

Increasing Work Productivity through Achieving Work Standardization, Satisfaction and Work Motivation of Baznas Yogyakarta Employees

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ABSTRACT

This internship report discusses the Improvement of Work Productivity Through the Achievement of Work Standardization, Satisfaction and Work Motivation of Amil Baznas Yogyakarta. Baznas Yogyakarta City has an inadequate number of Human Resources. So that it causes overlapping work which causes the work to not be completed effectively and efficiently. The method used in this internship report activity is to use the interview method, observation, counseling, and field practice. The concept used in this study is the Robbins & Judge concept of performance effectiveness motivation includes three important elements, namely intensity, direction, and persistence. The results of this internship are carried out internship activities, increasing work motivation and employee motivation counseling, internship activity interviews, and employee performance satisfaction evaluation.

INTRODUCTION

Baznas is one of government organization that collecting fund from Muslim for Charity. A government agency that located in Yogyakarta City called by National Zakat Amil Agency (BAZNAS). Baznas is an official body formed by the government based on the Decree of the Director General of Islamic Community Guidance, Ministry of Religion of the Republic of Indonesia Number: DJ.II/568 of 2014 which has the task and function of collecting and distributing zakat, infaq and alms (ZIS) at the Regency/City level.



Figure 1. City BAZNAS Location

This internship activity is based on the problems faced by Baznas Yogyakarta City which has an inadequate number of Human Resources. This causes overlapping work which causes work not to be completed effectively and efficiently. This can be seen from the large amount of work carried out which causes operational standards not to be implemented as they should. Activities at Baznas Yogyakarta City can be carried out well if volunteers are involved in completing and carrying out various activities. This causes these activities to be carried out not in accordance with existing standards. The work that should be done by employees can be completed by relying on volunteers and human resources who come to carry out work practices at Baznas Yogyakarta City.

Employee and HR problems at Baznas mean that work productivity cannot be measured properly. Apart from the problem of the lack of human resources in Baznas Yogyakarta City, another problem is the unmeasurable performance and productivity of employees in Baznas Yogyakarta City. Productivity is a term that comes from the word production which is often used in terms of the process of making something. The results can be made in the form of services or goods manufacturing businesses. This term is often associated with the term productivity. Hartatik 2014 in Sri Wahyuningsih (Wahyuningsih & Sasi Kirono, 2017) states that every company always tries so that employees can excel in the form of providing productive performance for the company. This can be used to measure the work success of an employee in a company.



Figure 2. Services in the Front Office

Factors that influence high and low productivity are employee discipline, management and technology. Productivity is often defined as the ability of a set of economic resources to produce something or the comparison between sacrifice (input) and income (output). The smaller the sacrifice required to achieve the target, it is said to be a productive activity. On the other hand, the higher the input required to achieve certain results, the less productive it is said to be.

Based on the various problems above, the author carried out several work programs to solve the problems that exist in Baznas Yogyakarta City. The author carried out a work program related to the implementation of standard operational procedures which were carried out well by each unit in Baznas Yogyakarta City. The author ensures that SOPs at Baznas are available and implemented properly so that the organization's goals can be achieved. It is ensured that SOPs can be accessed in each work unit so that each employee in each unit can understand the work SOPs.

The author also carries out a program to improve the work of employees at Baznas so that every job can be carried out effectively and efficiently. This is done by compiling and evaluating employee job satisfaction at Baznas Yogyakarta City, followed by activities that can motivate employees in the form of employee work motivation activities in routine activities at Baznas Yogyakarta City at each weekly briefing meeting at Baznas City and making posters containing motivation. work to remind and motivate the work of employees.



Figure 3. Morning Tadarus & Briefing

The internship activities that have been carried out play a role in providing work experience for the author in understanding administrative management at the Yogyakarta City Amil Zakat Agency (Baznaz). Several work programs have been carried out, such as providing services at the front office to prospective Muzaki (Zakat Payers) and Asnab who are entitled to receive Zakat. Services to prospective muzaki are carried out in the form of information consultations regarding procedures and calculations of the amount of zakat that must be paid. Meanwhile, for ASNAB recipients of zakat who submit requests for assistance in the form of proposals which will then be examined and disposed of in field two for a feasibility survey to be carried out and given zakat assistance according to their needs, such as poverty compensation, education, health and ibnu sabil (displaced people). Apart from that, the work program that has been planned in this activity has been carried out in order to improve employee performance at the Yogyakarta City Amil Zakat Agency.

The significance of this article is considered very important because it covers job satisfaction from an organization. Moreover, from non-profit organizations that aim to serve the community through Zakat Fund management programs. Previous research shows that job satisfaction can improve the quality of community services (Mansyur & Nurhidayat, Muhammadiyah, 2013). Organizational commitment has a positive and significant effect on STIKES Surya Global employee retention (Ruslarta, & Audita Nuvriasari, 2024). Apart from that, work productivity is also influenced by the work environment of employees in an organization (Panjaitan, 2018). This shows that in working, an organization must be able to create an organizational environment by measuring job satisfaction in order to improve the performance of its employees. According to the another result show that organizational culture, locus of control, and organizational citizenship behavior have a positive and significant impact on employee performance (Nabila Fatin Daulay & Audita Nuvriasari, 2024).

Based on the background above, the author reports the internship activities through an internship report entitled: "Increasing Work Productivity Through Achieving Work Standardization, Job Satisfaction and Work Motivation of Baznas Yogyakarta Employees".

IMPLEMENTATION AND METHODS

The method of implementing activities at BAZNAS Yogyakarta City is carried out in the following stages:

1. Observation and Interview

Observations were carried out by observing the work process of human resource management at BAZNAS, Yogyakarta City. Observations were made in the field of management and operational rules and procedures in achieving organizational goals carried out by Baznas. The author also made observations regarding employee performance and the motivation given by leaders to subordinates in increasing work effectiveness at Baznas Yogyakarta City.

2. Counseling / Providing Motivation

Apart from that, the author also provides counseling to Yogyakarta City Baznas employees in improving performance and motivating employees. The counseling was carried out by writers and BAZNAS leaders and was attended by Yogyakarta City Baznas employees. By carrying out this counseling, it is hoped that employee motivation in carrying out their duties will increase and create work effectiveness.

3. Job internship

In this internship report, work internships are also carried out. where the author, apart from carrying out planned programs, also helps Baznas in providing Baznas services to the community by accepting aid proposal files from the community to obtain financial assistance from Baznas in various proposed programs.

The analysis process in this article was carried out using a qualitative descriptive method. Researchers collect data which is then grouped according to research categorization. This is done by reducing data so that documents resulting from research findings can be described and can be presented as conclusions and research findings.

Qualitative descriptive analysis is part of the qualitative data analysis technique which is carried out by utilizing qualitative data. The research results are described descriptively to analyze the social phenomena that are the object of research. This is done through the process of data collection, data reduction, data analysis and interpretation, data presentation and drawing conclusions (Moleong, 2017). Using this technique, the results of the research regarding Increasing Work Productivity Through Achieving Work Standardization, Satisfaction and Work Motivation of Baznas Yogyakarta Employees were concluded.

RESULTS AND DISCUSSION

The implementation of the community service programme carrying out in Yogyakarta City National Amil Zakat Agency applies a system of working hours that have been mutually agreed between the responsible parties, in this case the management of the Yogyakarta National Amil Zakat Agency, namely 5 working days a week and following the effective days in the national calendar starting on 13 May 2024 to June 2024. The results of the work program activities are as follows:

A. Develop SOPs in each work unit which are coordinated with the BAZNAS HR section

Standard operational processes (SOP) are guidelines used to ensure that an organization or company's operational activities run smoothly. By implementing good SOPs, performance results and service processes will all be consistent with reference to convenience, service and balanced arrangements. SOPs are very important during the company development process.



Figure 4. Preparation of Company SOPs

Operational processes (SOP) are guidelines used to ensure that an organization or company's operational activities run smoothly. By implementing good SOPs, performance results and service processes will all be consistent with reference to convenience, service and balanced arrangements. SOPs are very important during the company development process.

Good SOPs ensure transparency in zakat management. All parties, including muzaki and mustahiq, can understand the processes and policies implemented. The SOPs Developing SOPs helps increase efficiency, consistency and accuracy in carrying out tasks. The resulting changes include increased productivity, reduced errors, and improved service quality

B. Make a poster or standing x-banner containing information about BAZNAS work standards

The company's SOP (Standard Operating Procedure) poster is a visual media designed to convey information about standard work procedures in the company. This SOP poster is usually used to ensure that all employees understand and follow the established procedures consistently. Following are several steps in creating a Company SOP poster. Posters can motivate as a organizational culture. organizational culture does, and knowledge sharing also has a good and significant influence to creative behavior (Cahyaningtyas & Nuvriasari, A. (2024).



Figure 5. Company SOP Posters

Resulting changes during SOP posters increase operational efficiency because they provide clear guidance to employees about work procedures that must be followed. SOP posters are a training and orientation tool for new employees or employees who want to understand further work procedures. SOP posters are a training and orientation tool for new employees or employees who want to understand further work procedures.

C. Develop a job satisfaction evaluation questionnaire regarding employee performance at BAZNAS. Preparation of the questionnaire is coordinated with the Baznas HR department.

This job evaluation questionnaire is used to evaluate individual employee performance satisfaction, both overall and in certain aspects relevant to the position or job held. The preparation of this questionnaire was coordinated directly with the HR department of Baznas. Generally, employee performance questionnaires are in the form of a collection of questions from various aspects ranging from productivity, work quality, adaptability, initiative, teamwork, responsibility and attitudes towards work. Base on the previos research show that the leadership has impacfull toward work satisfy (Laelaty Mubarokah & Audita Nuvriasari, 2024).

D. Distribute questionnaires and prepare recommendations for improving employee work at BAZNAS.

Understanding employee conditions of satisfaction during work can be known by sharing the question to get measurement of their satisfaction in work. The questionnaires were collected, researchers analyzed the data further to understand work patterns, job satisfaction and employee commitment. The results of this analysis can help companies take better actions to achieve their goals. The results of data collected from employee performance questionnaires help identify employee strengths and weaknesses. From here the company can determine whether employees need training or a transfer of duties.

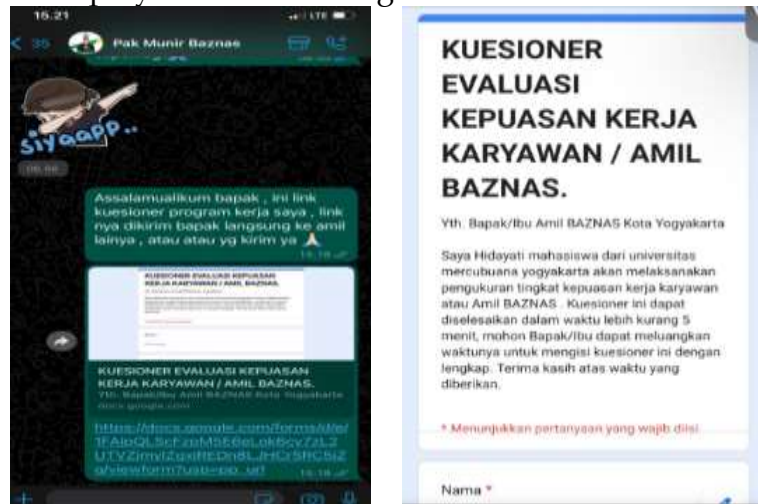


Figure 6. Distribute Questionnaires

E. Develop a work motivation outreach agenda

Work motivation counseling for employees is an important step to ensure employees remain motivated and productive. The following are several strategies for preparing work motivation counseling that are implemented:

- a. Positive Work Environment: Create a supportive, friendly and inspiring work environment. Comfortable facilities, good relationships between coworkers, and fair policies can influence employee motivation.
- b. Awards and Recognition Program: Reward employee achievements and contributions. this could be a formal award, praise, or recognition in front of the team.
- c. Determine Employee Goals: Help employees set personal and professional goals. This will provide direction and motivation.
- d. Regular Feedback: Provide feedback that is constructive and focused on improvement. This helps employees feel valued and know where they can improv .



Figure 7. Developing a Motivational Education Agenda

F. Carrying out outreach activities regarding work motivation

Counseling will be held on Monday 20 May 2024. at 07.30 - 09.00 WIB offline in the joint secretariat room. Intern students are given the opportunity to deliver counseling or provide motivation to Baznas employees. The extension activities began first with remarks from Drs. H. Syamsul Azhari as chairman of BAZNAS Yogyakarta City.



Figure 8. Providing Motivational Counseling to Employees

Employees are given an explanation about how important work motivation is in their work. In doing any work, motivation must always be there. This is because psychological work motivation can provide behavioral direction to achieve goals, level of effort, and level of persistence or resilience in facing problems. Robbins and Judge (2020) explain work motivation as the desire to expend a lot of effort to achieve organizational goals which is influenced by the ability of that effort to meet one's needs. Hasibuan (2013) states that the principles of work motivation consist of the principles of involvement, communication, recognition, given authority, and reciprocal attention. According to Wibowo (2014), there are three main driving components of work motivation: energy (the leader provides a good example), encouragement (the leader supports).

Motivated employees tend to be more productive. They have the enthusiasm to complete tasks well and achieve work targets. Motivation helps employees focus on the quality of work. They are more enthusiastic about providing the best results and avoiding mistakes. Motivation helps reduce stress because employees feel they have clear goals and feel appreciated.

G. Create a number of posters regarding employee work motivation

A company employee motivation poster is an image or design that contains inspirational or motivational words aimed at increasing employee morale and productivity in the work environment.



Figure 9. Motivational Posters.

Employees who see motivational posters can feel motivated to make better contributions. Employees become motivated and are more likely to be productive and contribute actively. Posters can become a topic of conversation among employees, thereby strengthening communication and interaction in the workplace.

Previous research shows that study motivation was that empowerment, motivation and work environment had a positive and significant effect on employee work productivity. The attention of organization its need to increase motivation from employes (Ruslarta, & Audita Nuvriasari, 2024). Legong Keraton Beach Hotel is expected to pay more attention to employees, provide opportunities for employees to make decisions, provide support and motivation, provide salaries according to the workload of employees, maintain cleanliness of the environment and maintain good relationships within the company so that it will affect work productivity to achieve goals effectively and efficiently (Purnami & Utama, 2019). This confirms that in order to increase employee satisfaction and effectiveness, a good work environment is needed and supported by employee motivation.

The results of this research indicate that the Yogyakarta City Baznas has motivated employees to improve employee work performance and productivity. This is done by improving a good working environment, providing full support to employees.

Work effectiveness and performance improvement must also be supported by employee performance training conducted by the Yogyakarta City Baznas by providing communication counseling so as to improve communication skills in establishing good relations between fellow employees and the community who carry out management at the Yogyakarta City Baznas Office. This is in accordance with previous research which states that work discipline and the working environment are one of the factors that can improve the performance of employees (Tolo et al., 2016).

CONCLUSIONS AND RECOMMENDATIONS

This activity is an internship activity carried out by the author as a student at the Human Resources Management Study Program at Mercu Buana University, Yogyakarta. This program is carried out to fulfill the semester credit units that all students must take to complete their studies in the undergraduate program. This program is carried out to provide practical experience for students so that they can have high competitiveness when applying their knowledge at work.

The internship activities that have been carried out play a role in providing work experience for the author in understanding administrative management at the Yogyakarta City Amil Zakat Agency (Baznaz). Several work programs have been carried out, such as providing services at the front office to prospective Muzaki (Zakat Payers) and Asnab who are entitled to receive Zakat. Services to prospective muzaki are carried out in the form of information consultations regarding procedures and calculations of the amount of zakat that must be paid. Meanwhile, for ASNAB recipients of zakat who submit requests for assistance in the form of proposals which will then be examined and disposed of in field two for a feasibility survey to be carried out and given zakat assistance according to their needs, such as poverty compensation, education, health and ibnu sabil (displaced people). Apart from that, the work program that has been planned in this activity has been carried out in order to improve employee performance at the Yogyakarta City Amil Zakat Agency.

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