

The Effect of Providing Incentives on Employee Morale at the Service Investment Office One-Stop Integrated (DPMPTSP) Tolitoli Regency

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Abstract

This study aims to find out and analyze the Effect of Incentive on Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency. This study uses an associative research type with a quantitative approach. The population in this study is employees who are Civil Servants at the Tolitoli Regency One-Stop Integrated Services Investment Office (DPMPTSP) which totals 42 employees. The data collection technique used saturated sampling of 42 respondents. The source of data is in the form of primary data, which is data obtained by conducting research directly related to this research. The data analysis techniques used were classical assumption tests, simple linear regression, and hypothesis testing. The results of this study were a t-calculation value of $4.563 > t\text{-table of } 2.021$ and a significant value level of $0.000 < 0.05$, and a Determination Coefficient of 0.342 or 34.2% showed that the provision of incentives had a significant effect on the work morale of employees at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency.

Keywords: *Incentive; Work Spirit; Official; DPMPTSP; Tolitoli*

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INTRODUCTION

Effectiveness and efficiency in managing an organization, both business organizations and non-profit organizations, are very necessary, especially with adjustments in the era of digitalization and the direction of sustainable development. This includes consideration of environmental, economic and governance aspects as well as the use of technology in all parts including human resources, finance and production (U. Yusuf, Annisarahmawati; Yanto, 2021; Yanto, E., Morad, A. M., Ismail, I., & Mallu, 2024; Yanto, 2019; Yanto et al., 2023, 2025; Yanto & Aqfir, 2020; Yanto & Syaputra, 2022). Quality human resource capacity is very necessary to achieve organizational goals with all forms of management considerations and their characteristics and functions, including public services for local government agencies.

Human resource management is a part of management that specifically discusses the role of humans in an organization or group, human resource management processes the workforce so that organizational goals are achieved. The organization will not be separated from human labor, even though the use of modern technology is increasing rapidly in the development and progress of a company, but human resources will still have an important role, so that the processing of labor or human resources is a part that cannot be considered trivial, especially related to the work spirit of employees.

In this case, the issue of incentives is the right solution in increasing work morale in an organization. It is said to be a solution because the rewards to workers are no longer seen as ordinary as a means of satisfying material interests, but are already associated with human dignity and dignity. On the contrary, most organizations or agencies see it as a burden that must be borne by the organization in order to achieve goals and various objectives. Therefore, in developing and implementing a certain incentive system.

The definition of Incentives can be seen from the opinions of experts, according to Dessler (2009) in Prayitno, J. H (2020) Incentives are income other than basic salary wages given to employees who succeed in achieving the specified performance standards. Meanwhile, according to Handoko (2006:176) in Maziya, N (2019) states that the definition of incentive is "A stimulus offered to employees to carry out work according to or higher than the standards that have been set". Furthermore, the types of incentives among civil servants are explained. According to Moekijat (2009:18) in Kasmir (2023) the incentives among civil servants are: 1) Husband/wife allowance is given to civil servants (including prospective civil servants) who are married/married. If the husband/wife is a civil servant, this allowance will be given to those who have a lower basic salary. the amount of 10% of the basic salary; 2) Child allowance is given to civil servants (including prospective civil servants) who have children or adopted children who are less than 21 years old, have never been married, do not have their own income, are clearly dependents. The age can be extended to 25 years if the child is still in school/college; 3) Positions are given to civil servants who, because of their positions, carry heavy and broad responsibilities. The amount depends on the severity and responsibility of the position. The incentive indicators according to Sarwoto (2010) in Ningsih, S.W (2019) include: 1) Material Incentives are incentives given to employees or other people in the form of money. 2) Non-Material Incentive is an incentive given in the form of gifts or enjoyment, welfare, greater reputation or glory or other gifts or graces that are not in the form of money.

Important factors related to work factors are rewards, including wages, awards, incentives, and more. In the next stage, employees will need other forms of rewards, such as recognition in the form of status or position, a pleasant work environment, wise and fair leaders, a sense of recognition, awards, and others.

As happened to the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency, as an agency oriented to public services also tries to provide the best service to the community. And incentives that provide the best service to the community. And the incentives given to employees are employee income allowance (TPP), giving the right to ride an official motorcycle, then getting the opportunity to participate in education or training.

Incentives are needed to support the work spirit of employees, especially at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency, with the aim that employees really carry out their main duties and functions in accordance with the work procedures expected in improving the welfare of the community in Tolitoli Regency. But the fact that employees are still lacking enthusiasm when working can be seen from the absence and discipline of work, employees still do not obey the stipulations and compliance at work time, there are still many employees who arrive late and go home earlier than the set time, thus affecting work productivity. Lack of employee morale so that it results in the services provided by employees to the community.

As for the work spirit according to Nitisemito (2010; 160) in Sari, C, F (2020) states that the spirit of work is to do work more actively so that the work will be completed faster and better. Meanwhile, according to Adnyani (2008) in Ningsih, S.W (2019) work spirit is a willingness to work in order to produce better and maximum work. According to Nawawi (2013) in Ningsih, S.W. (2019) there are several factors that affect work morale, namely: 1) Employee interest in the job used in the sense that workers who are interested in doing their work will increase work morale; 2) High salary or wage factors can increase employee morale; 3) The social status of the job that has a high social status and gives a high position which can be a determining factor for high morale at work; 4) The work atmosphere and relationships in which the receipt of awards can increase employee morale and; 5) Such a good purpose will encourage workers' work morale.

The indicators I use are according to Adnyani (2008) in Ningsih, S.W (2019) including discipline, cooperation and job satisfaction. It is necessary to encourage efforts to increase employee morale through the provision of incentives, so this research is interesting because it can find out the part that is used as an indicator related to the Influence of Incentivizing on Employee Morale. Therefore, the author is interested in conducting research with the title "The Effect of Incentivizing Incentives on Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency"

METHODOLOGY

In the study on the Effect of Incentive on Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency, this research uses an associative research type with a quantitative approach. The population in this study is employees who are Civil Servants at the Tolitoli Regency One-Stop Integrated Services Investment Office (DPMPTSP) which totals 42 employees. The data collection

technique used saturated sampling of 42 respondents. The data source is in the form of primary data, the data collection method is carried out by means of observation, interviews, questionnaires, documentation. The data analysis techniques used were classical assumption tests, simple linear regression, and hypothesis testing.

RESULTS AND DISCUSSION

Simple Regression Test Results						
Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.957	3.098		4.828	.000
	X	.547	.120	.585	4.563	.000
a. Dependent Variable: Y						

Based on table 4.7 above, it shows that the results obtained are *constant* value (a) of 14.957 while the value of incentive is 0.547. From these results, a simple linear regression equation is obtained as follows:

$$Y = a + bX$$

$$Y = 14,957 + 0,547X$$

The equation is interpreted as follows:

1. The constant value is 14.957 which means that if the value of Incentive Provision is 0 (Zero) then the fixed value of employee morale is 14.957 units.
1. The Incentive Regression Value is 0.547, which means that if the Incentive Giving is increased by 1%, it will affect employee morale by 0.547 Units.

Hypothesis Test Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	14.957	3.098		4.828	.000
	X	.547	.120	.585	4.563	.000
a. Dependent Variable: Y						

Based on table 4.8 above, a tcal value of 4.563 > table 2.021 with a significant level of 0.000 < 0.05 so that it can be concluded that the provision of incentives has a significant effect on employee morale.

Determination Coefficient Test Results (R2)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.585 ^a	.342	.326	1.15250

a. Predictors: (Constant), X
b. Dependent Variable: Y

Based on the table above 4.9 Model Summary, a Determination Coefficient value of 0.342 or 34.2% of the Incentive Variable affects the Employee Morale Variable.

The results of the t-test showed that the provision of incentives had an effect on the work morale of employees as evidenced by comparing the tcal value and the ttable value. The value obtained by the calculation was $4.563 > t_{table}$ was 2.021 and the significance level obtained was less than 0.05, which was 0.000, and the Determination Coefficient was 0.342 or 34.2% showing that the provision of incentives had a significant effect on the work spirit of employees at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency.

CONCLUSION

Based on the results of the research on the Effect of Incentivizing on Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency and various descriptions that have been explained in the previous page, the author can draw the conclusion that: 1) The provision of incentives has a significant effect on the Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency; 2) The Magnitude of the Influence of Incentivizing on Employee Morale at the One-Stop Integrated Service Investment Office (DPMPTSP) of Tolitoli Regency is 34.2%.

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