

The Effect Of Intrinsic Motivation, Problem Solving Creativity And Competence On Employee Work Performance Of Bank Jatim Kc Jombang

Pengaruh Motivasi Intrinsik, Kreativitas Pemecahan Masalah Dan Kompetensi Terhadap Prestasi Kerja Karyawan Bank Jatim Kc Jombang

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ABSTRACT

This think about points to decide inborn inspiration, problem-solving imagination and competence influence the work execution of Bank Jatim KC Jombang representatives. The think about employments an illustrative investigate strategy that's carried out through data collection within the field. The populace and test of this think about were all Bank Jatim KC Jombang workers totaling 32 representatives, information examination utilizing numerous straight relapse factual strategies and theory testing and coefficient end. Based on the comes about of the study, it appears that work inspiration incorporates a commitment to the work execution of Bank Jatim KC Jombang representatives. Hence, it can be seen that the way better the inherent inspiration, problem-solving inventiveness and great competence, the more it'll progress the work execution of Bank Jatim KC Jombang representatives.

Keywords : *intrinsic motivation, creativity, competence and work performance*

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh inspirasi, imajinasi pemecahan masalah, dan kompetensi terhadap pelaksanaan kerja pegawai Bank Jatim KC Jombang. Penelitian ini menggunakan strategi investigasi ilustratif yang dilakukan melalui pengumpulan data di lapangan. Populasi dan uji coba penelitian ini adalah seluruh pegawai Bank Jatim KC Jombang yang berjumlah 32 orang, pemeriksaan informasi menggunakan berbagai strategi faktual kambuhan dan pengujian teori serta koefisien akhir. Berdasarkan hasil penelitian, terlihat bahwa inspirasi kerja menggabungkan komitmen terhadap pelaksanaan kerja pegawai Bank Jatim KC Jombang. Oleh karena itu, dapat dilihat bahwa semakin baik inspirasi yang melekat, daya cipta pemecahan masalah dan kompetensi yang hebat, maka akan semakin memajukan pelaksanaan kerja perwakilan Bank Jatim KC Jombang.

Kata kunci: Motivasi Intrinsik, Kreativitas, Kompetensi Dan Prestasi Kerja

1. Introduction

The industrial revolution era is an era that has very rapid progress because there are no restrictions in accessing information so that companies and agencies must be able to evaluate and review what can be done to advance the company or agency. This is supported by increasingly sophisticated and developing technology, which is able to support the individual himself. Each organization will not be isolated from the presence of Human Assets (HR).

Work performance very important part because work performance has great benefits for the company. A company definitely wants employees to work optimally according to their abilities to achieve good work results. Without work execution, it'll be troublesome for the company to attain its objectives. Agreeing to Sutrisno (2019), accomplishment is defined as the level of a person's capacity within the errands that incorporate their work. Based on this understanding, it shows the individual's ability in the requirements or standards that have been in their work.

For representatives, work execution acts as criticism on different things such as capacity, weariness, deficiencies and potential which in turn are valuable for deciding objectives, ways, plans, and career improvement. In the interim, for companies, worker work execution is exceptionally critical and plays a part in choice making on different things such as distinguishing the require for instruction and preparing programs, enlistment, choice, presentation programs, arrangement, advancement, compensate frameworks, and different other viewpoints of the whole handle of successful human asset administration. Workers who exceed expectations cruel that the representative can carry out his work well and can give great comes about in understanding with the company's desires.

Agreeing to Mangkunegara (2020) the variables of work execution are as takes after: 1) Competence figure, Mentally, worker capacities comprise of potential capacities (IQ) and genuine capacities. This implies that workers who have an IQ over normal (IQ 110-120) with satisfactory instruction for their position and are gifted in doing day by day work, will discover it less demanding to realize the anticipated execution. 2) Inspiration figure, inspiration is shaped from an employee's state of mind in facing work circumstances. Inspiration could be a condition that moves workers who are coordinated to attain organizational objectives (work objectives).

Work execution is impacted by natural inspiration. Inspiration could be a handle that clarifies the quality of course and perseverance of a individual in an exertion to realize a objective. Motivation is influencing someone or providing energy as a drive for him to carry out his responsibilities (Robbins, 2019). Investigate by M. Ikhwan Maulana Haeruddin (2021) motivational components have a critical impact on representative work execution at Bank BTN (Persero) Tbk in Makassar City.

Issue understanding could be a high-level mental movement, so developing issue tackling aptitudes in learning isn't simple. LeBlanc, Proudfit & Putt (1980) said that issue tackling learning has been recognized as a troublesome assignment. Polya (1973) said that the capacity to unravel issues is really within the thought of arranging. Moreover, Orton (1992) said that the stages that are exceptionally troublesome and complicated are organize 2 (deciding a problem-solving arrange), and arrange 3 (working on), particularly the moment arrange where imagination, inventiveness, and profound understanding are required. Based on this supposition, inventiveness has an vital part in issue fathoming, particularly in arranging issue tackling.

Imagination is an individual's capacity to produce "unused" thoughts or concepts to illuminate issues easily and adaptably. Familiarity in issue tackling alludes to the differing qualities (assortment) of answers to issues that representatives make accurately. Adaptability in issue understanding alludes to the employee's capacity to unravel issues in a assortment of distinctive ways; workers are able to alter a issue arrangement into another distinctive arrangement. Oddity in issue understanding alludes to the employee's capacity to reply issues with a few distinctive but redress answers or one reply that's not ordinarily done by person workers at their organize of mental advancement or their level of information. So issue understanding inventiveness can be translated as the individual's capacity to produce "unused" thoughts or concepts in finding a way/tool to get answers to questions (issues) easily and adaptably (Warli, 2010).

In expansion, inspiration is another figure that influences worker execution is competence. Competence is what extraordinary entertainers do more frequently in more circumstances with way better comes about, than what normal entertainers do (Rivai, 2019). Competence is one of the things that decides the victory or disappointment of a company. The company's objectives can be really accomplished on the off chance that bolstered by competent human assets in their areas. Competent human assets can increment the capacity

and supportability of a company. Workers who have predominant competence will certainly deliver superior execution and accomplishments than workers who don't have competence.

Morila Buulolo's investigate (2021) demonstrates that competence (X) encompasses a critical impact on representative work execution at the Lolowau Locale Office, South Nias Rule. Hani Nur Hot imah's investigate, (2020) comes about that worker competence features a positive and critical impact on representative work execution at the Bandung City Territorial Income Administration Office, in differentiate to Dania Friliana's inquire about (2023) which comes about appear that competence does not have a noteworthy impact on the work execution of the Central Java Territorial Police coordinations work. S Marselina's inquire about (2023) comes about of this think about state that competence does not have a critical impact on work execution.

The opening of Bank Jatim branches in each locale and one of them in Jombang Rule is carried out in arrange to carry out trade exercises within the banking division and to assist empower the development of territorial financial potential through its interest in creating little and medium credit commerce segments in arrange to get ideal benefits with its fundamental exercises, specifically collecting and disseminating stores and giving other managing an account administrations. PT. Bank Pembangunan Daerah Jawa Timur Tbk Jombang Branch occupies an office located in the center of Jombang City with the address Jl. KH. Wahid Hasyim No.36, Jombang, Jombang District, Jombang Regency, East Java 61419.

The formulation of the problem in this study is Does work motivation affect the work performance of Bank Jatim KC Jombang employees? Does problem-solving creativity affect the work performance of Bank Jatim KC Jombang employees? And does competence affect the work performance of Bank Jatim KC Jombang employees?

2. Literature Review

Intrinsic Motivation

Natural inspiration may be a work driver that comes from within the laborer as an person within the frame of mindfulness of the significance or benefits or meaning of the work he/she does. In other words, this inspiration comes from the work he/she does, either since it is able to fulfill needs or is pleasant or allows achieving a objective or since it gives certain positive trusts within the future. For case, specialists who work dedicatedly exclusively since they feel they have the opportunity to actualize or realize their self-realization to the most extreme (Nawawi, 2001).

Inherent inspiration is straightforwardly related to the genuine nature of the work of the individual who does it, in other words, it is related to the substance of the work. When the boss does not give motivational components, workers don't encounter work fulfillment, with motivational components, representatives appreciate work fulfillment and allow tall execution (Herzberg, 1960 in Plunkett et al., 2005).

Problem solving creativity

Problem-solving creativity is a operation or way of thinking that produces something new also different for the person concerned, and creativity is also something that is inseparable from human life, where there are many new discoveries, models or patterns of a design that humans find on the basis of no prior thought, in other words, it appears spontaneously. (Budiono 2018)

Another factor of creativity is influenced by the learning achievement factor, namely that creativity reflects divergent thinking in completing learning tasks, namely the ability to provide various alternative answers to the learning tasks assigned and can produce the best output. (Lakoy 2015).

Competence

Competence is the skill had by an worker to carry out the assignments or work allotted to them. The competence of an employee greatly influences the company, by having competence employees can complete work with their own abilities or knowledge, so that competence can be interpreted as a person's ability or expertise in a particular field and can lead the company to achieve its goals so that it can improve work performance. (Naina and Yunita 2022). Other factors illustrate that competence is an important factor in carrying out work, without adequate competence possessed by each employee, it is not impossible that the work assigned to him can be completed at the same time. Competence is exceptionally critical to make strides worker work execution, especially at the Takalar Regency Regional Financial Management Agency. (Ceswirdani, Henry, and Yuni 2017).

Work Performance

Work execution may be a ability that's anticipated by an organization or company from its representatives in arrange to create and encourage the company's work state of mind, so that the objectives of the company or office can be accomplished. Work performance is the work result that can be achieved by an individual or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve the company's goals legally, without violating the law and without conflicting with morals or ethics. (Rivai, 2020)

Inspiration could be a condition or vitality that drives workers who are coordinated or pointed at accomplishing the objectives of the organization or company (Mangkunegara, 2020).

Agreeing to Wibowo (2020) Competence is an capacity to carry out or do a work or errand that's based on abilities and information and upheld by the work demeanor required by the work.

3. Research Methods

This consider employments a quantitative approach and is an illustrative think about. Quantitative strategies can be deciphered as investigate strategies based on the reasoning of positivism, utilized to inquire about chosen populaces or tests, inspecting methods are for the most part carried out arbitrarily, information collection employments inquire about disobedient, information investigation is quantitative/statistical with the point of testing the set up theory (Sugiyono, 2020). The test utilized was 52 respondents. The information collection strategy in this think about utilized a coordinate overview strategy, to be specific dispersing surveys specifically or confront to confront with respondents who met the necessities and were simple to discover. The components that have been measured will eventually be utilized as a beginning point in compiling questions on the survey that will be conveyed to be replied by respondents. This study uses quantitative research.

4. Results and Discussions

a. Classical Assumptions

Table 1. Normality Test

N		52	
Normal Parameters ^{a,b}	Mean	.0000000	
	Std.	5.117577	
	Deviation	18	
Most	Extreme	Absolute	.051

Differences	Positive	.043
	Negative	-.051
Test Statistic		.051
Asymp. Sig. (2-tailed)		.200 ^{c,d}

In table 1, it can be concluded that the Asymp. Sig. (2-tailed) esteem is 0.200, $> \alpha = 0.05$, meaning that agreeing to choice making utilizing the Kolmogorov-Smirnov test, the information incorporates a normal distribution and has met the typicality prerequisites within the relapse demonstrate.

Table 2. Multicollinearity Test

Model	Collinearity Statistics	
	Tolerance	VIF
motivation	.999	1.001
creativity	.999	1.001
competence	.999	1.001

In table 2, the resistance esteem of the Work Push variable and the Inspiration, Inventiveness and Competence variable is 0.999 > 0.10 , whereas the VIF esteem of the Inspiration, Imagination and Competence variable is 1.001.

Table 3. Heteroscedasticity Test

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
(Constant)	-4.200	3.452		1.217	.227
Motivation	.048	.051	.094	.926	.357
Creativity	.059	.138	.043	.429	.669
Competence	.079	.218	.053	.512	.528

In table 3, the test appears the centrality esteem of the inspiration, inventiveness and competence factors is more noteworthy than 0.05, so it can be concluded that agreeing to the choice making from the Glejser test, there's no heteroscedasticity within the relapse show.

b. Multile Regression Analysis Results

Table 4. Multiple Linear Regression Test Results

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.155	3.112		-.692	.494
	Motivation	.076	.036	.206	2.082	.046
	Cerativity	.831	.082	.920	9.897	.000
	Competence	.637	.072	.870	8.797	.000

a. Dependent Variable: performance_work

Regression equation results

$$Y = -2.155 + 0,076X_1 + 0,831X_2 + 0,637X_3$$

The regression equation shows that motivation and competence have a positive influence on work performance, meaning that the higher the motivation and competence, the higher the employee's work performance, and vice versa, the lower the motivation and competence, the lower the employee's work performance.

c. Hypothesis Testing Results

- 1) It is known that the Sig. esteem for the impact of X1 on Y is $0.046 < 0.05$. Hence, it can be expressed that inherent inspiration includes a positive and noteworthy impact on work execution.
- 2) It is known that the Sig. esteem for the impact of X2 on Y is $0.000 < 0.05$. Thus, it can be expressed that problem-solving inventiveness contains a positive and critical impact on work execution.
- 3) It is known that the Sig. esteem for the influence of X3 on Y is $0.000 < 0.05$. Hence, it can be expressed that competence encompasses a positive and noteworthy impact on work execution.

d. Coefficient of Determination Test (R^2)

Table 5. Test of Determination Coefficient R2
Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.853 ^a	.728	.709	1.620	1.605

a. Predictors: (Constant), motivation, creativity, competence

b. Dependent Variable: performance_work

The assurance coefficient (R^2) in this consider was 0.728, meaning that work execution through this think about was affected by the factors of natural inspiration, problem-solving imagination and competence by 72.8%, and the rest was impacted by other variables not examined in this consider, to be specific $100\% - 72.8\% = 17.2\%$, for case, Physical Work Environment and Work Teach.

Discussion

1. The influence of work motivation on work performance

Based on the comes about of the think about, it is outlined that tall work inspiration can progress the work execution of Bank Jatim KC Jombang representatives. This implies that in case work inspiration is superior, at that point the work execution of Bank Jatim KC Jombang workers will increment. This is supported by the respondents' answers that the Achievement Needs dimension shows that employees accept greater responsibility which is reflected in being willing to accept relatively high risks to achieve success. The Power Needs dimension shows that employees have a desire to influence others quite well, Encourage achievement and have a Desire to teach quite well. The Affiliation Needs dimension shows that employees are able to cooperate with others, familiarity, friendliness with others, Cooperative attitude and friendship with other parties well.

Concurring to Mangkunegara (2020), Inspiration is shaped from an employee's demeanor in confronting a work circumstance. Inspiration may be a condition that's directed towards accomplishing organizational objectives (work objectives). Mental state of mind could be a mental condition that drives representatives to endeavor to realize greatest work execution.

The comes about of this consider are in line with investigate conducted by M. Ikhwan Maulana Haeruddin (2021) that motivational variables have a noteworthy impact on worker work execution at Bank BTN (Persero) Tbk in Makassar City.

2. The influence of problem solving creativity on work performance

Based on the comes about of the think about, it is depicted that tall imagination in issue understanding can move forward the work execution of Bank Jatim KC Jombang representatives. This implies that in the event that you're more imaginative in understanding issues, the work execution of Bank Jatim KC Jombang representatives will increase.

Creativity may be a person's capacity to create any composition, item, or thought that's essentially modern, and already obscure to the creator. Imagination can be an inventive movement or blend of thought whose comes about are not fair outlines. Imagination incorporates the arrangement of modern designs from a combination of data gotten from past encounters, creativity must have a decided reason or objective, not fair daydream, in spite of the fact that it isn't a culminate and total result, and the comes about can be within the shape of craftsmanship items, writing, logical items, or procedural and methodological. Imagination could be a person's capacity to form something modern in its presence. Operationally, imagination can be defined as an capacity that reflects familiarity, adaptability, and creativity in considering, as well as the capacity to expand (create, enhance, detail) an thought. This means that if there is problem-solving creativity in a person, it will be easier to solve problems in the company. Mendrofa, (2022). In this way, problem-solving imagination is acknowledged which is in a tall relationship, or in other words, there's a relationship between work inventiveness and worker accomplishment inspiration.

3. The influence of competence on work performance

Based on the comes about of the ponder, it is depicted that tall competence can move forward the work execution of Bank Jatim KC Jombang representatives. This implies that in case competence is way better, at that point the work execution of Bank Jatim KC Jombang representatives will increment. This is supported by the answers of respondents who have a good willingness to learn according to the needs of the company, have a good understanding of the characteristics, have a good understanding of working conditions, have the ability to choose effective and efficient work methods, have honest behavior, openness, and democracy in carrying out tasks, feel happy about salary increases and are able to carry out work activities well.

Workers who have competence in carrying out their obligations and obligations will certainly influence their work comes about or work execution. Agreeing to Sutrisno (2019), competence is characterized as a behavioral measurement of mastery or brilliance of a pioneer or staff who have great aptitudes, information, and behavior.

The comes about of this think about are in line with the comes about of investigate conducted by Morila Buulolo (2021) which demonstrates that competence (X) incorporates a critical impact on worker work execution at the Lolowau Area Office, South Nias Rule

5. Conclusion

Based on the comes about of the investigate conducted, it can be concluded that work inspiration encompasses a commitment to the work execution of Bank Jatim KC Jombang representatives. In this way it can be seen that the way better the work inspiration, the more it'll move forward the work execution of Bank Jatim KC Jombang workers and Competence incorporates a commitment to the work execution of Bank Jatim KC Jombang representatives. Hence it can be seen that the higher the competence connected by representatives so remote

has been great, the more it'll move forward the work execution of Bank Jatim KC Jombang representatives.

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