

The Influence of Self-Efficacy on Employee Motivation in OSDS Division at PT. Astra Graphia Information Technology

Aprilius Nico Holong Silalahi, Anita Silvianita, Mahir Pradana, and Ida Nurnida

Telkom University
Jalan Terusan Buah Batu, Bandung 40257, Indonesia

aprilius@student.telkomuniversity.ac.id , anitasilvianita@telkomuniversity.ac.id ,
mahirpradana@telkomuniversity.ac.id , idanurnida@telkomuniversity.ac.id

Abstract

In this study, the authors used a type of quantitative research, using two variables, namely Self-efficacy as a free variable and motivation as a bound variable. In this study, a population of 34 employees of OSDS AGIT Division was 34 employees. To examine the effect of self-efficacy on employee work motivation, researchers used a simple regression tool using saturated sampling data collected through questionnaires. From the results of the study, respondents have felt the presence of self efficacy and good motivation in the work environment. From the results of hypothetical tests, it is known that self-efficacy has a significant effect on the work motivation of employees of the OSDS AGIT division. Based on the results of the coefficient of determination obtained an influential result of 75.5%. Researchers suggest that companies can choose self efficacy, by encouraging the emergence of positive beliefs in its abilities.

Keywords

Self-eficacu, Human Resources, Work Motivation, Employee's Performance

1. Introduction

In this study, the authors used a type of quantitative research, using two variables, namely Self-efficacy as a free variable and motivation as a bound variable. In this study, a population of 34 employees of OSDS AGIT Division was 34 employees. To examine the effect of self-efficacy on employee work motivation, researchers used a simple regression tool using saturated sampling data collected through questionnaires.

From the results of the study, respondents have felt the presence of self efficacy and good motivation in the work environment. From the results of hypothetical tests, it is known that self-efficacy has a significant effect on the work motivation of employees of the OSDS AGIT division. Based on the results of the coefficient of determination obtained an influential result of 75.5%. Researchers suggest that companies can choose self efficacy, by encouraging the emergence of positive beliefs in its abilities

Technology In this modern era, it is commonly used by humans, both for educational needs, work, and even in general daily human activities. Therefore, in order to meet the needs of a safer, better life, and so on, it will encourage humans to make technological developments in order to solve the problems they face [1]. The development of various types of technology also has an impact on changes in various fields. Such as changes in science, industrial progress, office systems, communication advances, agriculture and other fields. Apart from these sectors, the development of technology also affects the daily activities of the population [2].

In a company or organization, information systems and information technology is one of the fundamental things in carrying out its operational activities. As a result of the rapid advances in technology and information systems make it a competitive weapon that must be owned by companies to win the competition. The successful application of technology and information systems can be seen from the ability of employees to achieve job requirements, where a

work target can be completed at the right time or does not exceed the time limit provided so that the goals will be in accordance with company morals or ethics. Thus the performance of employees can provide a large positive influence for the company [3].

AGIT is a digital service provider company, which of course provides complete solutions for digital services. AGIT brings the concept of digitizing things (digitizing everything) to assist customers in digital transformation through the application of digital technology and digital solutions. AGIT has four main pillars in its Digital Solutions Portfolio covering the entire journey needed to carry out digital transformation from Digital Strategy, Digital ICT Foundation, Digital Platforms, and Digital Services.

Own Solution Delivery Service is a division at AGIT Jakarta that provides digital services in the Business Process area, in 4 main or critical business processes in digital transformation, namely customer engagement and customer experience, finance and supply chain, logistics and distribution, talent management and workforce productivity.. This division deserves to be researched because it makes a major contribution within the company and deals directly with customers in the process of service an application that is needed by the company, so this deserves to be researched because there is potential for self-efficacy and work motivation plays an important role in the success of the business.

Employees are one of the elements that determine the success of a company in achieving its goals. In order to achieve company goals, employees need to be given motivation that is able to provide awareness and willingness for employees to work as desired by the company. Motivation is a condition or energy that moves employees to achieve organizational goals of a company. Motivation is the desire contained in the individual that evokes to take action [4]. Meanwhile, [5] argues that motivation is something that increases work motivation.

According to [6] states that self-efficacy is an individual's assessment of the ability to perform a task. According to [7], also states that self-efficacy is how individuals feel able to do something. Based on the definition of the theory, the researcher concludes that self-efficacy is a person's confidence in his ability to complete a job with good results. Research conducted by [8] who conducted research on "The Influence of Self-Efficacy and Work Motivation on Employee Job Satisfaction Happy Bali Tour & Travel Denpasar", shows that self-efficacy and work motivation contribute to influencing employee job satisfaction. [9] said that self-efficacy is an individual's assessment of his ability or competence to perform a task. According to [7], also states that self-efficacy is how individuals feel able to do something. Based on the definition of the theory, the researcher concludes that self-efficacy is a person's confidence in his ability to complete a job with good results.

Research conducted by [8] who conducted research on "The Influence of Self-Efficacy and Work Motivation on Employee Job Satisfaction Happy Bali Tour & Travel Denpasar", shows that self-efficacy and work motivation contribute to influencing employee job satisfaction. [9] said that self-efficacy is an individual's assessment of his ability or competence to perform a task. Employees with high self-efficacy and have the belief that they can meet their goals tend to work harder to achieve the goals that have been set. Conversely, employees with low self-efficacy will more easily give up in achieving their goals or in carrying out their work.

Based on the description of the background described above, the authors are interested in raising this problem, so the formulation of the problem in this study is as follows:

- a. What is the condition of self-efficacy AGIT OSDS Division employees'?
- b. How is the work motivation of AGIT OSDS Division employees?
- c. How is the effect of self-efficacy on employee motivation in AGIT OSDS Division

2. Literature Review

Resources are important and play a very important role as the main driving factor in the sustainability of all activities of an agency, so they must be managed properly through human resource management. Human resource management according to [10] is a management that focuses on the ability of employees to optimize the organization.

2.2 Work Motivation

According to [11] states that motivation is a force that encourages a person to take an action both internally and externally, while work motivation is something that creates morale.

2.3 Self-Efficacy

According to [12] *self-efficacy* is an individual's belief in his ability to manage and carry out actions and tasks to achieve his goals.

2.4 Thinking Framework

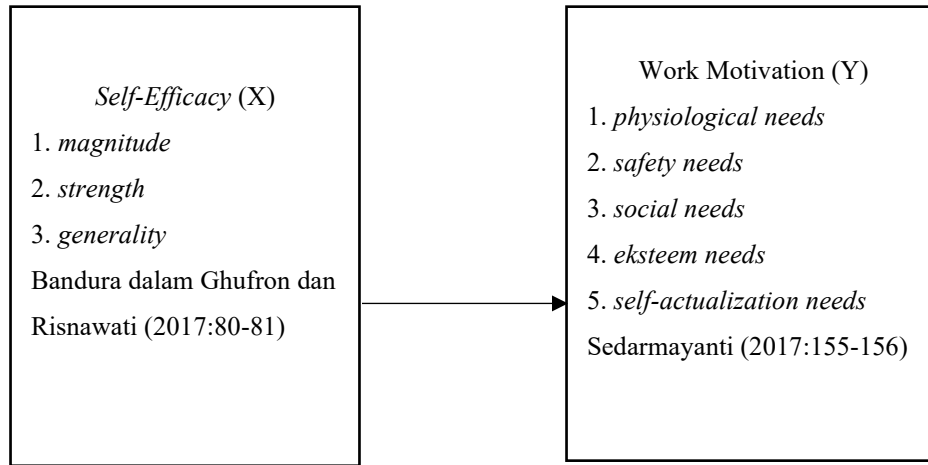


Figure 1: Framework

Source: Author's SPSS Data Process (2021)

3. Research Methodology and Result

In this study, the author uses this type of quantitative research. This study aims to prove the hypothesis of the influence of self-efficacy on the work motivation of employees of the OSDS (Own Solution Delivery Service) division of PT. Astra Graphia Information Technology Jakarta. In this study the independent variable is Self-efficacy. In this study the dependent variable is work motivation. Likert scale is used as a measure of attitudes, opinions, and perceptions of a person or group of people about social phenomena. The population is 34 employees of OSDS Division (Own Solution Delivery Service) PT. AGIT. To examine the effect of self-efficacy on employees' work motivation, researchers used saturated sampling (census) because the population was very small, namely 34 people. The data collection technique in this study is a questionnaire.

Table 1

SIMPLE LINEAR REGRESSION ANALYSIS RESULTS

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	.693	.292		2.712	.011
1 Self Efficacy	.985	.079	.870	10.004	.000

a. Dependent Variable: Work Motivation

Source: Author's SPSS Data Process (2021)

Based on the results of data processing in Table 1, the multiple regression equation model can be formulated as follows

$$: Y = a + bX$$

$$Y = 0.693 + 0.985 X$$

Which means that:

- If all other variables are zero or constant, then the value of work motivation is 0.693.
- If there is an addition of 1 (one) score from *Self efficacy*, it will increase Work Motivation by 0.985

Model		Coefficients ^a					Collinearity Statistics	
		Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Tolerance	VIF
	B	Std. Error	Beta					
1	(Constant)	.110	.137		.808	.425		
	Self Efficacy	57.025	4.607	.146	12.378	.000	1.000	1.000

a. Dependent Variable: Work Motivation

Based on Table 2 it can be seen that:

The variable *self-efficacy* has a value of $t_{\text{count}} (12.378) > t_{\text{table}} (1.693)$ and a significance level of $0.000 < 0.05$, then H_0 is rejected. Therefore, it can be concluded that partially there is a significant effect of *Self-efficacy* (X) on employee motivation (Y).

2) Coefficient of Determination

Table 3
COEFFICIENT OF DETERMINATION

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.870 ^a	.731	.750	.36344
a. Predictors: (Constant), <i>Self efficacy</i>				
b. Dependent Variable: Work Motivation				

Source: Author's SPSS Data Process (2021)

$$\begin{aligned} \text{KD} &= r^2 \times 100\% \\ &= (0,870)^2 \times 100\% = 75,7\% \end{aligned}$$

This figure shows the Coefficient of Determination (KD) of 75.7%. This can indicate that the influence of the Independent Variable *Self efficacy* variable has an effect on the dependent variable, namely the work motivation variable getting a value of 75.7% while the remaining 24.5% can be influenced by other factors not examined in this study.

5. Conclusion

Based on the results of research and discussions that have been carried out previously regarding the effect of *self-efficacy* on work motivation of employees of the OSDS (Own Solution Delivery Service) Division of PT. Astra Graphia Information Technology Jakarta, it can be concluded that which can provide answers to the problems formulated in this study are as follows:

- a) Self-efficacy in OSDS division of PT. AGIT is in good condition.
- b) Work motivation of employees in OSDS division of PT. AGIT is in good condition.
- c) Self-efficacy has a partial effect on employee work motivation in the OSDS division of PT. AGIT.

References

- Bangun, Wilson. (2012). *Manajemen Sumber Daya Manusia*. Jakarta: Erlangga.
- Fakhri, M., Pradana, M., Syarifuddin, S., Suhendra, Y. (2020). Leadership style and its impact on employee performance at Indonesian national electricity company. *Open Psychology Journal*, 2020, 13(1), pp. 321–325.
- Fakhri, M., Syarifuddin, S., Winarno, A., Nurnida, I., Hanum, S. (2021). Democratic Leadership Practice to Construct Clan Organizational Culture in Family Companies. *Journal of Asian Finance, Economics and Business*, 2021, 8(1), pp. 803–811.
- Gilang, A., Fakhri, M., Syarifuddin, S., Pradana, M., Utami, D.P. (2019). Ethical leaderships and organizational culture of student organization at Indonesian Private University. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 2019(MAR), pp. 70–78.
- Hasbi, I., Pradana, M., Saragih, A.L.P. (2021). Literacy Of Organizational Culture’S Effects On Work Performance. *Academy of Strategic Management Journal*, 2021, 20(1), pp. 1–6
- Hasibuan, M. S.P. (2016). *Manajemen Sumber Daya Manusia. Edisi Revisi*. Jakarta: Penerbit PT Bumi Aksara.
- Indrawati. (2015). *Metode Penelitian Manajemen dan Bisnis Konvergensi Teknologi Komunikasi dan Informasi*. Bandung : Aditama
- Kasmir. (2016). *Manajemen Sumber Daya Manusia (Teori dan Praktik)*. Depok: PT Rajagrafindo Persada
- Kuncoro, M. (2013). *Metode Riset Untuk Bisnis dan Ekonomi. Edisi 4*. Jakarta: Erlangga.
- Mathis, R. L. & Jackson, J.H. (2012). *Manajemen Sumber Daya Manusia, Edisi Pertama*. Jakarta: Salemba Empat.
- Miftahun. N., & Sugiyanto. (2010). Pengaruh Dukungan Sosial dan Kepemimpinan Transformasional terhadap Komitmen Organisasi dengan Mediator Motivasi Kerja. *Jurnal Psikologi*, 37(1), 94-109.
- Pradana, M., Rubiyanti, N., S, W., Hasbi, I., Utami, D.G. (2020). Indonesia’s fight against COVID-19: the roles of local government units and community organisations. *Local Environment*, 2020, 25(9), pp. 741–743
- Priyatno, D. (2017). *Panduan Praktis Olah Data Menggunakan SPSS*. Jakarta: Andi Publisher.
- Ricardianto, P. (2018). *Human Capital Management*. Bogor: In Media
- Robbins, S. P., & Judge, T. A. (2011). *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Sedarmayanti. (2017). *Perencanaan dan Pengembangan Sumber Daya Manusia untuk Meningkatkan Kompetensi, Kinerja dan Produktivitas Kerja*. Bandung: PT.Refika Aditama
- Setiawan, K. C. (2015). Pengaruh motivasi kerja terhadap kinerja karyawan level pelaksana di divisi operasi PT. Pusri Palembang. *Psikis: Jurnal Psikologi Islami*, 1(2), 43-53.
- Sutarno. (2012). *Serba Serbi Manajemen Bisnis*. Yogyakarta: Graha Ilmu.
- Sugiyono. (2012). *Metode Penelitian Kuantitatif Kualitatif dan R&B*. Bandung: Alfabeta
- Sugiyono. (2016). *Metode Penelitian Bisnis Pendekatan Kuantitatif, Kualitatif, Kombinasi dan R&D*. Bandung: Alfabeta.
- Sugiyono. (2017). *Metode Penelitian Bisnis Pendekatan Kuantitatif, Kualitatif, Kombinasi dan R&D*. Bandung: Alfabeta.
- Usman, H. (2013). *Manajemen Teori, Praktik, dan Riset Pendidikan*. Jakarta: PT. Bumi Aksara
- Widyanti, K. F., & Hidayat, A. M. (2021). Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan Pada Badan Pengelolaan Pendapatan Keuangan Dan Aset Daerah Kabupaten Brebes. *eProceedings of Management*, 8(2).
- Zainal, V. R. (2015). *Manajemen Sumber Daya Manusia untuk Perusahaan dari Teori ke Praktik*. Jakarta: PT Raja Grafindo Persada.

Biography

Aprilus Nico Holong Silalahi is a graduate of Telkom University’s Business Administration study program Telkom University, Bandung, Indonesia. Her research interests are human resources.

Anita Silvianita is a researcher at Business Administration Program at Telkom University, Bandung, Indonesia. She has participated in several editions of IEOM conferences

and focus the research on business administration and management field of study.

Mahir Pradana is a lecturer at Telkom University. His research interests include marketing, information system, and digital business.

Ida Nurnida is a lecturer with research interests include law, human resource management, and small-medium enterprises (SMEs). He discussed the innovative trends in scholarship across various disciplines in his speech. He also discussed the influence of good corporate governance on corporate values in the telecom sector.