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THE INFLUENCE OF INCENTIVES, WORK MOTIVATION, AND WORKLOAD ON EMPLOYEE PERFORMANCE AT PT AVAVA DUTA INDONESIA

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Abstract
Competition between companies is getting tighter as time goes by, so it requires companies to have quality human resources to compete and continue the company's survival. Through employee performance, company performance can be shaped to compete. The following research examines several aspects that influence employee performance. The research uses descriptive and quantitative research as an approach and distributes questionnaires to collect data. The saturated sampling technique is the sampling technique used so that the total sample is 127 respondents who are employees with security positions. The research method was carried out using multiple linear regression analysis. The results of the research show that employee performance is influenced positively and simultaneously by incentives with a significant value of 0.001 < significance 0.05, then employee performance is influenced positively and simultaneously by work motivation with a significant value of 0.009 < significance 0.05, then employee performance is influenced positively and simultaneously by workload with a significant value of 0.000 < significance 0.05. Furthermore, the F test results show that incentives, work motivation, and workload have a positive, partial, and simultaneous influence on employee performance with a sig value. 0.000 < 0.005 and fcount value 188,597 > ftable value 2.68. Research shows that PT Avava Duta Indonesia can use incentives, motivation, and workload aspects separately or simultaneously to influence employee performance.
Keyword: *Incentives; Work Motivation; Workload; Employee Performance*

Abstrak
Persaingan antar perusahaan semakin ketat seiring berjalannya waktu, sehingga menuntut perusahaan untuk memiliki sumber daya manusia yang berkualitas untuk berkompetisi dan melanjutkan kelangsungan hidup perusahaan. Melalui kinerja karyawan dapat membentuk kinerja perusahaan untuk berkompetisi. Penelitian berikut meneliti beberapa aspek yang mempengaruhi kinerja karyawan. Penelitian menggunakan penelitian deskriptif dan kuantitatif sebagai pendekatan dan melakukan penyebaran kuesioner dalam pengumpulan data. Teknik sampling jenuh merupakan teknik pengambilan sampel yang digunakan sehingga total sampel berjumlah 127 responden yang merupakan karyawan dengan jabatan security. Metode penelitian dilakukan dengan analisis regresi linear berganda. Hasil penelitian menunjukkan kinerja karyawan dipengaruhi secara positif dan simultan oleh insentif dengan nilai signifikan 0.001 < signifikasi 0.05, selanjutnya kinerja karyawan dipengaruhi secara positif dan simultan oleh motivasi kerja dengan nilai signifikan 0.009 < signifikasi 0.05, kemudian kinerja karyawan dipengaruhi secara positif dan simultan oleh beban kerja dengan nilai signifikan 0.000 < signifikasi 0.05. Selanjutnya hasil uji F menunjukkan insentif, motivasi kerja, dan beban kerja memiliki pengaruh secara positif dan parsial serta simultan terhadap kinerja karyawan dengan nilai sig. 0.000 < 0.005 dan nilai fhitung 188.597 > nilai ftabel 2.68. Penelitian menunjukkan PT Avava Duta Indonesia dapat menggunakan aspek insentif, motivasi, dan beban kerja secara terpisah maupun bersamaan untuk mempengaruhi kinerja karyawan.
Kata kunci: Insentif; Motivasi Kerja; Beban Kerja; Kinerja Karyawan

INTRODUCTION

Nowadays, competition in companies is getting tighter, so it requires companies to have quality resources with the aim of being able to compete with other companies. Resources that have an important role in competing both short and long-term for a company are human resources. In a company, employees are valuable assets, who will then be trained and required to create optimal performance results. Optimal employee performance can improve the company's work performance, which has a positive impact on increasing the company's competitiveness, and can help in the company's survival. Employee performance is the result of the employee's work in carrying out the responsibilities given by the company within the specified time period (Tabun et al., 2021). It can be concluded that employee performance has an important role in achieving the company's desired goals (Suryani & Kristianti, 2020). Companies can achieve their goals well with optimal performance results (Ridwan & Anwar, 2022).

Efforts to improve the performance of company employees can be done by providing incentives. It is believed that providing incentives to employees can improve employee performance. There are other aspects that can influence employee performance, such as work motivation which is an encouragement to human spirit and workload which is the employee's obligation.

Incentives

The general public carries out work activities with the aim of continuing to survive through the wages or salaries provided. Incentives are gifts from the company in the form of additional remuneration outside of wages or salaries given based on employee performance that is recognized and appreciated by the company (Suryani & Kristianti, 2020). Incentives can be used as a company tool to motivate employees to use their abilities as optimally and maximally as possible (Almaududi et al., 2021). The incentives received by the workforce will be proportional to the performance produced. If the employee's contribution is small, the incentives received will also be similar. Likewise, if the employee's contribution is large, the employee will receive appreciation from the company. Based on (Suryani & Kristianti, 2020)'s research, states that employee performance is strongly influenced by incentives. Incentives are an encouragement for workers to carry out their given responsibilities.

Work motivation

A leader in a company needs to know the needs and desires of employees, it is hoped that this can be used as motivation or encouragement for employees in carrying out activities. Based on Mangkunegara, motivation is the energy possessed by workers with the aim of carrying out work regularly and according to objectives (Budiman & Steven, 2021). Each individual has their own motivational drive, this depends on attitudes, behavior, needs and other factors that influence directly or indirectly on the individual. Based on (Baharuddin & Salam, 2020)'s research, employee performance can be influenced by motivation. Motivation can be a driving force for employees to carry out the activities or responsibilities given.

Workload

In a company, employee performance cannot be separated from the workload. The workload given to employees must receive attention from company management.The distribution of workload must be in accordance with the abilities and skills of employees, as well as the employee's ability to carry out the responsibilities that have been given. The abilities and skills possessed by each employee, as well as the ability to respond to problems, are of course different. Workloads that do not match abilities and skills will become an obstacle for employees in creating optimal performance results (Rusniati et al., 2023). Excessive workload on employees can also hinder the effectiveness and efficiency of employee work results. Research (Rusniati et al., 2023) states that the amount of workload will have a relative influence on employee performance.

Employee Performance

Optimal employee performance can improve the company's work performance, which has a positive impact on increasing the company's competitiveness, and can help the company continue its survival. Employee performance is a result achieved by workers through work processes carried out in accordance with the responsibilities given, with the aim of achieving company goals (Kirana & Pradipta, 2021). Performance is often used as a benchmark for companies in assessing or measuring the output of employees (Abidin, 2019). With these performance results, it can display company targets that have been achieved or in progress and as a scale to see the ability of employees to complete the work obligations given to them within a predetermined time period.

RESEARCH METHOD

The following research uses descriptive research with a quantitative approach so that the conclusions will be presented in numerical form. The research was conducted with a population of 127 people who were employees of PT Avava Duta Indonesia in security positions. The total sample was 127 respondents, this was associated with the saturated sampling technique which was used as the sampling technique in the research. The research used a questionnaire with a total of 20 statements as a tool for collecting the required respondent data. Respondent data will then be processed with the help of the SPSS version 25 application.

RESULTS and DISCUSSION

Validity test

Table 1 Validity Test Results

Statement	*Pearson Correlation*	rtable	Descriptions
X1_1	0,721	0,1729	Valid
X1_2	0,626	0,1729	Valid
X1_3	0,726	0,1729	Valid
X1_4	0,572	0,1729	Valid
X1_5	0,716	0,1729	Valid
X2_1	0,767	0,1729	Valid
X2_2	0,751	0,1729	Valid
X2_3	0,706	0,1729	Valid
X2_4	0,707	0,1729	Valid
X2_5	0,684	0,1729	Valid
X3_1	0,691	0,1729	Valid
X3_2	0,679	0,1729	Valid
X3_3	0,793	0,1729	Valid
X3_4	0,715	0,1729	Valid
X3_5	0,739	0,1729	Valid
Y_1	0,639	0,1729	Valid
Y_2	0,717	0,1729	Valid
Y_3	0,719	0,1729	Valid
Y_4	0,715	0,1729	Valid
Y_5	0,751	0,1729	Valid

Source: SPSS 25 (2023)

Based on the visualization in Table 1, it can be seen from the statements for each incentive variable (X_1), work motivation (X_2), workload (X_3), and employee performance (Y) totaling 20 statements, the results of the Pearson Correlation data processing are greater than rtable (0.1729). With the condition that the Pearson Correlation must be greater than the rtable, it can be concluded that the test results of all statements in the questionnaire are valid.

Reliability Test

Table 2 Reliability Test Results

Variable	*Cronbach's Alpha*	Criteria	Description
Incentive (X1)	0,700	0,600	Reliable
Work Motivation (X2)	0,772		Reliable
Workload (X3)	0,773		Reliable
Employee Performance (Y)	0,748		Reliable

Source: SPSS 25 (2023)

From the visualization in Table 2, it can be seen that the Cronbach's Alpha value for the incentive variables (0.700), work motivation (0.772), workload (0.773), and employee performance (0.748) is greater than the standard criteria (0.600). With the provision that the Cronbach's Alpha value must be greater than 0.600, it can be concluded that the statements in the questionnaire are declared reliable.

Normality Test

Table 3 Kolmogorov-Smirnov Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		127
Normal Parameters [a,b]	*Mean*	0,0000000
	Std. Deviation	1,69774408
Most Extreme Differences	*Absolute*	0,060
	Positive	0,042
	Negative	-0,060
Test Statistic		0,060
Asymp. Sig. (2-tailed)		,200[c,d]

Source: SPSS 25 (2023)

The Kolmogorov-Sminorv test was carried out to test normality with data from more than 50 samples. The provisions for normal distribution of data are set at a significance value above 0.05, processing results with a value above 0.05 are declared to be normally distributed data. Based on the test results visualized in Table 3, it can be seen that the significance value of the normality test in the following study is 0.200. In accordance with applicable regulations (0.200 > 0.05), it can be concluded that the results of the processed data have undergone normal distribution.

Multicollinearity test

Table 4 Multicollinearity Test Results

Coefficients [a]		
Model	*Collinearity Statistics*	
	Tolerance	*VIF*
Incentive	0,230	4,352
Work_Motivation	0,232	4,314
Workload	0,347	2,886

a. *Dependent Variable* : Employee_Performance

Source: SPSS 25 (2023)

In Table 4 you can see the tolerance value for incentives (X_1) 0.230, work motivation (X_2) 0.232, and workload (X_3) 0.347. The tolerance value is greater than the value 0.10. The VIF value for incentives (X_1) 4.352, work motivation (X_2) 4.314, and workload (X3) 2.886 is smaller than the VIF value of 10. Based on these results, it can be concluded that there is no multicollinearity in the variables tested.

Table 5 Heteroskedasticity Test Results

Coefficients[a]						
Model		*Unstandardized Coefficients*		*Standardized Coefficients*	t	Sig.
		B	*Std. Error*	*Beta*		
	(Constant)	1,919	0,482		3,983	0,000
	Incentive	0,032	0,050	0,120	0,644	0,521
	Work_Motivation	-0,066	0,048	-0,257	-1,391	0,167
	Workload	0,003	0,041	0,009	0,062	0,951

a. *Dependent Variable* : Abs_RES

Source: SPSS 25 (2023)

The provisions for testing the heteroskedasticity test are with a significance value above 0.05. Based on the results of data processing in Table 5, the value for each variable (0.521, 0.167, 0951) is greater than 0.05, so it can be concluded that heteroscedasticity of the variables tested does not occur.

Multiple linear regression test

Table 6 Mutiple Linear Regression Test Results

Coefficients[a]						
Model		*Unstandardized Coefficients*		*Standardized Coefficients*	t	Sig.
		B	*Std. Error*	*Beta*		
1	*(Constant)*	-0,100	0,798		-0,125	0,901
	Incentive	0,272	0,083	0,260	3,271	0,001
	Work_Motivation	0,208	0,079	0,209	2,638	0,009
	Workload	0,520	0,067	0,501	7,738	0,000

a. *Dependent Variable* : Employee_Performance

Source: SPSS 25 (2023)

The test results in Table 6 produce the following equation: Y = -0,100 + 0,272(X_1) + 0,208(X_2) + 0,520(X_3). Based on this equation, it can be explained as follows.

a. Employee performance (Y) has a constant value of -0.100.
b. Employee performance (Y) is positively influenced by the incentive variable (X_1) with a regression value of 0.272. Assuming the employee performance variable will increase by 0.272 if there is an increase of 1 unit in the incentive variable.
c. Employee performance (Y) is positively influenced by the work motivation variable (X_2) with a regression value of 0.208. Assuming that the employee performance variable will increase by 0.208 if there is an increase of 1 unit in the work motivation variable.
d. Employee performance (Y) is positively influenced by the workload variable (X_3) with a regression value of 0.520. Assuming the employee performance variable will increase by 0.50 if there is an increase of 1 unit in the workload variable.

Coefficient of determination test

Heteroskedasticity Test

Table 7 Coefficient of Determination Test Result

Model Summary[b]				
Model	*R*	*R Square*	*Adjusted R Square*	*Std. Error of the Estimate*
1	,906[a]	0,821	0,817	1,718

a. Predictors: (Constant), Workload, Work_Motivation, Incentive

b. Dependent Variable: Kinerja_Karyawan

From the visualization in Table 7, the R square value is 0.817, thus stating that employee performance variables are influenced by incentive, work motivation and workload variables by 81.7%. The remaining 18.3% is influenced by other variables not examined in this study.

The result of T test

Table 8 T Test Result

Coefficients[a]				
Model		tvalue	ttable	Sig.
	(*Constant*)	-0,125	1,97944	0,901
	Incentive	3,271		0,001
	Work_Motivation	2,638		0,009
	Workload	7,738		0,000

Source: SPSS 25 (2023)

The conditions used in the t test are an ttable value that is greater than the tvalue, and a significance value that is smaller than 0.05. Based on table 8 it can be explained as follows.

a. For the incentive variable (X1), the value of tcount (3.271) is greater than ttable (1.97944). The significance value can also be seen with a value of 0.001 which is smaller than 0.05.
b. In the work motivation variable (X2), the tcount value (2.638) is greater than ttable (1.97944). The significance value can also be seen with a value of 0.009 which is smaller than 0.05.
c. In the workload variable (X3), the tcount value (7.738) is greater than ttable (1.97944). The significance value can also be seen with a value of 0.000 which is smaller than 0.05.

The result of F test

Table 9 F Test Results

ANOVA[a]						
Model		*Sum of Squares*	df	*Mean Square*	F	Sig.
1	*Regression*	1670,574	3	556,858	188,597	,000[b]
	Residual	363,174	123	2,953		
	Total	2033,748	126			

a. *Dependent Variable* : Employee_Performance

b. *Predictors* : (*Constant*), Workload, Work_Motivation, Incentive

Source: SPSS 25 (2023)

It can be seen in the visualization of Table 9 that the fcount value (188.597) is greater than the ftable value (2.68) and the significance value of 0.000 is smaller than 0.05. Based on this explanation, it can be concluded that the variables of incentives, work motivation and workload partially influence employee performance.

CONCLUSION

From the explanation carried out, the first conclusion can be drawn, incentives have a significant effect on employee performance with a tcount value of 3.271 which is greater than ttable 1.97944 and a significance value of 0.001 which is smaller than 0.05. Providing incentives can affect the performance of PT Avava Duta Indonesia employees.

Second, work motivation has a significant effect on employee performance with a t value of 2.638 which is greater than t table 1.97944 and a significance value of 0.009 which is smaller than 0.05. Acceptance of employee work motivation can influence the performance of PT Avava Duta Indonesia employees.

Third, workload has a significant effect on employee performance with a tcount value of 7.738 which is greater than ttable 1.97944 and a significance value of 0.000 which is smaller than 0.05. The number and type of employee workload can influence the performance of PT Avava Duta Indonesia employees.

Fourth, based on the results of the F test, it can be concluded that the variables of incentives, work motivation and workload simultaneously influence the performance of PT Avava Duta Indonesia employees.

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