

# The Effect of Motivation, Competence and Technological Facilities on the Performance of Civil Servants

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## ABSTRACT

This research was conducted with the aim of: (1) To know and analyze the effect of motivation on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province; (2) to know and analyze the effect of competence on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province; (3) to know and analyze the effect of technological facilities on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province. This study uses primary data through a survey of 100 civil servants as a sample of all 336 civil servants. The survey was conducted in December 2021. Data were analyzed using Statistical Package for the Social Sciences (SPSS) software. The results of this study indicate that: (1) the motivation variable has a positive and significant effect on the performance of employees of the Public Works and Spatial Planning Office of South Sulawesi Province; (2) the competency variable has a positive and significant effect on improving the performance of employees of the Public Works and Spatial Planning Office of South Sulawesi Province; (3) the technology facility variable has a positive and significant effect on the performance of employees of the Public Works and Spatial Planning Office of South Sulawesi Province. This means that performance is influenced by motivation, competence and technological facilities. Good motivation at work as well as competence and technological facilities can encourage performance improvement. Research Recommendations: (1) Further research can be carried out for Public Works agencies at the Regency / City level. (2) Adding new independent variables such as age, length of service, level of education and others.

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## I. Introduction

Today's era of globalization is marked by increasing competition and technological developments that have triggered the role of human resources in organizations or companies. Human Resources is a very vital asset, its role and function cannot be replaced as a tool in production but also the driving force and determinant of the ongoing production process, as well as all organizational activities. Human resources have a big share in determining the progress or decline of an organization / company. Therefore, the progress of an organization is also determined by the quality and capability of the human resources in it. This is the case for a government agency which emphasizes that human resources, in this case employees, play an important role in providing services to the community. Therefore, employees are the key to determining the success of an organization, so that each employee is required to have knowledge, skills, and abilities, as well as high morale. So that if the performance of employees is good, the performance of the organization will increase, which leads to the achievement of the desired goals and objectives, the success of the organization is judged by the success of the organization in achieving its goals and objectives and achieving its vision and mission. To get good performance from civil servants, motivation, competence and technological facilities are needed. This is in accordance with what was stated by Ahmad Bobby Hernawan (2015), Bayu Dwilaksono and Corry Yohana (2017), Jesslyn Halim and Fransisca Andreani (2017). Apart from motivation, the thing that affects performance is competence, this is in accordance with what was stated by A.A Made Bintang Cahyaningrat and Tedi Erviantono (2016), Sugiyanto and Djoko Santoso

(2018), Annisa Putri Soetrisno and Alini Gilang (2018). Another thing that affects performance is technological facilities as stated by Antasari and Sukartha (2015), Tommy Hartono and Mauli Siagian (2020) Marhaen and Jaenab (2021). To get good performance from civil servants, it is very necessary to have motivation, competence and technological facilities. This is in accordance with what was stated by Ahmad Bobby Hernawan (2015), Bayu Dwilaksono and Corry Yohana (2017), Jesslyn Halim and Fransisca Andreani (2017). Apart from motivation, the thing that affects performance is competence, this is in accordance with what was stated by A.A Made Bintang Cahyaningrat and Tedi Erviantono (2016), Sugiyanto and Djoko Santoso (2018), Annisa Putri Soetrisno and Alini Gilang (2018). Another thing that affects performance is the technology facilities stated by Antasari and Sukartha (2015), Tommy Hartono and Mauli Siagian (2020) Marhaen and Jaenab (2021). Based on the results of a pre-survey interview conducted on December 06, 2021 to December 10, 2022 with several employees, that the phenomenon that occurs is related to the leadership style at the Public Works and Spatial Planning Office of South Sulawesi Province that leaders do not monitor or monitor employees in completing each job, where many employees do not know what to do. In this office, it can be seen that some are relaxed waiting for work, there are employees with high groups, for example group III, but who do not know what to do, but there are also Group II who are more active or more enthusiastic in working. This phenomenon reveals the lack of motivation that exists in employees.

Motivation is discovering the needs of employees and helping to achieve them in a subtle process. Motivating employees aims to expand their skills in meeting the demands of the organization. Every leader must have the responsibility to work with employees, know their individual needs and place them side by side with organizational needs (Corry Yohana, 2017). Besides motivation, competence also influences the improvement of employee performance. this is in accordance with the opinion expressed by Sutrisno (2014: 222) that competence consists of several key behaviors needed to carry out certain roles to produce satisfactory achievement or work performance. This behavior is usually required consistently by employees who carry out work activities. Competence in general is the ability needed to do a job. Competency improvement is a strategy directed at improving employees in carrying out their work efficiently, effectively and responsibly. Employees will improve their employee performance if they have high competence, have high work interest, and believe that their goals will be achieved (Kadek Wiwin Dwi Wismayanti, 2016).

Another thing that affects performance is technology facilities. This is in accordance with the opinion of Marhaen and Jaenab (2021) In the current era of globalization, almost all agencies have opened their eyes by paying attention to the development of information technology. Thanks to advances in communication and information technology, relationships between countries, between organizations, and between individuals, feel like they are not far apart. This progress has an impact on organizations or agencies to try to be conventional, along with the rapid development of information technology, organizations are required to compete competitively, so that management needs can work effectively and efficiently. This is where information plays an important role because information is needed by all parties, both individuals and organizations or agencies. The Public Works and Spatial Planning Office has many technological facilities that can be utilized by employees. The use of technological facilities in organizations is expected to improve employee performance. Organizational members are expected to be able to use technology to communicate and speed up the process of exchanging or flowing information between sections so that performance results are better. This is in accordance with research from (Sukartha, 2015) and (Geovanie, 2016) that the use of information technology has a positive effect on individual employee performance.

This research was conducted at the Public Works and Spatial Planning Office of South Sulawesi Province. As an agency engaged in Road and Bridge Development projects, where in realizing the vision, namely having a far-sighted view of the future, where and how government agencies must be brought and work so that they are consistent and can exist, anticipatory, innovative and productive, with the organization's mission as "Leading in Road and Bridge Infrastructure Management", it is expected that all employees and interested parties need to proclaim the vision and mission to achieve organizational success. From the background of the problems that have been stated above, researchers are interested in taking this theme further by conducting research entitled: "The Effect of Motivation, Technological Competence and Information Technology Facilities on the Performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province". Based on the background description previously stated, the problem formulations in this study are: Does motivation affect the performance of civil servants at the Public Works and Spatial Planning Office of South

Sulawesi Province. Does competence affect the performance of civil servants at the Public Works and Spatial Planning Office of South Sulawesi Province. Does the use of information technology affect the performance of civil servants. Thus, the research objectives stated in this study are as follows: To determine and analyze the effect of motivation on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province. To determine and analyze the effect of competence on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province. To determine and analyze the effect of technological facilities on the performance of Civil Servants at the Public Works and Spatial Planning Office of South Sulawesi Province.

## II. Literature Review

### *Definition of Human Resource Management*

In an organization, the most important thing that needs attention is human resources which are the main support for achieving organizational goals. Human resources occupy a strategic position in an organization, therefore human resources must be mobilized effectively and efficiently so that they have a high level of usability results. Human Resources is an asset of a company or organization which is a central factor for every company or organization. A company or organization is founded on a vision for the benefit of humans, and in the implementation of its mission is managed and managed by humans. Therefore, human resources are a strategic key in all activities of an organization or company. In reality, human resource plans are developed separately. Human resource plans are generally prepared and considered separately from the overall business strategy. Whereas the factor that determines the success or failure of a company is its human resources. Human resource management functions In Dessler's book (2015:4), most experts agree that management involves five functions, planning, organizing, staffing, leading, and controlling. Taken together these functions represent the management process. Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus. In Republic of Indonesia Law No. 5 of 2014 concerning ASN (Chapter VIII Article 52), ASN management includes civil servant management and PPPK management. In the Head of BKN Regulation No. 19 of 2014 CHAPTER V Deputy for Personnel Management Development First Section Position, Duties, and Functions Article 105.

### *Work Motivation*

According to Widodo (2015), motivation is the power that exists in a person, which drives his behavior to take action. Meanwhile, according to Griffin and Moorhead (2013), motivation is a series of forces that cause people to behave in certain ways. Factors that encourage satisfaction and motivation at work according to Eko Widodo (2015: 192), include: Fulfillment of Needs; Positive Reinforcement; Cooperation of Leaders and members; Work as a Motivator; Group work as a Motivator; The role of game rules. According to Hasibuan (2009: 150), there are several types of motivation, among others: A manager motivates subordinates by giving gifts to those who perform above standard performance. With this positive motivation, the morale of subordinates will increase. Managers motivate subordinates with standards they will get punished. With this negative motivation, employee morale in the short term will increase because employees are afraid of the law. According to Hendri (2003: 27), the characteristics of people who have high motivation are as follows: Work according to standards; Love to work; Feel valuable; Work hard; High fighting spirit. Work Motivation according to Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus. Rewards in the form of salaries are one of the rewards given by people through work activities in the office environment of the workplace owned by the State of the State Civil Apparatus employees. Sondang Siagian (2012: 146) states that the most obvious manifestation of physiological needs is basic human needs such as clothing, food and housing. In Republic of Indonesia Law No. 5 of 2014 concerning the State Civil Apparatus (Article 21 letter a) civil servants are entitled to receive salaries, allowances, and facilities. This is strengthened in Law No. 5 of 2014 concerning State Civil Apparatus Article 79 Payroll and Benefits: The government is obliged to pay a fair and decent salary to civil servants and ensure the welfare of civil servants. The salary as referred to in paragraph (1) is paid in accordance with the workload, responsibilities, and risks of the job. The salary as referred to in paragraph (2) shall be implemented in stages. Salaries for civil servants who work for the central

government are charged to the state revenue and expenditure budget. Salaries of civil servants who work for the regional government are charged to the regional revenue and expenditure budget.

### *Competence*

The notion of competence in public and private organizations is needed especially to answer organizational demands, where there are rapid changes, the development of very complex and dynamic problems and the uncertainty of the future in people's lives. According to Gordon as cited by Sutrisno (2011: 204), several aspects are contained in the concept of competence as follows: Knowledge (knowledge) is awareness in the cognitive field. Understanding is the cognitive, and affective depth possessed by individuals. Ability (skill) is something that is owned by individuals to carry out the tasks or work assigned to them. Value is a standard of behavior that has been believed and has psychologically integrated into a person. Attitude is a feeling (happy-unhappy, like-dislike) or reaction to a stimulus that comes from outside. Interest is a person's tendency to do an action. Competence according to Rivai (2009: 306) can be in the form of motives, traits, self-concept, the best performer with the average. Cognitive and behavioral skills: whether covert, (for example, deductive or inductive thinking) or observable (for example, active listening skills).

### *Information Technology*

According to Gary Dessler (2010), it plays an increasingly important role in HR. Technology improves HR functions in terms of self-service, customer information centers, and outsourcing. Meanwhile, according to Mulyadi (2014: 21), Information Technology includes computers (both software), various electronic office equipment, factory equipment and telecommunications. Nur Maflukah (2010: 78), provides several dimensions of the benefits of information technology. The benefits with two-factor estimation are divided into two categories, namely usefulness and effectiveness, with the dimensions of each grouped as follows: Making work easier, Helpful, Increase productivity, Increase effectiveness, and Develop job performance. The Role of Information Technology The role of information technology in human activities at this time is so great. Abdul Kadir (2014: 15), suggests that information technology broadly has the following roles: 1) Information technology replaces the role of humans. In this case, information technology automates a task or process. 2) Information technology strengthens the role of humans, namely by presenting information on a task or process. 3) Information Technology plays a role in restructuring the role of humans. In this case, technology plays a role in making changes to a set of tasks or processes. Laws governing Information Technology in the Law of the Republic of Indonesia Number 5 of 2014 concerning State Civil Apparatus Chapter XII Management Information Systems Article 127.

### *Employee Performance*

According to Mahmudi (2011: 5), performance is a systematic process, meaning that to improve performance requires well-planned steps or stages. Meanwhile, according to Dessler (2015: 331), performance is a continuous process to identify, measure, and develop individual and group performance and align their performance with organizational goals. In addition, according to Kadarisman (2018: 128), performance is a manifestation of the success achieved by an employee for his work to achieve the goals set by the organization. Performance is strongly influenced by superior policies in placing employee positions according to their abilities. From several opinions about performance, it can be concluded that performance is a process of an employee in doing his job from start to finish in order to achieve the goals of public sector offices. Factors affecting employee performance According to Mahmudi (2011: 20), performance is a multidimensional construct that includes many factors that influence it, below the factors that affect performance include: Personal Factors; Leadership Factors; Group Factors; System Factors; Contextual Factors.

### *Relationship between Variables*

1. The relationship between Work Motivation and Civil Servant Performance. Rivai (2015: 15) suggests that employee performance is the result of the work of a person or group as a whole carrying out tasks and work activities and perfecting them according to their responsibilities. Employee performance is the level of success of employees or employees in carrying out work with their abilities to achieve the goals set (Kadek Wiwin Dwi Wismayanti, 2018).

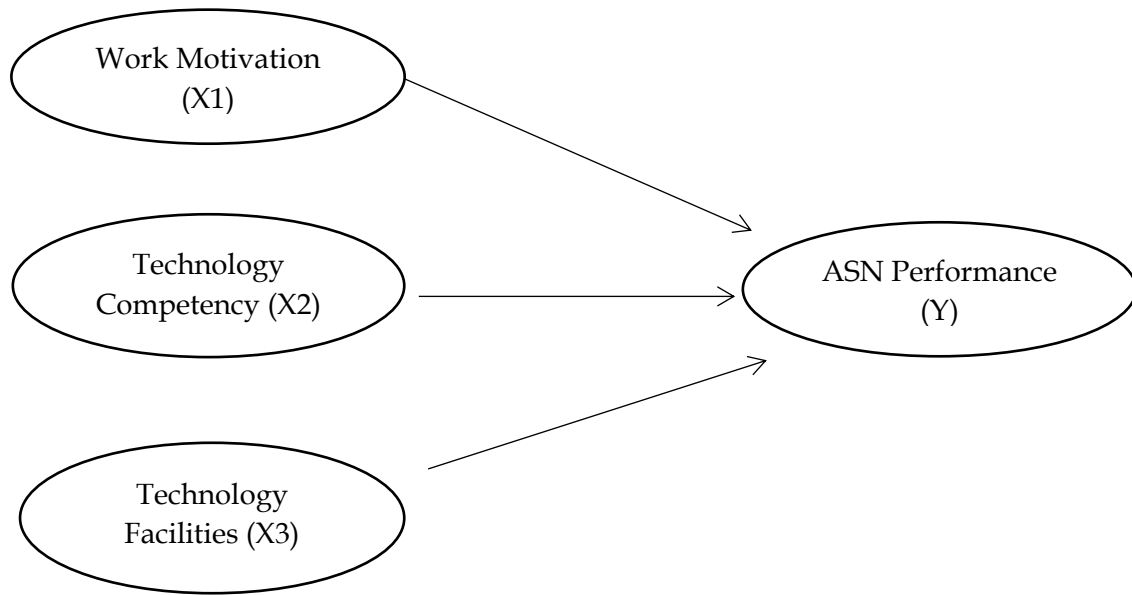
2. The relationship between competence and civil servant performance. Competence according to Lye Spencer and Signe Spencer in Sutrisno (2011: 203) can be explained as a person's characteristics related to the effectiveness of individual performance in their work. According to Gordon in Sudarmanto (2009: 203) that competence is an aspect contained in competence, namely knowledge, understanding, skills, values, attitudes and interests or interests. So it can be concluded that competence is the ability needed by human resources to do work based on knowledge, skills and work attitudes, so that a predetermined goal can be achieved (Kadek Wiwin Dwi Wismayanti, 2018).
3. The relationship between Information Technology and Civil Servant Performance. Mulyadi in (Permata et al., 2017) suggests that information technology includes computers (both software), various electronic office equipment, factory equipment and telecommunications. Meanwhile, according to Purbo (2018: 334) technology is the ability to understand the completeness that follows technology such as hardware, software, and ethics and etiquette in utilizing technology. From the explanation above, it can be concluded that information technology is a human-made technology that combines computers with high-speed communication channels used in the process of delivering information (data, sound, video) so that the dissemination of information is faster, wider and longer to store (Jaenab, 2021).
4. The relationship between information technology and the performance of civil servants is supported by the theory according to Jumaili (2005: 725), computer facilities in the company greatly affect the implementation of information technology in the company. With many supporting facilities provided for users, it is easier for users to access the data needed to complete individual tasks within the company or organization which is the user of the system resulting in better service and increased performance. The author concludes that technology, in this case fingerprint technology, affects the performance of ASN employees at the Office of Public Works and Spatial Planning of South Sulawesi Province.

#### *Previous Research*

The existence of similar studies that have been conducted previously plays a very important role in a study that will be conducted. As in Adri Agustiningrum (2012) *The Effect of Leadership Style and Work Motivation on Employee Performance at the Regional Secretariat (SETDA) Malang*. Based on the results of data analysis, it can be concluded as follows: (1) There is a significant influence of leadership style on employee performance in Setda Kota Magelang in 2012. (2) There is a significant influence of work motivation on employee performance in Setda Kota Magelang in 2012. (3) There is a significant influence of leadership style and work motivation on employee performance in the Regional Secretariat of Magelang City. Lorensia, LD 2015. *The Effect of Leadership Style, Stress and Competence on Employee Performance at the Semarang City Education Office*. The sample of this study were 130 employees of the Semarang City Education Office. The sampling technique used in this study was a census. The results of regression analysis show that: (1) Leadership style has a positive and significant effect on employee performance, (2) Work stress has a negative and insignificant effect on employee performance, and (3) Competence has a positive and significant effect on employee performance.

#### *Research Conceptual Framework*

Based on the description of the existing theoretical basis, the researchers made a conceptual framework about motivation, competence and technological facilities affecting the performance of civil servants as follows:



**Figure 1. Conceptual framework**

### *Hypothesis*

- (H1): There is an effect of work motivation on the performance of Civil Servants at the Public Works and Spatial Planning Office.
- (H2): There is an influence of competence on the performance of civil servants at the Public Works and Spatial Planning Office.
- (H3): There is an influence of the use of information technology on the performance of civil servants at the Office of Public Works and Spatial Planning of South Sulawesi Province.

### **III. Resaerch Method**

The research approach according to Umar (2013: 5) is a structured work plan in terms of the relationships between variables comprehensively, in such a way that the results of the research can provide answers to research questions. The plan includes things that the research will do starting from making hypotheses and their operational implications to the final analysis. The research approach or things that will be done in this study are as follows:

1. Conduct a preliminary survey.
2. Conduct literature and empirical studies from previous research.
3. Population data collection and sampling.
4. Establishment of research limitations and assumptions.
5. Hypothesis substantiation and discussion.
6. Drawing conclusions and suggestions.
- 7.

In this study, the researcher determined the object of research, namely the Public Works and Spatial Planning Office of South Sulawesi Province located on Andi Pangeran Pettarani Street No. 90 while the time used by the author to conduct research and collect the necessary data was approximately two months starting from January to February 2022. The type of data used in this writing is from:

- a. Qualitative data is data obtained in the form of information both orally and in writing regarding motivation, information technology and technological competence at the Public Works and Spatial Planning Office of South Sulawesi Province.
- b. Quantitative data is data in the form of numbers obtained through questionnaire results.

While the data obtained is sourced from:

- a. Primary Data  
Namely data about the object of research obtained through observation or research, either directly or indirectly. This was done by distributing questionnaires to employees at the Public Works and Spatial Planning Office of South Sulawesi Province who have something to do with this research.
- b. Secondary Data  
Namely data obtained from documentation or some organizational reports as well as some literature and heirloom materials relevant to the topic of discussion.

The data collection techniques used in this study can be stated as follows:

1. Questionnaire  
Namely a data collection technique that is carried out by collecting answers from respondents through structured questions submitted in written form and distributed to respondents.
2. Documentation  
Namely data collection by studying reports and company documentation regarding the number of employees and other data related to this research.

The population in this study are all employees who work at the Public Works and Spatial Planning Office of South Sulawesi Province which totals 626 employees but the number of civil servants is 336, which will then be used as the population in this study.

Given that the population is quite large, the determination of the number of samples using the Slovin theory with the following formula:

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{336}{1 + 336(0,10)^2}$$

$$n = \frac{336}{4,36}$$

$$n = 69,13$$

In this study, researchers sufficiently sampled 100 people or employees and this number was considered representative. This is done based on the opinion of Augusty Ferdinand in the book quantitative methods of management, that the more samples the better the results of the study and the number of samples between 30-500 people, and given the heterogeneous population. Then the sample withdrawal method used proportional Stratified Random Sampling method with the calculations below:

$$\text{Group II} = \frac{107}{336} \times 100 = 31 \text{ people}$$

$$\text{Group III} = \frac{168}{336} \times 100 = 50 \text{ People}$$

$$\text{Class IV} = \frac{61}{336} \times 100 = 19 \text{ People}$$

100 People

From the results of the above calculations, it can be presented through the following table:

The analytical method used to analyze the data obtained as well as to test the hypothesis that has been proposed in this study is as follows:

*Syahrudin, et.,al (The Effect of Perceptions, Services and System Security on Customer Interest in Using Mobile Banking Applications)*

1. Descriptive analysis is an analysis conducted to determine the effect of leadership style, motivation and competence on the performance of employees of the Public Works and Spatial Planning Office of South Sulawesi Province through a questionnaire distributed to a number of respondents in this study.
2. Feasibility Test of Research Instruments
  - a. Validity Test Validity test is to determine the level of validity of the instrument. (questionnaire) used in data collection. This validity test is carried out to determine whether the items presented in the questionnaire are really able to reveal with certainty what will be studied, using the Sig value. (2-tailed). The minimum requirement to be considered valid if the significant value is  $\leq 0.05$ .
  - b. Reliability Test. The reliability test is intended for the consistency of the measuring instrument and its use, or in other words, the measuring instrument has consistent results when used many times at different times, it is said to be *reliable* if it has a *Crossback Alpha* coefficient  $\geq 0.60$ .
3. Classical Assumption Test

The classic assumption test is carried out to determine whether or not there is a deviation in the regression model, to test whether the regression model related variables and independent variables both have a normal distribution.

- a. Data Normality Test. This normality test aims to test whether in the regression model the dependent and independent variables both have a normal distribution or not. The data normality test in this study uses a graph which is processed data using SPSS software. If the data is spread around the diagonal line and follows the direction of the diagonal line, the model is considered to fulfill the assumption of normality.
- b. Multicollinearity Test. The multicollinearity test is carried out to determine the relationship between the independent variables, in other words that each dependent variable can be explained by other independent variables, so that to find out whether there is collinearity in this study, it can be seen from the *variance factor* (VIF) value. The VIF value limit of more than 10 indicates a high collienarity, if there are symptoms of multicollinearity, one step to improve the model is to eliminate the variables in the regression model.
- c. Heteroscedasticity Test  
Heteroscedasticity testing in this study using SPSS software, the processed SPSS data results in a scatterplot graph. Which aims to test whether in the regression model there is an inequality of *variance* from the residuals of one observation to another. If the variance of the residuals of one observation to another observation remains, it is called heterodasticity. If a number of points in the plot are scattered around a certain number, it can be said that the model does not meet the assumption of heteroscedasticity or the model is qualified to predict.

3. Quantitative analysis using multiple regression analysis methods, namely to analyze the effect of leadership style, motivation and competence on employee performance, using the formula put forward by Sinambella (2014: 217) as follows:

$$Y = b_0 + b_1 X_1 + b_2 X_2 + b_3 X_3 + X + be$$

Where:

- |                |                        |
|----------------|------------------------|
| Y              | = Employee Performance |
| X <sub>1</sub> | = Motivation           |
| X <sub>2</sub> | = Competency           |



$X_3$	= Technology Facilities
$b_0$	= Constant
$b_1, b_2, b_3$	= Regression coefficient
$e$	= Standard error

## 5. Hypothesis Testing

### a. F test

The F test is used to test the hypothesis of the effect of the independent variables on the dependent variable together. If the F significance is smaller than the 5% significance level, the independent variables have a significant effect together. Conversely, if the F significance value is greater than the 5% significance level, the independent variable has no significant effect.

### b. Test t

The t test is to test the level of significance of the influence of the independent variables on the dependent variable. If the significance of t is smaller than the 5% significance level, the independent variable has a significant influence on the dependent variable. If the significance of t is greater than the 5% significance level, the independent variable does not have a significant influence on the dependent variable.

1. Motivation. According to Widodo (2015), motivation is the power that exists in a person, which drives his behavior to take action. Meanwhile, according to Moorhead (2013), motivation is a series of forces that cause people to behave in certain ways.
2. According to Scale as cited by Sutrisno (2011: 202), competence literally comes from the word competence which means proficiency, ability, and authority. As for etymology, competence is defined as the behavioral dimension of expertise or excellence of a leader or staff having good skills, knowledge and behavior.
3. Technology Facilities. According to Mulyadi (2014: 21), Information Technology includes computers (both software), various electronic office equipment, factory equipment and telecommunications.
4. Performance. According to Mahmudi (2011: 5), performance is a systematic process, meaning that to improve performance requires well-planned steps or stages. Meanwhile, according to Dessler (2015: 331), performance is a continuous process of identifying, measuring, and developing individual and group performance and aligning their performance with organizational goals. The entire indicator is measured using a Likert scale with a score weight, namely:

STS	= Strongly Disagree
TS	= Disagree
CS	= Disagree
S	= Agree
SS	= Strongly Agree

## IV. Result and Discussion

### *Description of Research Result*

This chapter will discuss data analysis based on the results of the research that has been conducted. The explanation is as follows:

#### 1. Respondent Identity Characteristics

The implementation of this research is to determine and analyze the effect of motivation, competence and technological facilities on the performance of civil servants at the Public Works and Spatial Planning Office of South Sulawesi Province. The characteristics of the respondent's identity

*Syahrudin, et.,al (The Effect of Perceptions, Services and System Security on Customer Interest in Using Mobile Banking Applications)*

relate to the respondent's profile of the research object, which can provide an interpretation of the research object which can be grouped according to the characteristics of the respondent based on gender, age of the respondent, length of service, level of education and status. From the questionnaire that has been filled in by the respondent, the respondent's identity data is obtained. Presentation of data regarding the identity of the respondent to provide an overview of the personal circumstances of the respondent, which can be described as follows:

a. Gender of Respondents

The first respondent characteristics of the respondents in this study are categorized by gender. Gender in general can make a difference in the activities or activities carried out by a respondent in an organization. Of the 100 respondents who were sampled in this study, there was a composition of respondents based on gender. Presentation of respondent data based on gender is as follows:

**Table 1: Gender of Respondents**

Gender	Number of Respondents	Percentage
Male	42	42%
Female	58	58%
Total		

Source: Primary data processed, 2022

b. Age of Respondent

Age in relation to the respondent's behavior in working for the organization is a description of the respondent's experience and responsibility. Tabulation of the age of respondents can be seen as follows:

**Table 2: Age of Respondents**

Age (year)	Number of Respondents	Percentage
21 - 30 years	7	7%
31 - 39 years	33	33%
40 - 49 years old	45	45%
>50 years	15	15%
Total	100	100%

Source: Primary data processed, 2022

c. Respondent's tenure

The period of work or length of service of the respondent is to describe the grace period of the respondent's work in the organization. Tabulation of the respondent's working period can be seen as follows:

**Table 3. Respondents' Period of Service**

Length of Service (years)	Number of Respondents	Presentation
413 - 5 years	4410	4710%
425 - 10 years	4513	4813%
43>10 years	4677	4977%
50Total	51100	52100%

Source: Primary data processed, 2022

**2. Research Instrument Test**

The research instrument test is a test tool used to measure the accuracy of the research indicators of the variables that will be used in hypothesis testing. The research instrument test can be used validity test and reliability test, this can be described as follows:

a. Validity Test

Validity is a measure that is the level of validity or compliance regarding a research instrument. A valid research instrument (valid) affects high validity, otherwise an instrument that is less valid means it has low validity. The validity test aims to see how appropriate the variables used in the study are.

An instrument is said to be valid if it is able to measure what is desired, and can reveal data from the variables studied precisely. The results obtained from the validity test are valid or valid instruments. In relation to the description above, the processed results of the validity data on the research instrument can be presented using the correlation analysis model through the following table:

**Table 4. Validity Test Results**

Variables	Indicator Code	Sig. (2-tailed)	Reference value	Ket.
Motivation	X1.1	0,000	0,05	Valid
	X1.2	0,000		Valid
	X1.3	0,000		Valid
	X1.4	0,000		Valid
	X1.5	0,000		Valid
Competence	X2.1	0,000	0,05	Valid
	X2.2	0,000		Valid
	X2.3	0,000		Valid
	X2.4	0,000		Valid
	X2.5	0,000		Valid
Information Technology	X3.1	0,000	0,05	Valid
	X3.2	0,000		Valid
	X3.3	0,000		Valid
	X3.4	0,000		Valid
	X3.5	0,000		Valid
Employee performance	Y1	0,000	0,05	Valid
	Y2	0,000		Valid
	Y3	0,000		Valid
	Y4	0,000		Valid
	Y5	0,000		Valid

Source: Appendix SPSS release 24

#### b. Reliability Test

The reliability test is used to determine the consistency of the measuring instrument, whether the measuring instrument is reliable and remains consistent. Meanwhile, according to Dwi (2010: 98) it is stated that reliability of less than 0.60 is not good, while 0.70 is acceptable and above 0.80 is very good, so that in this study 3 variables were used in measuring employee performance, namely: motivation, competence, and technological facilities. For more details, the processed results of the reliability test data using SPSS release 24 will be presented which can be presented in the following table:

**Table 5. Reliability Test Results**

No.	Variable Name	Cronbach's Alpha	Cronbach;s Alpha Standard	Decision
1.	Motivation	0,746	0,600	Reliable
2.	Competence	0,889		Reliable
3.	Technology Facilities	0,928		Reliable
4.	Employee performance	0,846		Reliable

Source: Results of data processing

### 3. Chiasmic Assumption Test

This classical assumption test is to determine the results of the equation in the multiple regression analysis produced whether it has met the assumptions theoretical or not. If it meets the theoretical assumptions, then the resulting multiple regression analysis equation can be used to determine the prediction of the value of the dependent variable in this case is employee performance, but if it does not meet the theoretical assumptions, then the multiple regression analysis equation cannot be used as a prediction of the value of the dependent variable. The classic assumption test in this study includes:

*Syahrudin, et.,al (The Effect of Perceptions, Services and System Security on Customer Interest in Using Mobile Banking Applications)*

normality test, multicollinearity test and heteroscedasticity test, which can be described one by one as follows:

a. Normality Test

According to Ghozali (2009) that the first step that must be taken by every multivariate analysis, especially if the goal is inference if there is normality then the residuals will be normally distributed and independent. The data normality test is intended to show that the sample data comes from a normally distributed population. It can be concluded that the data meets the normal distribution requirements. Using a graph, it can be recognized or detected by looking at the distribution of data (points) on the diagonal axis. If the data spreads far from the direction of the line or does not follow the diagonal line, then the regression model does not fulfill the assumption of normality.

b. Multicollinearity Test

Multicollinearity tests arise as a result of a causal relationship between three or more independent variables or the fact that three or more explanatory variables are jointly influenced by a third variable that is outside the model. According to Agus (2009: 78) which states that if the value of the variance inflation factor (VIF) is not more than 10 then the model is free from multicollinearity. The following will present the processed results of multicollinearity test data using SPSS release 24 which can be presented in the following table:

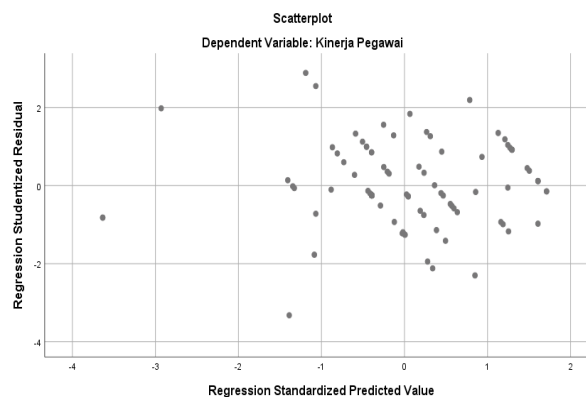
**Table 6. Multicollinearity Test**

Independent variable	Tolerance	VIF	Description
Motivation	0,566	1,767	No Multicollinearity
Competence	0,525	1,905	No Multicollinearity
Technology Facilities	0,518	1,932	No Multicollinearity

Source: Primary data processed, 2022

c. Heteroscedasticity Test

The heteroscedasticity assumption test is to test whether in a regression model, there is an inequality in the variance of the residuals from one observation to another. If the variance of the residuals from one observation to another is constant, it is called heteroscedasticity. If the distribution of points in the plot is scattered around zero (0 on the Y-axis) and does not form a certain line pattern or trend, it can be said that the model does not meet the assumption of heteroscedasticity or the regression model is said to be qualified to predict. Heteroscedasticity is tested using a scatterplot graph. The results of the heteroscedasticity test are shown in Figure 3 below:



**Figure 2. Scatterplot Graph**

**4. Multiplier Regression Analysis**

Based on the test results regarding the data quality test of each research instrument, it can be tested regarding the effect of motivation, competence and technological facilities on employee performance at the Public Works and Spatial Planning Office of South Sulawesi Province. Where in conducting tests in this study multiple linear regression analysis (multiplier regression) was used, using the SPSS Release 24 program which can be presented in the following table:

**Table 7. Results of Multiplier Regression Data**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0,621	0,918		0,677	0,500
Motivation	0,242	0,055	0,218	4,382	0,000
Competence	0,544	0,048	0,584	11,291	0,000
Technology Facilities	0,195	0,039	0,258	4,952	0,000

Source: Results of data processing

Furthermore, to find out the relationship between motivation, competence and technological facilities on employee performance at the Public Works and Spatial Planning Office of South Sulawesi Province, it can be seen from the summary model as follows:

**Table 8. Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0,930	0,865	0,861	0,93341

Source: Data processing results

Then the standard error of the estimated is a measure of the amount of regression model error in predicting employee performance (Y). From the results of the regression analysis, the standard error of the estimated value is 0.933. This shows that the number of errors in predicting employee performance can be determined by 0.933.

## 5. Hypothesis Testing

### a. Partial Test (t Test)

The t test is known as the partial test, which tests the effect of each independent variable alone on the dependent variable. The test results were obtained through the SPSS software by looking at the significance value of each independent variable. The test results can be seen as follows.

**Table 9. Partial Test Results**

Model	Unstandardized Coefficients		t	Sig	Decision
	B	Std. Error			
(Constant)	0,621	0,918	0,677	0,500	
Motivation (X1)	0,242	0,055	4,382	0,000	Significant
Competence (X2)	0,544	0,048	11,291	0,000	Significant
Facilities (X3)	0,195	0,039	4,952	0,000	Significant

Source: Data Processing Results

### b. Simultaneous Test (F Test)

To test the simultaneous influence of the three variables, namely motivation, competence and technological facilities on employee performance at the Public Works and Spatial Planning Office of South Sulawesi Province, it can be seen from the results of the statistical test (F test) which can be presented in the following table:

**Table 10. Anova test**

Model	Sum of Squares	df	Mean Square	F	Sig.	Decision
Regression	537,109	3	179,036	205,491	0,000	Significant
Residuals	83,641	96	0,871			
Total	620,750	99				

Source: Data processing results

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## *Discussion*

This study is intended to determine and analyze the effect of motivation, competence and technological facilities in relation to improving employee performance at the Public Works and Spatial Planning Office of South Sulawesi Province. In this study, a questionnaire was distributed to 100 employees working at the Public Works and Spatial Planning Office of South Sulawesi Province who were used as respondents, so that from the results of data processing using the SPSS release 24 program, the following discussion can be carried out:

### **1. The Effect of Motivation on Employee Performance at the Public Works and Spatial Planning Office of South Sulawesi Province**

The results of data analysis in this study obtained empirical findings that the implementation of motivation carried out by the Office of Public Works and Spatial Planning of South Sulawesi Province has been running well. Motivation is a driving factor that arises in a person consciously or unconsciously to carry out certain activities or a willingness to expend high effort for organizational goals. Motivation is influenced by internal factors, external factors, and achievement needs. Research on motivation shows that employees already have good motivation at work. This condition is in accordance with the perceptions of employees with the motivation carried out so far where the leadership always explains the tasks related to the scope of the Public Works and Spatial Planning Office of South Sulawesi Province. Then seen from the employee's response that the leader always tells each employee what to do and how to do a job, this supports the results of the study which states that employees are happy to work if there is motivation, and is in a good category. In addition, the leadership pays attention to cooperation rather than individual interests and always provides an opportunity for each employee to convey ideas or ideas in an organization, thus employees feel very valuable if they complete their work, this atmosphere is in the good category. From the results of the mathematical model produced that the motivation variable has a significant positive effect on the increase in employee performance, which means that an increase in motivation will improve employee performance. Employees work according to standards and are categorized as good, where it is known that employees work hard to get the job done and are categorized as good.

### **2. The Effect of Competence on Employee Performance at the Public Works and Spatial Planning Office of South Sulawesi Province**

Based on the results of the analysis through field observations, findings can be obtained that the competence of each employee working at the Public Works and Spatial Planning Office of South Sulawesi Province is good, which means that the average employee has competence in completing each job. Where seen from the level of knowledge and understanding of the organization's work plan is good, then seen from the understanding of basic concepts related to work is good, which means that every employee who works at the Public Works and Spatial Planning Office of South Sulawesi Province has mostly understood the basic concepts of each job handled by employees. Then seen from the skills or skills possessed are high, as well as employees who work at the Public Works and Spatial Planning Office of South Sulawesi Province already have skills or skills in handling every job with the attitude and behavior of employees who are always improved to complete all tasks given by superiors have entered the category already good with an average value of 4.2. Every employee who works at the Public Works and Spatial Planning Office of South Sulawesi Province already has experience in carrying out work activities in the project section. Employee compliance with all superior orders related to performance is in the good category so that their competence affects performance. Employee interest in work is in a good category so that employees will always try to improve their competence which has a positive effect on performance.

### 3. The effect of technology facilities on employee performance at the Public Works and Spatial Planning Office of South Sulawesi Province

Based on the results of the analysis through field observations, findings can be obtained that technological facilities in the form of software and hardware owned by each employee who works at the Public Works and Spatial Planning Office of South Sulawesi Province are good, which means that the average employee has technological facilities in completing each job. Where seen from the level of technological facilities for completing organizational work is good, then seen from the understanding of basic concepts related to work is good, which means that every employee who works at the Public Works and Spatial Planning Office of South Sulawesi Province has mostly understood the basic concepts of each job handled by employees. The available technology facilities can make work easier based on the results of the research, the available technology facilities have entered the good category. However, even though the use of technological facilities in completing tasks is very effective and in the good category, there are still employees who have not utilized it optimally. Based on the results of the research, the technological facilities available at the office are in a good category so that they can develop employee performance. However, there are still a few employees who have not optimized the use of technology facilities. Every employee who works at the Public Works and Spatial Planning Office of South Sulawesi Province already has technological facilities that can support job completion.

#### V. Conclusion

The results showed that partially leadership style had a positive and significant effect on the performance of South Sulawesi Propam members. This is due to conformity with the vision and mission of the organization. There is a partial positive and significant influence between work discipline and the performance of Propam members of South Sulawesi There is a partial positive and significant influence between the work environment and the performance of Propam members of South Sulawesi. Work environment is the most dominant variable affecting the performance of Propam Polda Sul-Sel members

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