot test results

Based on the picture, it can be seen that the bubbles are scattered randomly and do not form a certain pattern. So it can be said that there is no heteroscedasticity symptom.

4) Autocorrelation Test

Auto correlation test is used to test whether there is a correlation of variables in the research model with changes in time. The autocorrelation test in this study is the Durbin Watson test. The following are the results of Watson's Durbin test:

Table 5. Autocorrelation Test Results

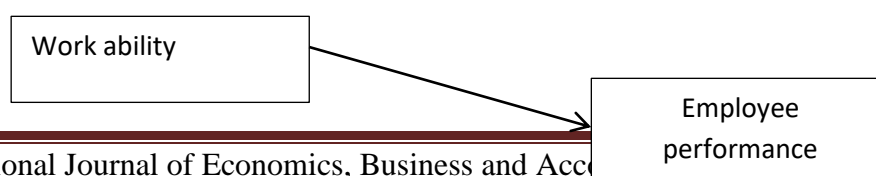
Durbin Watson's value	Pass criteria	Description
1,571	Durbin Watson score : $-2 < 1.572 < 2$	no autocorrelation or pass the autocorrelation test

Data source, data processed 2021

The data is said to have no autocorrelation if the durbin Watson value is between -2 to 2 . Based on the table above, the durbin Watson value in this study is 1.571 , then $-2 < 1.572 < 2$ can be said to have no autocorrelation or pass the autocorrelation test.

Hypothesis testing

Before presenting the hypothesis test, the framework model in this study is as follows:



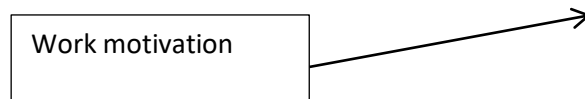


Figure 2. Research Model Framework

The hypothesis test of this research is shown as follows:

Table 6. Results of t- test (Partial Test)

Variable	Betha Coefficient	Sign α	t table	t count	Description
Employee Performance (Y)	9.287				
Workability (X1)	0.103	0.381	2.02619	0.886	No significant effect
Work Motivation (X2)	0.456	0.002	2.02619	3.278	No significant effect

Data source: primary data processed 2021

Based on the above equation, the regression equation is arranged as follows:

$$Y = 9,287 + 0,103X_1 + 0,456X_2$$

Information:

Y : Employee Performance

a : Constant

X1 : Workability

X2 : Work Motivation

b1, b2, : variable coefficient X1, X2

er : standard error

Based on the t- test table above, the research results obtained that work motivation variables had a significant effect on employee performance. This is indicated by the sign value $0.002 < 0.05$ or t count $3.278 >$ from t- table 2.02619. While the Work Ability variable has no significant effect on employee performance. This is indicated by the sign value $0.381 > 0.05$ or t- count $0.886 <$ from t- table 2.02619 .

While the results of the simultaneous test (F test) in this study are presented as follows:

Table 7. F Test Result

Sign α	F table	F count	Description
0.000	3.251924	17.580	Influence simultaneously and significantly

Data source : primary data processed 2021

Based on the table above, the variables of work ability and work motivation have a simultaneous (simultaneous) effect on employee performance. This is indicated by the sign $0.000 < 0.05$ and F- count $17.580 >$ F- table 3.251924.

The results of the coefficient of determination are shown in the following table :

Table 8. Coefficient of determination R Square

Model Summary^b

Model	R	R Square	Adjusted R Square	Std.Error of the Estimate
1	.698 ^a	.487	.460	1.55452

a. Predictors: (Constant), X2, X1

b. Dependent Variable : Y

Based on the table above, the coefficient of determination of the adjusted R square is 0.460. This means that work ability and work motivation have an influence proportion of 46% on employee performance. The remaining 54% is influenced by other variables not examined in this research model.

Discussion

Work ability is the expertise of employees in carrying out their work (Bakri, 2018). This study resulted in work ability not having a significant effect on employee performance at Bank BTN Syariah Kcs Solo. Work ability does not have a positive and insignificant effect because the Human Resources of BTN Syariah Surakarta Branch Office have educational backgrounds from various sciences so that their competencies have no effect on performance. Although competencies that are appropriate for the banker profession are important, soft skills play a more important role in supporting the performance of bank employees. Soft skills in question are attitudes, behavior or personality that a person has, such as leadership, independence, confidence, daring to express opinions, and so on. As an employee, of course, soft skills are needed to be more responsible for work, able to work with teams and perform other tasks. Performance is more influenced by rewards and motivation from the company so that in this case it will have a good impact on their performance.

The results of this study are the same as Hidayat, (2017) that work ability has no significant effect on employee performance. However, the results of this study are different from the research conducted by Bakri, (2018), Ratnasari, (2020), Efawati, (2020), Nurhikmah, (2020) where work ability can significantly improve employee performance.

Motivation is an internal and external force that drives a person to achieve something maximally (Ratnawati, 2020). This study resulted in work motivation having a positive and significant effect on employee performance at Bank BTN Syariah Kcs Solo. This means that the higher work motivation, the more employee performance increases. This can be explained by the existence of work motivation, can increase the contribution of employees to the totality of work. No time wasted during working hours. Every morning employees at Bank BTN Syariah Kcs Solo, come at 06.30, and do motivational forms 10-15 minutes before starting work. Employees need to align their intentions at work, and focus on their respective performance targets. In addition, several activities in the month of Ramadan are breaking fast together and holding recitations to foster a family atmosphere and revive the spirit of working because of Allah SWT.

The results of this study are the same as Bakri, (2018); Ratnasari, (2020); Nurhikmah, (2020); Ratnawati, (2020); Sukardi dan Raharjo, (2020) where work motivation can significantly improve employee performance. However, the results of this study are different from the research conducted by Bakri, (2018), Efawati, (2020), Wulandari, et al (2021) where work ability can significantly improve employee performance.

5. Conclusion

Work ability has no significant effect on employee performance at Bank BTN Syariah Kcs Solo. Work ability does not have a positive and insignificant effect because the Human Resources of BTN Syariah Surakarta Branch Office have educational backgrounds from various sciences so that the skills they have do not affect performance. Performance is more influenced by rewards and motivation from the company so that in this case it will have a good impact on their performance. Meanwhile, work motivation has a positive and significant effect on employee performance at Bank BTN Syariah Kcs Solo. This means that the higher the work motivation, the higher the employee performance. This can be explained by the existence of work motivation, can increase the contribution of employees to the totality of work. It is necessary for the BTN Syariah Kcs Solo bank to improve employee performance by conducting various competency skill trainings, providing motivation with various innovations, for example motivational briefings on the sidelines of working hours, inviting motivators, to provide motivation, and so on.

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