



Analysis of Work Motivation on the Performance of Mnc Sky Vision Depok Branch Employees

Ahmad Wahyudi ^{1*}, Ading Sunarto²
Pamulang University

Corresponding Author: Ahmad Wahyudi awahyudi216@gmail.com

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ABSTRACT

In this study, a descriptive data analysis method was used. One of the characteristics of qualitative research is descriptive, that is, the data collected is in the form of words, pictures, and not numbers. The data may come from interview transcripts, field notes, photographs, videotapes, personal documents, notes or memos, and other official documents (Sugiyono, 2017, p.13). The author uses a descriptive method intended to obtain a systematic overview and data on various matters that are closely related to the review of the work motivation of MNC Sky Vision Depok Branch employees so that the author can process data and present data that is systematic, factual and accurate and can be responsible for the truth. The results of this Final Project research are: The work motivation model in MNC Sky Vision Depok Branch is the traditional model and the human relations model, The benefits of employee work motivation are the most important is to encourage the passion and work spirit of employees, The obstacles faced by leaders in providing employee work motivation are that leaders find it difficult to know the work motivation of each individual

INTRODUCTION

Human resources are seen as goodwill (assets) and also an internal factor that plays an important role in the success or failure of an organization in achieving goals, it is very necessary to maintain and manage human resources properly. The intended human resource manager is that the organization must be able to unite the perspective of employees and organizational leaders in order to achieve organizational goals, among other things, through the formation of a good work mentality, providing work motivation, guidance, direction and good coordination in work by a leader to his employees.

Every company that has good performance human resources will succeed in mastering the market share it is aiming for. So that human resources (HR) are required to constantly able to develop themselves proactively. Human resources (HR) must be human learners, namely individuals who are willing to learn and work hard with enthusiasm, so that their potential is growing. Branch Heads cannot direct employees unless employees are motivated in advance to be willing to follow them. The task of the Branch Heads is to increase employee morale by providing bonuses to employees if they meet the sales target set by the company. With this, the Branch Heads can direct the employees to work in accordance with the company's objectives.

Motivation is an activity that results, distributes and maintains human behavior. Motivation is an important subject for Branch Heads, as Branch Heads have to work with and through others. Branch Heads need to understand people behaving in certain ways in order to influence them to work in accordance with the organization's wishes. According to Hasibuan (2015) states that "motivation is the provision of driving force that creates a person's enthusiasm for work, so that they want to work together, work effectively and integrate with all their efforts to achieve goals."

In organizing human resource management, individual employee differences need to be seriously considered. These differences include educational background, age, work experience and diverse community environment. These different backgrounds cause individual needs and desires of employees to be different, while employees carry out work activities because of the impulse caused by the desire to meet the needs of the employee. This is where it is important for leaders to pay attention to employee work motivation as a result of differences in employee backgrounds.

Motivation is very important because with motivation it is expected that every employee is willing to work hard and be enthusiastic to achieve high productivity. Motivation will provide inspiration, encouragement, and good work spirit between employees and leaders so that organizational goals can be achieved optimally.

Basically, every government or private agency not only expects capable, capable, and skilled employees, but most importantly they are willing to work hard and want to achieve optimal work results. For this reason, leaders should strive so that employees have high work motivation to carry out their duties and work. This is where the role of motivation is important to encourage employee morale in completing their work.

Good and wise motivation instilled by superiors can affect the level of well-being of the company and employees. Motivation is used as a benchmark for the achievement of company and employee goals. Branch Heads who can see motivation as a system that includes individual traits, jobs, work situations, and understand the relationship between intensity, motivation, and productivity will be able to estimate employee behavior.

MNC Sky Vision is a company engaged in the field of the largest pay television service provider in Indonesia and has many branches, including in the Depok area, which is located at Ruko Aarden Office Park Jl. Margonda Raya NO.41, Depok, Pancoran Mas District, Depok City, West Java.

To carry out a goal of a company or organization, employees must be given high work motivation in order to be able to work optimally, this is in line with the realization of the company's goal, which is to obtain maximum profits or profits. Although the working conditions in this company are a little poor, this is related to the lack of stock of equipment such as Decoders and Parabolas available for the installation process, nevertheless the employees continue to work earnestly. As an example of employee seriousness at work, sometimes if there is work that has not been completed at the time of work after work, the employee is still working or completing it. In addition, there are also no employees who are absent or leave the work area or office during working hours, even if there are those who leave during working hours, it is also because there are needs outside the office and with the permission of the branch head or colleagues who are in the office at that time.

In carrying out a job or activity, it is not uncommon to find obstacles that can hinder the achievement of the goals of the activity. It is the same with the process of providing work motivation to employees of MNC Sky Vision Depok Branch which does not always run according to the expectations of their superiors. There are many obstacles faced in providing employee work motivation.

Observations at MNC Sky Vision Depok Branch show that the physiological needs of employees have largely been met. Employees receive a basic salary regularly every 25th, as well as receive additional bonuses if they reach work targets. However, there are complaints from some employees that the amount of salary does not fully reflect the workload they bear. The work facilities are also quite adequate such as clean office space, air ventilation, and sufficient lighting. However, the limited stock of work tools such as decoders and satellite dishes is an obstacle in supporting field activities.

In terms of security, employees feel quite protected physically and mentally. No serious work incidents were reported, and the work atmosphere tended to be conducive. Branch heads also strive to create a safe working environment by establishing two-way communication. However, uncertainty related to salary increases and the availability of work facilities raises concerns for some employees, which has the potential to affect psychological security.

Social relationships in the work environment are relatively good. There is harmonious communication between superiors and subordinates as well as between fellow employees. Branch heads also involve employees in discussions

and decision-making, for example in determining solutions to equipment malfunctions. This action forms a collaborative work climate, which indirectly meets the needs of affiliation and togetherness. This is important because employees feel cared for and valued as part of the team.

The company rewards outstanding employees in the form of bonuses and recognition. This is an important motivator for some employees to improve their performance. However, there are still obstacles in the reward system, where not all employees feel that the rewards received reflect their efforts and achievements fairly. This risks causing dissatisfaction and decreased morale for those who feel not appreciated as they should.

Employees of MNC Sky Vision Depok Branch have the opportunity to develop themselves through training and internal discussion programs. Some

Employees show high enthusiasm for their work, even willing to work overtime to complete their tasks. However, not all employees have the same access or opportunity to develop their potential. The lack of a formal competency development program is a challenge for employees who want to achieve maximum self-actualization.

The introductory section is here; You can provide logical and phenomenological reasons for conducting your research. You are also required to provide a clear explanation of your paper's contribution to knowledge enrichment. It could be present in niche sample descriptions (capturing unique samples), theoretical enrichment, or compelling results (novelty if available). A brief and direct introduction to the subject matter is very important in this study.

You must type with Book Antiqua 12, one space, and justified. At the end of this section, you should give us your research objectives or questions, but remember, don't give them numbers, just put them in one paragraph or combine them with other parts of the introduction section.

LITERATURE REVIEW

1. Motivation

Motivation is the process of giving encouragement to subordinates, so that subordinates can work in line with the given limits to achieve organizational goals optimally. The process of giving encouragement is a series of activities that must be passed or carried out to increase the encouragement of employees to work in line with the organization's goals. In line with Hasibuan (2017), motivation is about how to direct the power and potential so that they are willing to work together productively to achieve and realize the goals that have been determined, are willing to work and are enthusiastic about achieving optimal results.

A person's behavior is generally based on the desire to achieve a certain goal. Motivation comes from the Latin word *movere*, which means the impulse, driving force, or force that causes an action or action. The word *movere* in English is often equated with motivation which means to give a motive, arouse motive, or things that cause impulses or circumstances that cause impulses (Suwarno and Priansa, 2011, 171). Meanwhile, Robbin & Judge (2008) argue that motivation is a process that explains a person's intensity, direction and perseverance to achieve his or her goals

2. Performance

"Performance is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given." (Pratama & Febriana, 2023:48)

METHODOLOGY

In this study, a descriptive data analysis method was used. One of the characteristics of qualitative research is descriptive, that is, the data collected is in the form of words, pictures, and not numbers. The data may come from interview transcripts, field notes, photographs, videotapes, personal documents, notes or memos, and other official documents (Sugiyono, 2017, p.13). The author uses a descriptive method intended to obtain a systematic overview and data on various matters that are closely related to the review of the work motivation of MNC Sky Vision Depok Branch employees so that the author can process data and present data that is systematic, factual and accurate and can be responsible for the truth.

In order to obtain data and information in the context of the preparation of this comprehensive final project, the author took the object of research at the MNC Sky Vision Depok Branch company which is located at Ruko Aarden Office Park Jl. Margonda Raya NO.41, Depok, Pancoran Mas District, Depok City, West Java.

To obtain data that is in accordance with the problems of this research, the data collection method in the research uses several methods, namely:

1. Observation

Data collection is through observation or direct research in the field, namely at the MNC Sky Vision Depok Branch company.

2. Interview

The interview method is a dialogue between the interviewer and the interviewee to obtain complete, accurate and clear information directly. The interviews were directed at employees of MNC Sky Vision Depok Branch.

RESULTS AND DISCUSSION

Data from the results of the study were obtained through interviews conducted by researchers with the business of MNC Sky Vision Depok Branch, where the informants were the Branch Head and employees of MNC Sky Vision Depok Branch.

Based on interviews conducted by the researcher with informants, the researcher first asked about whether doing employee work requires motivation? Then he replied as follows:

"Obviously, the employees here need motivation, because motivation here plays a very important role for employees to support their performance." (interview in December 2021)

Then the researcher asked further questions about how to motivate employees so that their performance improves?

"The way to motivate employees to improve their performance is in several ways, including attitudes related to motivation, opening a forum to provide a forum for superiors to provide motivation and outstanding employees will be given an award." (interview in December 2021)

Next, the researcher asked about outstanding employees, will they be given an award for their work?

"Yes, the award for outstanding employees will be carried out by the company. The award is the company's effort to provide retribution for the work of employees, so that it can encourage other employees to work more actively and potentially." (interview in December 2021)

Moving on from this question, the researcher asked again about whether it is necessary to give awards to employees? "Yes, employees need an award when their work has met or even exceeded the standards set by the company. This award can be in the form of praise, gifts or company appreciation for employees. Because this award can also motivate other employees." (interview in December 2021)

In addition to the interview with the Branch Head, the researcher also conducted interviews with employees of MNC Sky Vision Depok Branch about what motivations were provided by the company? Then he answered as follows: "The motivation given by the company to the employees is to open a discussion forum where the employees explain the work program they are running." (interview in December 2021)

Then the researcher asked whether an outstanding employee will be given an award for his or her work?

"Obviously, the employees here need motivation because the goal of the company itself is to get the maximum profit possible. So, motivation here plays a very important role for employees to support their performance." (interview in December 2021)

Next, the researcher asked whether it is necessary to give awards to employees?

"Yes, it is very necessary as a motivation so that employees work more actively and always do their best, in order to achieve a company's goals." (interview in December 2021)

1. According to Sadili Samsudin (2019), in his Book Entitled

"Human Resource Management" about employee motivation models. In the book, there are 3 models of employee work motivation, namely the traditional model, the Human Relations Model, and the Human Resources Model. The work motivation model at MNC Sky Vision Depok Branch is the traditional model and the Human Relations Model.

a. Traditional Models

Based on the results of observations and indirect interviews with employees at MNC Sky Vision company, the work that employees do every day is very boring and repetitive. So that the Branch Head site encourages or motivates employees by providing rewards in the form of salaries / wages that are increasing. This means that if they work diligently and can meet the target, they will get a bonus. Thus, this is one of the motivations for employees to follow the company's performance as determined. The better the work done (additional working hours), the better the wage / salary obtained. Because they get an additional salary called overtime bonus money.

b. Human Relations Model

Leaders motivate employees by meeting their social needs and making them feel important and useful. This means that the quality of employee satisfaction at work must be improved. Among other things, by giving more freedom to employees to make decisions in carrying out their work. Leaders involve employees in making decisions.

For example, if there is damage to the equipment at the branch office. The leader does not make decisions on his own policy, but the leader talks with other employees first to make the right decision in solving the problem.

2. Benefits of Employee Motivation MNC Sky Vision Depok Branch

The benefits of work motivation at MNC Sky Vision Depok Branch are very much felt both by the employees themselves and by the company concerned. For employees, work motivation can improve their well-being, encourage passion and work morale, increase job satisfaction, and increase their sense of responsibility for their tasks. Meanwhile, for companies, providing employee work motivation is useful for increasing employee work productivity, maintaining employee loyalty, increasing employee discipline and reducing employee attendance rates, creating a good atmosphere and working relationship between employees.

3. Factors that affect the work motivation of employees of MNC Sky Vision Depok Branch

a. Salary

Salary or wages at MNC Sky Vision Depok Branch are given every 25th of every month. The amount of salary is determined by the light weight of each employee's work. Employees who hold broader responsibilities get higher

salaries. In addition to earning a basic salary, employees also get an additional salary. The additional salary is overtime pay and bonuses from the company if it meets the target. Based on the results of interviews with employees, the salary or wages received so far have not been in accordance with the employee's wishes. The salary given does not match the weight of the work they do every day. If the higher the salary

Employees will be More Motivated to Work Seriously

b. Working Conditions

The working conditions at MNC Sky Vision Depok Branch are considered to be good. The working environment at MNC Sky Vision Depok Branch is clean, adequate air fertilization, sufficient lighting, office space paint that arouses work morale, and the available facilities and infrastructure are quite complete. Comfortable working conditions and supportive facilities will make employees work harder.

c. Working Relationship

The working relationship established at MNC Sky Vision Depok Branch is good. This can be seen from the communication between employees. Communication is not only communication between employees but also between leaders and subordinates. Subordinates do not feel embarrassed to talk to leaders regarding reports, expressing opinions, and problems. Leaders are also not shy to command employees, conduct briefings, give advice and provide information to employees. Helping each other between employees can make employees feel comfortable in the company.

d. Promotion

Promotions can also motivate employee work. The basis for promotion at MNC Sky Vision Depok Branch is the basis of ability, which is seen from the success of employees in carrying out their duties, always increasing their knowledge and work productivity. So that employees are motivated to work hard and always increase their knowledge by participating in trainings. The higher the rank, the higher the salary received by the employee.

4. The obstacles faced by MNC Sky Vision Depok Branch

The obstacles faced in providing employee work motivation are the company's limited ability to determine the right motivation tools, because the desires of each employee are not the same, the difference in the character of each individual employee which makes it difficult for the company to determine employee motivation. The company's ability is also limited in providing facilities and incentives, making it difficult to provide fair incentives to employees.

CONCLUSION AND RECOMMENDATION

The conclusions obtained from the results of the research at MNC Sky Vision Depok Branch are as follows:

1. The work motivation models at MNC Sky Vision Depok Branch include: Traditional Model and Human Relations Model. In the traditional model, companies provide increasingly wage or salaries to employees who are diligent in working and can meet the sales targets set by the company. Meanwhile, the Human Relations Model, namely the Branch Head, motivates employees' work by meeting their social needs and making them feel important and useful.

2. The benefits of employee motivation MNC Sky Vision Depok Branch are: encouraging passion and work morale, increasing job satisfaction, increasing employee work productivity, maintaining employee loyalty, increasing discipline and reducing employee attendance rates, creating a good atmosphere and working relationship, and increasing employees' sense of responsibility for their duties.

3. Factors that affect the work motivation of employees at MNC Sky Vision Depok Branch are: Salary, working conditions, employment relationships, promotion and delegation of authority.

4. The obstacles faced by leaders in providing employee work motivation at MNC Sky Vision Depok Branch are: the company's limited ability to provide facilities and incentives, the Branch Head has difficulty knowing the work motivation of each individual employee, and the Branch Head has difficulty providing fair and decent incentives.

FUTHER STUDY

The advice that the author would like to convey to the printing company of MNC Sky Vision Depok Branch is as follows:

1. In order to create good working conditions at MNC Sky Vision Depok Branch, leaders should provide adequate facilities and increase the number of facilities needed. For example, increasing the number of stock of Decoder, Parabolic and Lnb equipment, so that employees who want to use it do not have to wait.
2. To overcome obstacles in providing work motivation, namely: leaders take the time to go directly to the field to see employees who are working or communicate with employees to find out employee complaints. Trying to add facilities that do not yet exist in the company so that it can support the work of employees.

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