

The Factors that Influence the Performance of Daily Workers: Individual Character, Ability, and Motivation

(A Case Study of Human Resource Management in PT GMIT Jember)

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Abstract: Performance is what the company wants from the daily workers who work in the tobacco warehouse within the allotted time. This study aims to identify, analyse, and find out how much the factors that influence the performance of daily workers at PT GMIT Jember the research method used is descriptive-quantitative. The results of the questionnaire testing have been declared valid and reliable. Hypothesis testing uses the Structural Equation Model analysis version of Amos and Excel 2010. The results of the study show that daily worker performance is positively influenced by individual character and work ability. However, motivation does not negatively affect performance. In improving worker performance, it is necessary to pay attention to gender and age, knowledge, and work skills. The motivation to work is only to fill time and get wages during the tobacco processing season in the warehouse.

Keywords: Daily worker, individual character, work ability, work motivation and performance.

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Introduction

Tobacco has been one of the leading commodities in Jember Regency for a long time. This commodity management company is able to provide national income and employment. Gading Mas Tobacco Company (GMIT) Jember is one of the tobacco commodity managers in Jember Regency. The GMIT Company was also able to contribute to absorbing more than 1,500 workers, starting from tobacco cultivation, harvesting, to post-harvesting and marketing of tobacco. GMIT Jember manages Vor Oogst (VO) tobacco leaves purchased from local farmers.

The workforce factor is a determinant of working at the GMIT Company. According to [Marchiori, et al., \(2019\)](#), older women workers have difficulty carrying out complex activities. Female workers are lower in emotional aspects, even though women are better at work than men. Workers who were previously unemployed, worked from home, had lower wages, and were easily affected by economic factors will be encouraged to work. ([Mongey, S., & Weinberg, A., 2020](#)). Conditions like this need to be considered because, when working, personal factors and working conditions greatly impact commitment. ([Albrecht, S. L., & Marty, A., 2020](#)).

Furthermore, someone who works must have the ability to work individually. Individual ability factors are determined by three aspects of basic conditions. These three conditions include sensory and cognitive states, knowledge to respond correctly, and the ability to respond ([As'ad, 2000](#)). However, not all employees can work well, and some employees can experience stress due to work pressure ([Oruh, E. S., & Dibia, C., 2020](#)). Daily workers at PT GMIT's Wirolegi Warehouse certainly require knowledge and skills to meet established tobacco processing standards. The ability factor of workers can determine the quality of processed tobacco leaves ([Hayati, 2017; Aprilia, K., et al., 2020](#)).

In addition, workers who work need encouragement or motivation so that performance can be achieved. Employees who work a lot complain of incompetence and a lot of pressure. ([Oruh, E. S., & Dibia, C., 2020; Osayi, E. A., 2023](#)). Providing motivation for the workforce can increase achievement or performance ([Wahyudi, 2022; Yudea & Sutianingsih, 2022](#)). This study aims to determine the factors of individual character, ability, and motivation of daily workers at work in order to develop and design solutions to improve company performance and empower the workforce, which is a company asset. ([Zhang, M. B., 2019; Macke, J., & Genari, D., 2019; Anwar, G., & Abdullah, N. N., 2021](#)). This article is divided into four parts, namely a background study on the selection of topics or problems and the purpose of this writing. The theoretical framework section discusses the opinions that

support the research model and its variables. The Research Methods section informs about the research methodology as a reference for writing, data collection, and data analysis. The fourth section, Foundations, provides the results of the analysis phase as well as comments, limitations, and ideas for future research.

Literature Review

Individual character factors

Individual character is inherent in every person from birth. This character includes age, gender, level of education, ethnicity, length of service, and other identities. These factors are easily defined and readily available, and the data that can be obtained is mostly from the information available in an employee's personnel file, including data on individual characteristics including age, gender, marital status, number of family members, and years of service in the organisation. This character is personally brought into the organisation when entering work and will affect all work activities. ([Esthi, 2020](#); [Sari, & Ali, 2022](#); [Zulu, et al., 2023](#))

Work ability factors

Work ability is an individual's capacity to do various tasks in a job. Ability is explained as something that is expected in the workplace, namely the knowledge and skills possessed and the attitude to be consistent with work standards. These performance standards must be met for a company to progress. Competence, values, attitudes, and motivation play an important role in work ability. The role of work ability factors really needs to be known so that efforts can be made to maintain and improve skills at work. ([Sabuhari, et al., 2020](#); [Parashakti, et al., 2020](#); [Sinambela, E. A., & Ernawati, E., 2021](#)).

Work motivation factor

Motivation is identified as the drive that results from an individual's desire to satisfy needs such as hunger, thirst, and social recognition ([Kuswati, 2020](#); [Razak, 2021](#)). A person's motivation is used as a driving force in realising a behaviour to achieve satisfaction for himself. Motivation is an encouragement to mobilise all efforts to achieve organisational goals, conditioned with the intention of meeting individual needs. In practise, each individual situation must be understood as motivation. Every human being can organise himself to meet his needs and desires. Motivation does not mean to be agitated but is based on organisational goals. ([Macke, J., & Genari, D., 2019](#); [Razak, 2021](#); [Anwar, G., & Abdullah, N. N. 2021](#)). Motivation arises because of two factors, namely intrinsic factors and extrinsic

factors ([Kuvaas et al., 2017](#)). Intrinsic factors are factors from within humans, which can be in the form of attitudes, personalities, education, experience, knowledge, and ideals. Many married women want to work part time because of the attractiveness of the job, the salary, and the bonuses from the company. Meanwhile, many young children are attracted to work because of salaries, bonuses, and self-development ([Taguchi, 2015](#)). Extrinsic factors are factors that come from outside the human self; these factors can be in the form of a leadership style from a superior, encouragement or guidance from someone, situational developments, and so on.

Performance Factors

Performance at work, according to [Mangkunegara \(2000\)](#), is the result achieved when carrying out an activity that is assessed in terms of quality and quantity and must be achieved when given tasks and responsibilities within a certain time. The performance of a worker is closely related to the results of work in the company. Performance evaluation, in principle, is a form of performance appraisal for an employee. Evaluation of performance within the company can be used for employee development. ([Kuswati, 2020](#)). Performance that can be given should consider ability, experience, and sincerity in working according to the time set by the company. This performance is assessed based on the results of work performed by employees compared to the standards set by the company, both in terms of quality and quantity, and within a certain period of time. A person's good performance can be obtained through his skills, work experience, and sincerity over a certain period of time. The more experience, the higher the employee's work performance in the organisation. ([Sabuhari, et al., 2020](#); [Sinambela, E. A., & Ernawati, E., 2021](#))

Research Method

Quantitative descriptive analysis was chosen to be used in this study. Quantitative method with the philosophy of positivism. This principle uses a research questionnaire to analyse quantitative data for hypothesis testing. ([Hindadjo et al., 2022](#)). The population of daily workers who existed at the time of the study was 215 people, and 105 people were taken as samples according to SEM criteria (Ferdinand 2000). The sampling technique in this study was carried out systematically (systematic sampling). Sampling by taking an odd serial number by reducing 3 respondents.

Data collection in this study was carried out using a questionnaire with a list of questions printed and distributed to be filled in and returned, or they could also be answered directly under the supervision of the researcher. In addition, the data analysis technique is the Amos-

based Structural Equation Model (SEM) approach for testing the research hypothesis. In the statistical discipline of Structural Equation Modelling (SEM), many interactions that are challenging to measure can be tested simultaneously. This SEM is a way of analysing multivariate data, namely the combination of factor analysis and regression analysis. This technique can determine the relationship between variables in the model. The stages of analysis in Amos' SEM include: (1) The first stage is testing the validity and reliability of each indicator. (2) The second stage is testing the structural model to determine the effect between variables measured using the t-test. ([Indrayani and Wulandari, 2022](#)).

Result and Discussion

SEM Analysis

a. Model fit test

The goodness of fit index criteria (Table 1) show a relative fit of 0.863 below the value of 0.900, said to meet the test criteria or be marginally close to the criterion value so that the overall model can be accepted and considered valid.

Table 1 SEM model fit test

No	Criteria	Value Cut off	Test Result	Description
1	X ² Chi Square Statistics	≤ chi square count	69.967	Good
2	Sig. prob.	≥ 0,05	0.202	Good
3	RMSEA	≤ 0,08	0.038	Good
4	GFI	≥ 0,90	0.908	Good
5	AGFI	≥ 0,90	0.863	Marginal
6	CMIN/DF	≤ 2,00	1.147	Good
7	TLI	≥ 0,95	0.961	Good
8	CFI	≥ 0,95	0.969	Good

b. Causality test

A causality test of individual character variables and work ability that significantly influences performance. Meanwhile, the variable of work motivation has no significant effect on the performance of daily workers in the Wirelegi Warehouse. The causality test of the research is presented in Table 2.

Table 2 Result of research causality test

Variable			Estimate	C.R	P	Description
Performance	<---	Individual characters	.447	2.003	.045	Significant
Performance	<---	Ability	.508	3.187	.001	Significant
Performance	<---	Motivation	.073	.156	.642	Not Significant

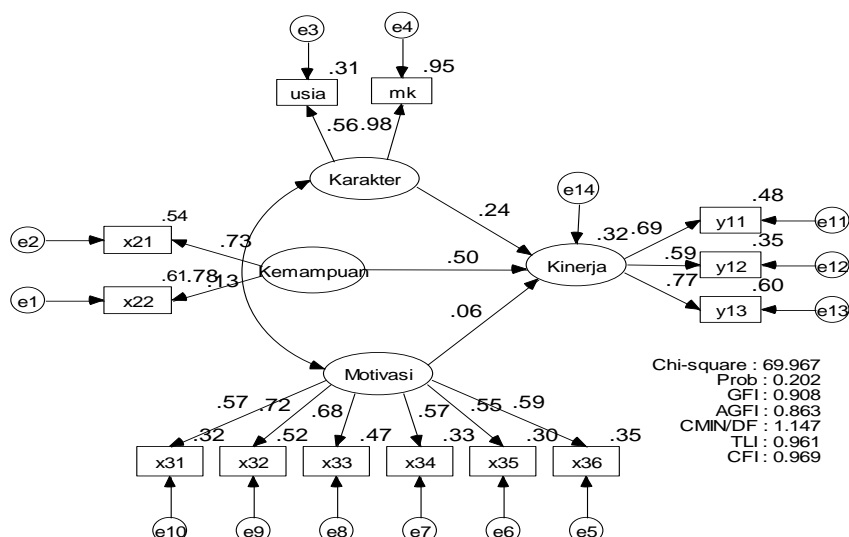


Figure 1 The estimation results of the confirmatory analysis

Discussion

The Influence of Individual Character Factors on Daily Worker Performance

The results of causality SEM testing yielded findings that individual characteristics (age and years of service) had a significant effect on the performance of daily tobacco processing warehouse workers at the Wirolegi Warehouse. This can be seen from the path coefficient and CR of 0.045, which are less than the 0.05 significance level. This shows that the initial assumption (H1) is accepted.

Individual characteristics include gender, age, marital status, and years of service. The daily workers who work at the Wirolegi warehouse of PT GMIT Jember are all female and married. The work of processing tobacco in the warehouse includes sorting, grading, and size reduction activities. These tasks are carried out by women because women are generally considered to be more thorough, diligent, and careful in their work. These female workers generally work only during the tobacco harvest season. ([Marchiori et al., 2019](#); [Mongey, S., & Weinberg, A., 2020](#))

The Influence of Work Ability on the Performance of Daily Workers

The results of causality SEM testing resulted in the finding that work ability (knowledge and physical abilities) had a significant effect on the performance of daily tobacco processing warehouse workers at the Wirolegi Warehouse of PT GMIT Jember. This can be seen from the path coefficient and CR of 0.001, which are less than the significance level of 0.05, and the CR value of 3.187, which is greater than the required critical value of 2. This shows that the initial assumption (H2) is accepted.

Work ability includes knowledge of the job and mastery of skills in technical matters necessary to carry out each task given. PT GMT Jember's goal is to provide processed tobacco leaves for the production of kretek cigarettes in accordance with the standards demanded by cigarette manufacturing companies. To be able to provide this, daily workers in tobacco processing warehouses are expected to have the knowledge and technical ability to achieve the company's performance targets.

The Influence of Work Motivation on the Performance of Daily Warehouse Workers

The results of the SEM analysis test with causal work motivation have no significant effect on the performance of daily workers in the tobacco processing warehouse at the Wirelegi Warehouse of PT GMT Jember. This can be seen in Table 3. It is known that the value of the path coefficient between work motivation and performance is 0.073, with a significance level of 0.642 greater than the value (α) of 0.05. This shows that the initial assumption (H3) is rejected.

The motivation of a worker can come from the desires or needs of his life that encourage him to achieve them immediately. This will create a very strong urge to be willing to make sacrifices so that performance also increases. Previous research has shown that companies that pay attention to employee motivation can improve individual and corporate performance (Razak, 2021; Kuswati, 2020). But for Warehouse Wirelegi daily workers, the placement of work motivation does not improve performance. The motivation of daily workers who work in warehouses is to use their time to earn decent wages for family needs. Daily workers who work in warehouses can also be dismissed from their jobs at any time. Daily workers claim to work according to their interests, which include working in a warehouse, regardless of their educational background. Daily workers work according to their interests and habits, and every shooting season will also include work in the warehouse. Workers who have worked in warehouses can return to work the following shooting season.

Conclusions

The purpose of this study is to test the assumptions made at the beginning of the study. This conclusion is also a case study presented in this article. The first hypothesis test (H1) shows that individual character has a significant effect on daily worker performance. Then test the second hypothesis (H2), namely that work ability has a significant effect on performance. While the third hypothesis test (H3) shows that work motivation has no significant effect on daily worker performance, the increase in the performance of daily workers is due to the utilization of their individual characteristics and working abilities, as well as their work

motivation. Daily workers take advantage of the arrival of the tobacco processing season to work in warehouses to earn wages.

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