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THE EFFECT OF INDIVIDUAL CHARACTERISTICS AND WORK MOTIVATION ON THE PERFORMANCE OF UPT EMPLOYEES (TESTING QUALITY CERTIFICATION OF FIELD GOODS, DEPARTMENT OF INDUSTRY AND TRADE, NORTH SUMATRA PROVINCE)

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Abstract

Human Resources (HR) is an asset to support the success of the goals achieved by an organization or agency. The existence of human resources (HR) is very important in an organization or agency. The existence of competence has a strong effect on employee performance. Competence is the ability to carry out or do a job. In addition, performance is also closely related to the results of one's work. Improved performance individually or in groups will provide competence for the performance of human resources as a whole. Competence is an important part for an employee or employee in carrying out his job well. The Implementing Unit for Quality Certification Examiner of Goods, Department of Industry and Trade, Medan, North Sumatra is a unit or agency in charge of overseeing the technical policy of the metal, machinery, small industry, and domestic and foreign trade industries. The purpose of this study was to examine and analyze the influence of individual characteristics including attitudes, interests, motivation, and compliance with the performance of the employees of the Department of Industry and Trade of the Province of North Sumatra. The research method used was descriptive quantitative with primary data in the form of interviews and observations and secondary data in the form of literature studies. . The results of the study are the influence of characteristics and motivation on employee performance

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Keywords: *karaktersitik individu, motivasi, kinerja*

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INTRODUCTION

Since the enactment of Law No. 32 of 2004 concerning regional government and the granting of autonomy, which means that the government can prepare itself to increase capacity and independence in regional government readiness activities. In addition, regions are required to be given authority in the management and development of their regions, both in terms of the development of education, infrastructure, and even the development of their human resources, which are determined by law as regional authorities.

Human Resources (HR) is an asset to support the success of the goals achieved by an organization or agency. Human resources are the implementers of all organizational or agency policies so that they are equipped with adequate knowledge and knowledge. This is very important,

because human resources must be aware of current technological advances (Jufrizen & Rahmadhani, 2020).

The existence of human resources (HR) is very important in an organization or agency. This is because HR requires skills and abilities according to the vision and mission to be achieved, so employees who work effectively and efficiently are needed. It provides good performance for the employees themselves. So that employees can provide good performance, they can provide support for employee availability through individual characteristics. One of them is the State Civil Apparatus (ASN) (Arieni & Kustiasari, 2015).

The state apparatus is an element of human resources in a government agency that has a fairly important role. This means that the state apparatus has a role to play in determining the success of government administration and development. In order to form a good state apparatus, then through the implementation of education and training (Diklat). Education and training is one part of developing human resources as well as alternatives in solving problems that occur.

Competence has a strong influence on employee performance. Competence is the ability to carry out or perform a job or task based on skills and knowledge and supported by the required work attitude. In addition, discipline is also important in an organizational system for the purpose of minimizing errors. According to states that the existence of high work discipline can make it easier for companies to achieve a goal to be achieved. If employees have high work discipline, employees will work effectively and efficiently so that there are no deviations that harm the organization. Discipline can shape self and work success. This is indirectly related to employee performance (Irawan, 2017).

Employee performance is closely related to the results of one's work. According to (Malthis, 2012) performance is the result of quality and quantity work achieved by a person during a certain period. Employee performance is determined by the competencies possessed, so that it affects the organization or agency. Performance is an important job in the strategic goals of an organization if employee performance is not optimal it will affect the performance of an organization, and vice versa if an employee's performance increases, the productivity of the organization also increases.

Improved performance individually or in groups will provide competence for the performance of human resources as a whole. Competence is an important part for an employee or employee in carrying out his job well. Therefore, performance appraisal is an inseparable part of the organization's relationship with competent human resources. Organizations can develop and be consistent if there is support from employees or employees who are experts in their fields (Elizar & Tanjung, 2018).

The Implementing Unit for Quality Certification Examiner of Goods, Department of Industry and Trade, Medan, North Sumatra is a unit or agency in charge of overseeing the technical policy of the metal, machinery, small industry, and domestic and foreign trade industries. The UPT Testing of the Medan Industry and Trade Service is considered important, especially for the activities of exporters and importers of metal and machinery industry, because the test result certificate issued by the Jember Testing Unit is a requirement as a certificate of export and import

supervisor of metal or machinery. There are several types of services carried out by the Medan Industry and Trade Office, including metal and machine inspections, general policy determination.

An employee's performance will be better and increase if the employee has high abilities related to attitudes, interests, motivation, and compliance. Based on this explanation, this research on "The Influence of Individual Characteristics and Work Motivation on the Performance of UPT Employees (Submission for Quality Certification of Goods in Medan, North Sumatra Province Industry and Trade Office) is considered important to be carried out in order to improve human resource management (Nurhaliza, 2019).

The purpose of this study was to examine and analyze the influence of individual characteristics including attitudes, interests, motivation, and compliance with the performance of the employees of the Department of Industry and Trade of North Sumatra Province (Baba, 2014).

METHOD

Research

Approach The research approach used in this study is a quantitative descriptive approach. Descriptive quantitative approach is a quantitative research that is described in numbers or numerical (statistics) form. The point is that the research is related to the elaboration of statistical figures.

Data Collection Techniques and Tools Data

acquisition techniques are the methods used by researchers in obtaining the required research data. The technique used by researchers to obtain data during this research is a survey. Researchers distributed survey questions in the form of a questionnaire used containing 30 questions relevant to the research variables. This questionnaire was formed or not to ask the respondent's reasons. This was done so that the answers from the respondents were wider without any limitations. In addition, researchers also used literature studies to obtain the data needed in this study. Where data is obtained through books, journals, and literature articles related to the problem that is used as the object of research.

Data Analysis Data

Analysis is interpreting and relating research data findings. Data analysis serves to determine the relationship resulting from the research data that has been obtained. The data analysis used in this research is integrated.

RESULT AND DISCUSSION

Characteristics are employee demographics that pass to individual individuals through the characteristics and traits possessed by individuals. Some of the individual characteristics are characteristics, motivation, and employee performance.

Characteristics

Table 1 Characteristics of Employees

No	Questions	Disagree	Agree
1	I feel my work is in accordance with the level of education I have	15.36	84.64
2	My technical skills help me in doing my job as an employee	10.99	89.09
3	I feel happy and excited to work at this place	16.44	83.56
4	My ability to cooperate with co-workers helps me in carrying out tasks and planning goals to be achieved	12.35	87.65
5	Emotional feelings from home affect my work	59.83	40.17
6	Emotions are caused because I made work mistakes	39,21	60,79
7	My daily tasks enrich my personality and updated knowledge, so I can keep up with technological developments	20,31	79,69
8	Formal education helps me to improve my work skills among co-workers	18 ,74	81.26
9	The tenure that affects my knowledge will help me in carrying out various tasks	27.71	72.29
10	My educational background makes me a good example for my fellow co-workers	65.45	34.55

Source: Processed by the Author

Employee characteristics are measured by the level of loyalty and loyalty of employees to institutions such as willingness to do a service from the office and service on vacation. Characteristics of employees can be in the form of attitudes that an individual has. The attitude of employees is in the middle category. Many employees have a loyal and loyal attitude towards the institution, employees will be willing to provide holiday services in Medan such as services in remote areas. The existence of the Office aims to meet the demand for services and infrastructure needed by the community.

Table 1 shows the characteristics of UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province, namely technical expertise that helps in doing work as employees by 89.09%. This allows employees to be consistent in working in accordance with the skills they have. Meanwhile, the ability to work together with colleagues is 87.65%. The existence of the ability to work together can help in carrying out tasks and planning goals to be

achieved by UPT PSMB, Department of Industry and Trade, Medan, North Sumatra Province and employees do have *problem solving* in completing their work and are followed by a sense of enthusiasm and pleasure in the work that employees do. Therefore, employees have enthusiasm for work because employees have enthusiasm for work. These three things are the characteristics of the employees of the UPT PSMB Department of Industry and Trade, Medan, North Sumatra Province with the largest percentage.

Work Motivation

Table 2. Work Motivation

No	Questions	Disagree	Agree
1	Every employee who has high work performance will get the opportunity to develop a career	11.21	88.79
2	Employees have the opportunity to attend education and training to support achievement	16.33	83.67
3	Employees have the authority and responsibility for the success of the office	16.23	83.77
4	In completing the work employees have their own methods and authority that can be accounted for	60.66 39.34	5
5	Maintaining relationships with fellow employees and superiors is one of the priorities in the office	12.07	87 ,93
6	In doing work every employee wants to get recognition for his work from the community	14.45	85.55
7	I feel calm at work because of the availability of health insurance from this company	30.25	69.75
8	My supervisor always compliments me when I carry out my duties job with satisfactory results	10.32	89.68
9	Working for this company can guarantee my life a in old age	14.04	85.96
10	I feel challenged to complete the given task	87.26	82.74

Source: By the Author

Motivation is a personal or individual encouragement that is the background for employees to develop their potential. The indicator of an individual characteristic motivation is in the medium category. There are several things that motivate employees of UPT PSMB Department of Industry and Trade, Medan, North Sumatra Province, namely employees giving satisfactory results to their work. Where in table 2 shows that 89.68% of UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province are motivated to work which can produce a satisfactory job, so that it will indirectly affect the capabilities of the employees themselves. In addition, 88.79% of employees have work motivation due to career paths. This means that employees are motivated to get the desired career path, so that employees have the motivation to work. Not only that, UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province are motivated to work which is able to have an impact on employees, namely being able to establish relationships with fellow employees and superiors with a percentage of 87.93% and 85.96% can guarantee life on the day of the anti lord. These are the two things that cause employees to be motivated to work, because these three things have a large percentage. The table explains that UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province are more motivated to work because they have good career paths, establish relationships with fellow employees and superiors and guarantee employees later in their old age.

Employee Performance

Table 3. Employee Performance

No	Questions	Disagree	Agree
1	I am always on time in completing assignments	2	22.17 77.83
I	do tasks that are in accordance with my abilities	25.39	74.61
3	I always maintain neatness in doing assignments	14, 16	85.84
4	I do the tasks assigned to me carefully	18.03	81.97
5	I am responsible for the results of my work	21.24	78.76
6	I always take care of the facilities and infrastructure used in my work	24.55	75, 45
7	I prioritize cooperation with co-workers	60.87	39.13

8	I am able to take the initiative to solve problems effectively from work	20.23	79.68
9	I can complete my own work well and according to the procedures that have been made	24.09	75.91
10	I am able to complete the work in accordance with the allotted time	12.72	87.28

Source: Processed by Researchers.

Employee performance can be measured based on the level of achievement that the employee has completed. Table 3 shows the performance of UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province, namely employees who are able to complete the work in accordance with the specified time with a percentage of 87.28%, while 85.85% of UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province always maintains tidiness in carrying out tasks that have been given by superiors and 81.97% of employees are able to do the work carefully. The existence of these three things means that the performance of the UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province is very good in the services provided. These three things are the result of employee performance with a high percentage.

CONCLUSION

The existence of the ability to work together can help in carrying out tasks and planning goals to be achieved UPT PSMB Department of Industry and Trade, Medan, North Sumatra Province and employees do have problem solving in completing their work and are followed by a sense of enthusiasm and pleasure in the work that employees do .

There are several things that motivate employees of UPT PSMB Department of Industry and Trade, Medan, North Sumatra Province, namely employees who give satisfactory results to their work. Not only that, UPT PSMB employees of Industry and Trade Office, Medan, North Sumatra Province are motivated to work capable have an impact on employees, namely being able to establish relationships with fellow employees and superiors with a percentage of 87.93% and 85.96% being able to guarantee life on Tuan Anti's Day.

The table explains that UPT PSMB employees of the Department of Industry and Trade, Medan, North Sumatra Province are more motivated to work because they have good career paths, establish relationships with fellow employees and superiors and guarantee employees later in their old age.

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