

Analysis of Extrinsic Rewards on Work Motivation in the Apron Movement Control (AMC) Unit at Adi Soemarmo Boyolali International Airport

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Abstract

This research is a qualitative research that aims to analyze extrinsic rewards on work motivation in the apron movement control unit at Adi Soemarmo Boyolali Airport. Extrinsic Rewards are tangible rewards that come from outside the person himself, can be financial, such as salaries, bonuses, benefits, and can be non-financial, such as promotions. Work motivation is a state or energy that drives employees who are ordered or given assignments to achieve organizational goals. (Apron Movement Control/AMC) is an airport employee who has a license or qualification to carry out law enforcement, traffic security on the apron and aircraft parking supervision. This study took 4 respondents consisting of 2 senior employees and 2 junior employees. Methods of data collection using observation (observation), interviews and documentation. Analysis of research data is descriptive. The results of this study indicate that extrinsic rewards can increase employee motivation in the AMC unit and the rewards given by the company have been implemented properly.

Keywords: Extrinsic Reward, Work Motivation, Apron Movement Control



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INTRODUCTION

Rewards are a kind of recognition for certain successes given by companies or institutions to individuals or groups of employees in material and non-material forms so that they can work with high motivation and achievement in achieving organizational goals. Every company uses various incentives to recruit and retain employees and motivate them to achieve personal and organizational goals. Reward is a key factor in motivating employees to help generate the best innovative ideas to improve business operations and improve company performance both financially and non-financially (Wirawan, 2018).

The phenomenon of post-pandemic flights has become crowded with these changes, the workload will increase with high workloads, it is not a common thing if employees expect rewards such as incentives or bonuses. Siagian (2018) defines motivation as a driving force that aims to stimulate work enthusiasm, with the hope that they will be invited to work together, do work seriously, and coordinate all efforts towards job satisfaction. In general, rewards have a significant influence on employee motivation (Putra, et al. 2020).

Furthermore, it is said that the reward system designed by the company is to spur employee enthusiasm for their work in order to increase their work efficiency. The importance of rewards from the organization to expand inspiration is something that really needs to be thought about. Because this is one of the methods to motivate/persuade people or individuals who are encouraged in an organization or association. This uniqueness occurs in all associations, both large and small.

Rewards

Rewards are a kind of recognition for certain successes given by companies or institutions to individuals or groups of employees in material and non-material forms so that they can work with high motivation and achievement in achieving organizational goals. Extrinsic Reward is an award that has a tangible form that comes from outside the person, can be in the form of financial such as salaries, bonuses, allowances, and can be non-financial such as promotions. An honor/award that has a substantial structure that comes from outside the individual, can be in the form of money such as salary levels, awards, benefits, and can also be non-financial such as promotions. (Moorhead & Griffin, 2013). Reward aims to increase motivation to encourage oneself to achieve something power, to give a sign to someone who has more abilities and is universal. According to Saputra (2017), rewards are divided into two groups, namely extrinsic rewards and intrinsic rewards. In this study focused on extrinsic rewards, namely an award that comes from outside the person.

Work Motivation

Hasibuan (2015) states that work motivation is a state or energy that drives employees who are aligned or dependent on achieving the goals of a business organization. Positive and positive mental attitude of employees towards work situations strengthens their work motivation to do their best. indicators of motivation are the need for achievement, the need to expand association, the need to master a job.

RESEARCH METHODS

Judging from the nature of the data, the research approach used in this study is qualitative. The nature of this research approach is descriptive. to study Descriptive research is research that aims to describe current solutions to problems based on data. This type of qualitative descriptive research used in this study is intended to determine the role of extrinsic rewards on the work motivation of the Apron Movement Control (AMC) unit at Adi Soemarmo Boyolali international airport. Data collection techniques used in this study are observations, interviews, and documentation. Triangulated data validation is used to review information from different sources in different ways and divide time. So there is source triangulation, technical triangulation, data collection and time. Triangulation of sources to assess the credibility of information is carried out by reviewing information from various sources. Likewise, time triangulation is carried out by reviewing interviews or other techniques at different times or situations. (Sugiyono, 2016).

RESEARCH RESULTS AND DISCUSSION

Broadly speaking, the extrinsic rewards given by PT. Angkasa Pura I as the airport operator has been very sufficient in providing extrinsic rewards to its employees, especially units working in the Apron Movement Control unit, this has resulted in an increase in work motivation for employees. In finding out what extrinsic rewards can motivate work in the AMC unit, the researchers conducted interviews with four employees in the Apron Movement Control (AMC) unit with a composition of two senior employees and two junior AMC employees at Adi Soemarmo Boyolali International Airport, and each each informant expressed a different opinion regarding the extrinsic reward he received.

The company gives appreciation or awards to employees in two forms, namely financial awards and non-financial awards. This financial award is in the form of salary, allowances, bonuses, all matters relating to the material. The purpose of giving extrinsic rewards is to show that companies have hopes that they will continue to maintain or increase enthusiasm at work

and continue to strive to increase work motivation that has been well formed. Based on the information provided by two informants who are relevant to this discussion, it is stated that the effort to provide extrinsic rewards is the right step because their role is very fundamental and related to work motivation and will bring out the souls of employees who are persistent at work.

In addition, the extrinsic rewards given by both are very influential for employees, namely; salaries, benefits, bonuses, promotions and days off as well as supporting facilities while working. Extrinsic reward given by PT. Angkasa Pura 1 Adi Soemarmo airport as the company responsible for air transportation for the reward section is quite good, on this basis, some of the feedback is an increase in employee motivation to reach the highest level with specific intentions in addition to trying to help the company realize predetermined goals. This finding proves how important it is to increase work motivation. In line with the findings of Mardiana and Saleh (2021), the quality of personnel is an indication of the treatment of employees by agencies, both directly and indirectly, which influences organizational performance in a better direction.

In addition, these results are also in line with Prapthepkant's (2011) empirical findings which show that the reward system plays a very important role in motivating employees to appear more creative and fulfill their duties and responsibilities. On that basis, the researchers concluded from the interviews and observations that were carried out that if the company has provided extrinsic rewards, then automatically the motivation of the employees will increase as a positive response so that maximum performance will appear by itself. Putra, Ismail, et al (2020) surveyed 45 respondents with the conclusion that rewards have a significant influence on work motivation. In line with Kurnia's research, Husnaiti, et al (2022) that rewards have a significant effect on work motivation, which means that rewards trigger employees to work enthusiastically or motivate employees to complete their work.

CONCLUSION

Extrinsic reward that has been given by PT. Angkasa Pura I to employees in the AMC (Apron Movement Control) unit has been implemented properly, while the types of extrinsic rewards given are as follows: Financial extrinsic rewards are in the form of; Salaries, benefits, bonuses, and all matters related to material, non-financial extrinsic rewards are like; Facilities at work, days off, awards, promotions, housing rental assistance, and more. Among the many and varied extrinsic rewards received by employees, both in the form of financial and/or non-financial, there are several things which, based on the results of interviews and observations, have a very positive impact on increasing work motivation in each employee, including: Additional salary/bonus and benefits, because it provides new input or fresh air for economic conditions if there are employees who need more money for life needs, urgent, emergency or other needs, assistance with household facilities and or house rent and also includes guarantees for wives and children of employees, because it is able to provide happiness, peace, and comfort for employees, especially those who are already married when they want to leave the house to work.

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