



## Work Performance Assessed through Job Motivation and Teamwork Moderated by the Utilization of Information Technology at Widya Trans Cargo Employees in Jakarta

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### ABSTRACT

The aims of this research were 1) to examine and measure the influence of work motivation on work achievement in employees. (2) To test and measure the effect of team work on work performance in employees. (3) To find out whether the use of information technology as a moderating variable weakens or strengthens the effect of work motivation on work achievement for employees. (4) To find out whether the use of information technology as a moderating variable weakens or strengthens the effect of teamwork on work achievement for Widya Trans Cargo employees. This research was conducted on employees of PT. Widya Trans Cargo Jakarta. The population in this study were all employees at Widya Trans Cargo consisting of central employees and branch employees, namely 78 employees. The entire population in this study, totaling 78 employees, were all taken as samples, with saturated sample sampling. The results of the study found that motivation and teamwork had a significant positive effect on the work performance of Widya Trans Cargo Jakarta employees. Utilization of information technology strengthens the influence of work motivation and teamwork on employee performance.

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## INTRODUCTION

Every organization always expects its members to have achievements, because having members who excel will make an optimal contribution to the organization. In addition, having members who excel in the organization can improve organizational performance. If individuals in the organization, namely human resources, run effectively, then the organization will also continue to run effectively. In other words, the continuity of an organization is determined by the performance of its members. (Widodo et al., 2023)

Job performance is a very important and interesting part because it has proven to have a very large influence on an institution wanting employees to work seriously in accordance with their abilities to achieve maximum work results, because institutions want quality employees and have good work performance as well. (Widodo et al., 2022) Without the work performance of all members of the organization/institution, the success of the organization/institution in achieving its goals will be difficult to achieve. Employee work performance is influenced by several factors which are then used as the basis for determining organizational/institutional policies in an effort to increase work performance renewal.

Hakim & Mardianto (2019), "Work achievement is related to the work results achieved by a person (employee) both in the form of the quality and amount of work achieved by the employee during a day of work or one shift without overworking and being able to complete the work as targeted". Work performance can also be achieved through the education that has been attended, both formal and non-formal. Some of the factors that influence work performance include: work motivation, teamwork, information technology utilization, compensation, work environment, absenteeism, workload, and others. However, in this study, only three factors that influence employee performance will be examined, namely: work motivation, team work and the use of information technology.

To get good work performance, motivation is needed to encourage it. Motivation is basically the process of trying to influence someone to do what we want. In other words, it is encouragement from outside for someone to want to do something.

Widya Trans Cargo Company is a type of goods delivery service that has its own provisions in shipping goods. To be able to encourage company growth, companies must carry out various innovations to achieve good performance. With the current industrial revolution, the closest thing that must be done by employees is to at least be able to take advantage of technology (computers, cell phones and the internet) to support the performance of the companies they run.

Based on the explanation above, it appears that work motivation, teamwork and the use of information technology have a positive effect on employee performance, however, there are not a few researchers who have found that work motivation, teamwork and the use of information technology have a negative effect on work performance. employees like research results (Fahmy et al., 2021)

The aims of this research are 1) to examine and measure the influence of work motivation on work achievement in employees. (2) To test and measure the effect of team work on work performance in employees. (3) To find out whether the use of information technology as a moderating variable weakens or strengthens the effect of work motivation on work achievement for employees. (4) To find out whether the use of information technology as a moderating variable weakens or strengthens the effect of teamwork on work achievement for Widya Trans Cargo employees.

## LITERATURE REVIEW

### 1. Employee Performance

According to Sutrisno (2019, p.151) "work achievement is the result of work that has been achieved by a person from his work behavior in carrying out work activities". Furthermore, the definition of work performance according to Sunyoto (2012: 18), "work achievement is a result of work achieved by someone in carrying out work that burdens him". According to Steers in Soetrisno (Sutrisno, 2019) suggests, generally people believe that individual work performance is a combined function of three factors :

- a. A worker's abilities, warfare, and interests.
- b. Clarity and acceptance of the explanation of the role of an employee.
- c. The level of work motivation.

Sutrisno (Sutrisno, 2019) said that the measurement of work performance is directed at six aspects which are key areas of achievement for the organization, namely:

- a. Results of work. The level of quantity and quality that has been produced and the extent to which supervision is carried out.
- b. Job knowledge. The level of knowledge related to work tasks that will directly affect the quantity and quality of work results.
- c. Initiative. The level of initiative during carrying out work tasks, especially in terms of handling problems that arise.
- d. Mental dexterity. The level of ability and speed in receiving work instructions, and adjusting to the way of work and existing work situations.
- e. Attitude. The level of work enthusiasm and positive attitude in carrying out work tasks.
- f. Time and attendance discipline. Timeliness rate and attendance rate.

### 2. Work Motivation

Ardha et al., (2019) stated that motivation is the provision of driving force that creates enthusiasm for one's work so that they are able to work together, work effectively, and with integrity with all their efforts to achieve satisfaction. Motivation is something that is the main thing that encourages someone to work. According to Sedarmayanti (2016, p. 154) motivation is the force that drives a person to take an action or not which is essentially positive or negative internally and externally, work motivation is something that gives rise to encouragement/enthusiasm for work/enthusiasm for work. Bangun (2017:

312) Motivation is a desire in a person to cause that person to take an action. Someone takes action for something in achieving goals.

Therefore, motivation is the driving force that leads to goals and it rarely appears in vain. Every organization certainly wants to achieve its goals. To achieve this goal, the role of humans involved in it is very important. In order to move people to conform to what the organization wants, it is necessary to understand the motivation of the people working in the organization, because it is this motivation that determines the behavior of people to work, or in other words, behavior is the simplest reflection of motivation. (Putri et al. al., 2023)

According to Rivai (2013, p. 607) motivation is a set of attitudes and values that influence individuals to achieve specific things according to individual goals. According to Uhing (2019, p. 363) is a condition or energy that drives employees who are directed or aimed at achieving the company's organizational goals. Work motivation, according to McClelland, translated by Suwanto and Priansa (2020, p. 161) is "a set of forces both from within and from outside a person that encourages a person to start working behavior in accordance with a certain format, direction, intensity and period of time.

From the opinion of experts, it can be concluded that motivation is the various efforts made by humans, of course, to fulfill their desires and needs. However, so that their wants and needs can be fulfilled is not easy to obtain without maximum effort. In fulfilling their needs, a person will behave according to the encouragement he has and what underlies his behavior.

### **3. Teamwork (Team Work)**

Team Work comes from English namely "Cooperate", "Cooperation", or "Cooperative". Whereas in Indonesian it is called cooperation or cooperation. The meaning of cooperation according to the Big Indonesian Dictionary is an activity or effort carried out by several people (institutions, government) to achieve a common goal. Collaboration will unite the power of ideas that will lead to success. Collaboration is a synergy of the strengths of several people in achieving a desired goal (Bachtiar, 2014).

According to Kaswan (2014) a team is a group of individuals who depend on each other in tasks, who have joint responsibility for results, who consider themselves and are seen by others as a cohesive social entity that is included in a larger social system (eg a business unit or organization). corporations) and who manage their relationships beyond organizational boundaries. Meanwhile, according to Daft (2018) "A team is a unit consisting of two or more people who interact and coordinate their work to complete a specific task". This definition has three components. First, two or more people are needed. Second, people in the team interact regularly. Third, people in a team have a common goal

The next definition of a team according to Kaswan (2014) is a group of individuals who complete certain goals by working inter-dependence, communicating effectively, and making decisions that affect work. From the several definitions of the team that have been put forward, it is found that the team is formed with the aim that the work carried out can be completed effectively and efficiently compared to when the work is carried out

individually. Team is not just a word. The team, which in English is a team, is an acronym that reflects a terrible truth.

#### **4. Information Technology**

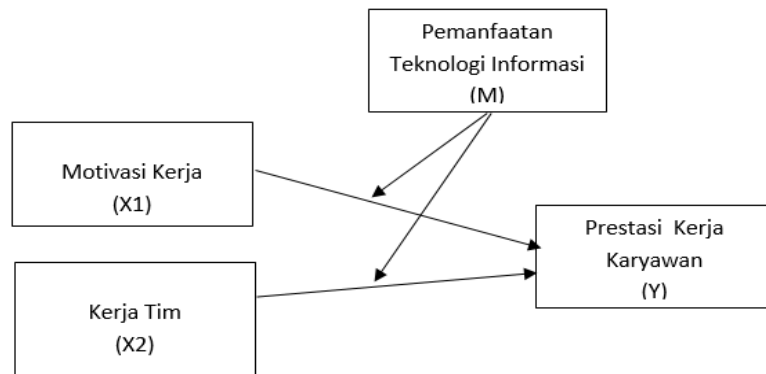
In this modern era, information technology is developing rapidly along with human civilization. These developments include information technology infrastructure, such as hardware, software, data storage technology, and communication technology. The role of information technology in accounting development is the first because it is efficient, saves time and costs. Second, because it includes increasing effectiveness, achieving financial report results correctly. In brief, the benefits of IT in work are:

- a. Making work easier (makes job easier)
- b. Useful
- c. Increase productivity (Increase productivity)
- d. Enhance effectiveness (enhance effectiveness)
- e. Develop job performance (improve job performance).

In organizational theory, internal control or internal control is defined as a process, which is influenced by human resources and information technology systems, designed to help organizations achieve a certain goal or objective. Internal control consists of policies and procedures used in company operations to provide reliable financial information and ensure compliance with applicable laws and regulations. Internal control is a way to direct, supervise, and measure the resources of an organization. It plays an important role in preventing and detecting fraud and protecting organizational resources, both tangible and intangible.

An entity's information system significantly affects the risk of material misstatement in the financial statements. In particular, an accounting system that is well designed and operates effectively must provide reliable accounting data, while a poorly designed system will produce the opposite result. When a company's business grows and the need for information increases, usually the company will improve its IT system. The advantage of information technology is its ability to efficiently handle a large number of complex business transactions. In addition, information technology provides information with a higher quality.

IT systems can reduce misstatements by replacing manual procedures with programmatic controls that apply checks and balances to each transaction they process. Online security controls in applications, databases and operating systems can improve segregation of duties, which in turn can reduce opportunities for fraud *Elder, et al.. (2013)*.



Picture 1. Framework

Caption:

Independent Variables: Work Motivation (X1), Teamwork (X2)

Dependent variable: Employee Performance (Y)

Moderating Variable: Utilization of Information Technology (M)

### Hypothesis

- H1:** Work motivation has a positive and significant effect on work achievement for Widya Trans Cargo employees.
- H2:** Teamwork has a positive and significant effect on work performance for Widya Trans Cargo employees.
- H3:** Utilization of information technology as a moderating variable strengthens the positive influence of work motivation on work achievement for Widya Trans Cargo employees.
- H4:** Utilization of information technology as a moderating variable strengthens the positive effect of teamwork on work achievement for Widya Trans Cargo employees.

### METHODOLOGY

This study uses a survey method on employees at the Widya Trans Cargo Jakarta company. This is because the Widya Trans Cargo company has a variety of work activities that allow employees to achieve more and a level of work that can be said to really require certain precision and expertise. The variables used in this study consist of the dependent variable (Y), namely employee performance, independent variable (X), namely work motivation and teamwork. While the use of information technology as a moderating variable. The data sources that the researchers collected consisted of primary data and secondary data. Considering that the size of the population in this study was not too large, the entire population in this study, totaling 78 employees, were all taken as samples, so this research was a population/census study. The sampling technique uses saturated sampling, namely all members of the population are used as samples. Methods of data collection using

questionnaires and documentation. The type of data used in this study consisted of primary data and secondary data.

## RESULT

### 1) Test Research Instruments

Based on the research instrument test consisting of a validity test and a reliability test, it is known that each question item is valid and reliable and meets the requirements for further testing.

### 2) Prerequisite analysis test/classical assumption test

It has passed the analysis prerequisite test, therefore it is feasible to predict the next analysis.

### 3) Multiple Linear Regression Test

Table 1. Regression results

Tabel 1|  
 Hasil Analisis Regresi

Variabel	Koefisien	t	Sig.
(Constant)	4,395	1,863	0,066
Motivasi Kerja	0,433	6,650	0,000**
Kerja Tim ( <i>team work</i> )	0,435	5,164	0,000**
Adjusted R Square = 0,682			
F-hitung =80,442			
Sig. F = 0,000**			

Sumber : Olahan SPSS 2023

Keterangan : \* $p < 0.05$ . \*\* $p < 0.01$

Based on Table 1, the regression equation can be determined as follows:

$$Y = 4.395 + 0.433 X1 + 0.435 X2$$

The interpretation of the equation above can be explained that:

- A constant value of 4.395 indicates that if the independent variables (work motivation and teamwork) are zero (none), the employee's work performance is positive or has increased.
- The regression coefficient of the positive work motivation variable (X1) is 0.433 indicating the effect of the work motivation variable on positive work achievement. This means that if the work motivation provided by the company increases, it can increase the work performance of employees (Y) of the Widya Trans Cargo company, assuming the variable team work (team work) is considered constant.
- The positive regression coefficient of the team work variable (X2) is 0.433 indicating the effect of the team work variable on positive work achievement. This means that if the team work in the company is increased, it can improve the work performance of the employees (Y) of the Widya Trans Cargo company, assuming that the variable of work motivation is considered constant.

## 4) Moderation Test Analysis Results (MRA)

Table 2. MRA Regression Analysis Results

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	10,948	16,133		,679	,500
	Motivasi Kerja	1,393	,439	1,688	3,172	,002
	Kerja Tim	1,835	,623	1,720	2,945	,004
	Pemanfaatan T I (M)	,357	,482	,357	,742	,460
	M x X1	,048	,013	3,568	3,577	,001
	M x X2	,052	,019	2,970	2,757	,007

a. Dependent Variable: Prestasi Kerja  
Sumber: Hasil Olahan SPSS 2023.

The regression test results table above can produce a regression equation model as follows:

$$Y = 10.948 + 1.393 X_1 + 1.835 X_2 + 0.048 X_{1.M} + 0.052 X_{2.M}$$

From the regression equation can be interpreted as follows:

- A constant value of 10.948 indicates that if the variables are work motivation (x1), team work (x2), interaction of work motivation with the use of information technology (x1.M), and interaction of team work (team work) with the use of technology information (x2.M) has a constant value, it will increase employee performance.
- The regression coefficient of work motivation is 1.393 with a positive value. This shows that every time there is an increase in work motivation, it will create a tendency to increase employee performance.
- The regression coefficient of team work is 1.835 with a positive value. This shows that every time there is an increase in team work, it will create a tendency for an increase in employee performance.
- The regression coefficient of the interaction of work motivation with the moderating variable of information technology utilization is 0.048 with a positive value. This shows that every time there is an increase in work motivation which is moderated by the use of information technology, it will create a tendency to increase employee performance.
- The regression coefficient of team work interaction with the moderating variable of information technology utilization is 0.052 with a positive value. This shows that whenever there is an increase in team work which is moderated by the use of information technology, it will create a tendency for an increase in employee performance.

## DISCUSSION

### 1. Discussion of the First Hypothesis

To test the first hypothesis which states that there is an effect of work motivation on employee performance, a t test is carried out. Based on the regression analysis, it was found that the work motivation variable has a

significant positive effect on employee performance. This can be shown from the magnitude of the regression coefficient which is positive, namely 0.433 with a significance level of 1%. This means that if work motivation is increased, it will result in increased employee performance assuming other factors are constant.

## 2. *Discussion of the Second Hypothesis*

To test the second hypothesis which states that there is an influence of teamwork (team-work) on employee performance is carried out by testing). From the regression equation, it was found that the variable team work (team work) team has a significant positive influence on employee performance. This can be shown from the magnitude of the regression coefficient which is positive, namely 0.435 with a significance level of 1%. This means that if the employee's team work is increased it will result in increased employee performance assuming other factors are constant.

## 3. Discussion of the Third Hypothesis

To test the third hypothesis which states that the use of information technology as a moderating variable strengthens the positive influence of work motivation on work performance for Widya Trans Cargo employees. Based on the results of the t test after there are moderating variables, it is known that  $X1*M$  has a tcount of 3.577 with a significance level of  $0.001 < 0.01$ . Thus, H3 is accepted, so it can be concluded that the use of information technology strengthens the effect of employee motivation on their work performance.

## 4. Discussion of the Fourth Hypothesis

To test the fourth hypothesis which states that the use of information technology as a moderating variable strengthens the positive influence of team work on work performance at Widya Trans Cargo employees. Based on the results of the t test after there are moderating variables, it is known that  $X2*M$  has a tcount of 2.757 with a significance level of  $0.007 < 0.01$ . Thus, H4 is accepted, so it can be concluded that the use of information technology strengthens the influence of employee team work on their work performance.

## CONCLUSION AND RECOMMENDATION

1. Based on the regression analysis, it was found that the work motivation variable has a significant positive effect on employee performance. This means that if work motivation is getting better, it will result in increased employee performance and vice versa.
2. The work variable (team work) has a significant positive effect on employee performance. This means that if the employee's teamwork is increased it will result in increased employee performance and vice versa.
3. Utilization of information technology strengthens the effect of employee motivation on work performance. This means that by utilizing information

technology as a means of work, work motivation will have a stronger effect on the work performance of employees of the Widya Trans Cargo company in Jakarta.

4. Utilization of information technology strengthens the influence of employee team work on work performance. The point is by utilizing information technology as a means of work, then team work (team work)

### **Suggestion**

1. For Widya Trans Cargo company employees, with the motivation provided by the company, achievement motivation can increase their achievements as employees. Must be able to carry out tasks by improving quality, working together able to show a good work attitude and further increase responsibility as an employee.
2. Given that teamwork has a positive and significant effect on work performance, it is hoped that company management needs to further improve teamwork at the company, the better the implementation of teamwork by the company, the work performance of employees at Widya Trans Cargo in Jakarta will also increase.
3. Considering that the use of information technology can strengthen work motivation and teamwork on work performance, the company must always carry out regular evaluations of each employee's mastery of information technology for the performance results that have been achieved and carry out evaluations in an innovative manner for the future progress of the company.
4. For future researchers, it is also advisable to conduct research on other variables outside of work motivation, work team variables, which also influence employee performance, for example frequent training and work education.

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