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# THE IMPACT OF WORK MOTIVATION AND EMPLOYEE DEVELOPMENT ON SURABAYA CITY'S FIRE FIGHTING AND RESCUE DEPARTMENT EMPLOYEE PERFORMANCE

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## Abstract

The City of Surabaya's rescue and fire departments plays a crucial role in government administration in the areas of community protection for firefighters and public peace and order. The goal of this study was to evaluate how employee development and job motivation impacted the performance of firefighters and rescue workers in Surabaya. Descriptive quantitative and case study methodologies are the research methodology applied. Techniques for collecting data are questionnaire. Multiple linear regression analysis is used in the analysis, and SPSS 26 is used to process the data. According to the study's findings, the variable Work Motivation (X2) is  $4.079 > t$  table value of 1.684, while the variable Employee Development (X1) is partially positive and significant at  $5.746 > t$  table value of 1.684. The concurrently determined F value of  $103.004 > F$  table of 2.32 is positively and significantly impacted by the employee development factors (X1) and work motivation (X2), respectively. The government will use the practical implications as a starting point for evaluating the Fire and Rescue Service employee's performance policies. Theoretical implications can be used as a guide for future studies on employee performance in the field of theory.

Keywords: Employee Development, Workplace Motivation, and Performance

## Introduction

The Surabaya's Fire and Rescue Department plays a crucial role in governmental affairs in the area of public peace and order, community protection in the field of fire, which is the subject of the City's jurisdiction, and assistance tasks assigned by the Mayor. The functions of the Fire and Rescue Department in Surabaya include implementing the creation of local safety and order policies and Community Protection, sub-Fire; establishing policies in place in the area of Social Security and Order as well as Community Protection sub-Fire; implementation of evaluation and reporting in the field of Peace and Public Order as well as Community Protection sub-Fire (Princess, 2021).

Lack of employee development can be triggered due to a lack of attention from the governance. The lack of employee development can hinder the achievement of the organizational goals of the Fire and Rescue Department in Surabaya due to the lack of improving the quality of employees and good cooperation between employees. For this reason, it is necessary to strive for employee development to be refined, not ignored, because Indonesia is a large country and it is impossible to ignore it in developing human resource capabilities. The only course of action is to raise the standard of human capital, for example through the development of Human Capitals, so that workers can cooperate effectively, can carry out mandates, and have heavy responsibilities without the potential for unhealthy competition and disunity (Yuliana, 2019).

Furthermore, the lack of strong work motivation makes it difficult to achieve the goals and functions of the Fire and Rescue Department in Surabaya properly, lack of enthusiasm results in reduced employee performance. For this reason, it is essential to raise the level of job motivation among all Fire and Emergency Services Service personnel in Surabaya

Human capital is considered to be a key factor in a company's success and plays a significant role in this. It is important to increase employee motivation in order to promote proper performance (Utomo et al., 2018). Giving employees a reason (or incentive) to work is a way to encourage them to contribute to the successful and efficient realization of organizational goals. Giving this job purpose is part of Maslow's theory of the hierarchy of human needs, which also encompasses physiological, security, interpersonal, prestige, and personality requirements. 2016 (Hasibuan). Employees experience happiness when their hopes and expectations are met, and those who take pride in their work will automatically perform better. There are several factors that link job performance with job satisfaction, notably compensation (Ehsan, 2019). In this case, if workers receive the incentives they believe they are due and are content, they will perform better overall. Providing for their needs and wants can motivate employees in a business. However, it can be challenging to present motivation for paintings because what is important to one person can not be important to another. Agency-based motivational factors, notably internal and external aspects, are categorized (Prabu, 2017). Wishes, aspirations, and intentions held inside the personality are examples of inward aspects (private qualities) in inspiration. The workplace conditions, profitability, operating conditions, company policies, and relatives and friends' honors, advancements, and duties are examples of external elements (commercial enterprise qualities).

This study investigates how employee empowerment and growth affect staff performance in Surabaya's fire and rescue department.

### **Research purposes**

This study set out to ascertain the component and concurrent impacts of job motivation and workplace subjected to change on staff performance in the Surabaya fire and rescue department.

### **Theoretical Review**

#### **Employee Development**

The readiness of individuals or staff to take on more duties within an organisation or institutions, according to Nawawi (2016), is referred to as human capital development. The development is the process of enhancing a person's technical, theoretical, conceptual, and moral talents in accordance with the requirements of their position or work through education and training. Training attempts to advance the technical capabilities needed to carry out workers' task, whereas educating enhances the intellectual, cognitive, and social skills of workers (Muqaddis, 2020). Human resource development is the basis for someone to occupy a higher position in an organization (promotion) or be transferred to another job (mutation). Therefore, development is a necessity and even something that is expected by everyone in the organization (Wilson, 2017).

Bariqi (2018) asserts that if people can perform their jobs effectively, institutional or institutional objectives would be successfully attained. Furthermore, the firm needs to focus on staff development in order to increase the workability of its workforce. Thus, the goal of career progression is to raise job performance in order to accomplish set work goals. The company, the

workers, and the customers or members of the general public who rely on the products or services generated by the company are all aimed towards and gain from workers development.

### **Work Motivation**

A representative of a company must be motivated in order to be flexible and prepared to organize their abilities, in the form of expertise or skills, effort, and moment to implement various tasks for which they are accountable and meet their demands, in order to achieve predefined goals of the organisation. Nevertheless, a number of factors significantly affect worker motivation.

In accordance with Sondang P Siagian, what constitutes motivation (2018). Psychologically speaking, motivation is a really essential process. Motivation is a psychological condition and psychological mental disposition that generates energy, promotes actions or motions, and leads or directs activity towards reaching motivation that offers pleasure or minimizes tensions. (2010) Citraningtyas. According to Abraham H. Maslow's (2010) theory, there are five categories of personal motivations that are grouped in a sequence, beginning with the most fundamental. According to Maslow, there are five categories of requirements: a) Physiological and safety needs, including food, livelihood, and apparel; b) Security requirements, including emotional, psychological, and intelligent safety; c) Social desire; d) Luxurious needs, which are typically represented in different symbols of status; and e) Personality, which refers to the accessibility of possibilities for an individual to achieve the possibilities he or she already possesses and transform it into a natural skill.

### **Employee Performance**

Performance of employees, in Sinambela's (2012) definition, is the capacity of an individual to complete a particular task with skill. Worker performance is extremely important since it will show how well the worker can handle the responsibilities that have been given to him. Determining precise and quantifiable standards and setting them as a shared standard are important as a result. Worker performance, according to Simamora (2017), is the degree to what workers meet the expectations of their jobs.

Afandi (2018) asserts that performance is a measure of work that could be completed by an individuals or groups working for companies while abiding by their obligations and exercising their legal rights in order to attain organizational objectives in a way that is morally and ethically correct. Performance, according to Harsuko (2011), is the degree to which the individual has contributed to establishing operational strategy, both in attaining defined objectives related to individual jobs or by exhibiting competencies that are proclaimed relevant to the organization. Attitudes, aptitude, and accomplishment are the three dimensions that make up the multifaceted concept of performance. Considering some of these definitions, it can be said that in this text, "worker performance" refers to the work that an employee completes within a specific timeframe in accordance with set job requirements.

Robbins & Judge (2015) explained that there are several ways to measure performance in general, namely: quantity of work, quality of work, knowledge of work, opinions or statements conveyed, decisions taken, work planning, and work organization area.

### **Research methods**

A quantitative method of descriptive study is used in this study. In terms of the research population, the 400 workers that will make up the Surabaya city's rescue and firefighting department in 2022 make up the complete research topic. This study used the method of

sampling to collect samples using a straightforward random sample approach, the probabilistic sampling methodology. Sugiyono (2017) defined simple random sampling as the choice of sample participants from a community at randomness without taking into account the strata that already are present in the population. 40 or more employees are needed to reach the 10% sample size. Questionnaire-based data collection methods. Using multiple linear regression analysis and SPSS 26 to handle the data, there are data analysis methodologies.

### Research result

The following table bellow shows how the staff of the Fire and Rescue Department in Surabaya responded to the Worker Development (X1) program offered by the Fire adn Rescue Department

Table 1 Response of Fire and Rescue Service employees in the City of Surabaya to Employee Development (X1)

Descriptive Statistics					
	N	Minimum	Maximum	Means	std. Deviation
x1.1	40	3.00	5.00	3,8000	,72324
x1.2	40	2.00	5.00	3,8000	,91147
x1.3	40	2.00	5.00	3.8750	,79057
x1.4	40	2.00	5.00	3.6750	,88831
x1.5	40	1.00	5.00	3.8500	,92126
x1	40	2.40	4.80	3,8000	,65320
Valid N (listwise)	40				

Source: SPSS output processed by researchers (2022)

The table above displays an overall average of 3.8000 for the workers of the Fire and Rescue department in Surabaya in reply to Worker Development (X1) in the Department of Fire and Rescue in Surabaya. This demonstrates how well-rounded the Worker Development (X1) program is at the Fire and Rescue Service in the City of Surabaya.

The following table shows how staff members of the Fire and Rescue Service in the City of Surabaya responded to the Job Motivation (X2) survey that was accessible at the Service of Fire and Rescue in Surabaya.

Table 2 Responses of Fire and Rescue Department workers in the City of Surabaya to Work Motivation (X2)

Descriptive Statistics					
	N	Minimum	Maximum	Means	std. Deviation
x2.1	40	2.00	5.00	3.8250	,93060
x2.2	40	2.00	5.00	3.8750	,88252
x2.3	40	2.00	5.00	3.8750	,91111
x2.4	40	2.00	5.00	3,8000	1.04268



x2.5	40	2.00	5.00	3.7250	1.03744
x2	40	2.40	5.00	3.8200	,75759
Valid N	40				
(listwise)					

Source: SPSS output processed by researchers (2022)

According to the table above, the overall response of the staff of the Fire and Rescue Department in Surabaya to Job Motivation (X2) in the Service of Fire and Rescue in the City of Surabaya is 3.8200. This demonstrates that Job Motivation (X2) is relatively high in Surabaya's Fire & Rescue Team.

The table illustrates the establishment's reaction to how the Fire and Rescue Department workers performed in Surabaya (Y).

Table 3 Leaders' Responses to Employee Performance at the Fire and Rescue Department in Surabaya (Y)

Descriptive Statistics					
	N	Minimum	Maximum	Means	std. Deviation
y. 1	40	2.00	5.00	3,8000	,85335
y.2	40	2.00	5.00	3,9750	,83166
y. 3	40	2.00	5.00	3,8250	,95776
y. 4	40	2.00	5.00	3,9250	,91672
y. 5	40	2.00	5.00	3,9750	,76753
y	40	2.40	4.80	3,9000	,68836
Valid N	40				
(listwise)					

Source: SPSS output processed by researchers (2022)

Based on the table above, the management gave the Fire and Rescue Department workers in Surabaya an overall average of 3.9000 for their performance. This demonstrates that Surabaya's Fire and Rescue Department members consistently deliver quality service.

The degree of freedom (df) in this analysis can be computed as  $40-2-1 = 37$  with an alpha of 0.05 to get the total moment r table of 0.316. The table below shows that an element or issue is considered acceptable if the r count (for which each item's value is shown in the Corrected Item - Total Correlation column) exceeds the r table and the r value is good. In this case, H0 is ignored and HA is acceptable.

Table 4 Validity Test Results

No	Variable	Corrected Items - Total Correlation	R table	validity
1	Employee Development (X1)	0.923	0.316	Valid
2	Work Motivation (X2)	0.921	0.316	Valid

3	Fire and Rescue Service employee performance in Surabaya City (Y)	0.959	0.316	Valid
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Source: SPSS Outputs processed by researchers (2022)

The output above shows the analysis's findings, which are represented by the estimated r values for each issue as an observed variable in the Corrected Item - Total Correlation column of the Component Total Statistics part of the output. It was determined that all the test items were genuine because the r value for each question was good and higher than the number in the product moment r table of 0.316.

The results of the instrument reliability test used in this study can be seen in the table below.

Table 5 Reliability Test Results

No	Variable	Cronbach's Alpha	r table	Reliability
1	Employee Development (X1)	0.953	0.316	Reliable
2	Work Motivation (X2)	0.952	0.316	Reliable
3	Performance of Fire and Rescue Service employees in the City of Surabaya (Y)	0.952	0.316	Reliable

Source: SPSS output processed by researchers (2022)

The findings of this study suggest that the conceptualization or investigation variable is credible because the Cronbach alpha value in the table above is greater than the r value of 0.316.

The outcomes of the F test in this study may be seen from the analysis performed with the aid of the computer application SPSS for Windows version 21.0. The subsequent ANOVA table displays the outcomes of the concurrent F-test analysis:

Table 6 ANOVA table

ANOVA					
Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	15,666	2	7,833	103,004	,000b
residual	2,814	37	.076		
Total	18,480	39			

a. Dependent Variables: y

b. Predictors: (Constant), x2, x1

Source: SPSS output processed by researchers (2022)

The F test findings show that the Fount value is 103.000. While this is going on, the value of the F table with the degree of freedom =  $n - k - 1 = 40 - 2 - 1 = 37$  is 2.32. Ha is thus approved whereas H0 is disapproved. As a result, the regression analysis effectively explains both the overall fluctuation of the independent variables and the degree to which they influence the dependent variables.

The correlation table shown in the SPSS output below shows the partial t-test results:

Table 7 Regression Coefficient

		Coefficients					
Model		Unstandardized Coefficients		standardized Coefficients	t	Sig.	Collinearity Statistics
		B	std. Error	Betas			tolerance VIF
	(Constant)	,199	,264		,755	,455	
1	x1	,603	,105	,572	5,746	,000	,415 2,409
5	x2	,369	,090	,406	4,079	,000	,415 2,409

a. Dependent Variables: y

Source: SPSS output processed by researchers (2022)

The value of t for the Employee Development variable (X1) is 5.746, and for the Job Motivation variable (X2) is 4.079, according to the t-test results. While the value of the t table with a degree of freedom of  $40 - 2 - 1 = 37$  and a significance threshold of 5% is 1.684. The Staff Development Variable (X1computed)'s t value is 5.746, which is greater than the t table value of 1.684. As a result, Ha is approved and H0 is denied. This indicates that the performance of Fire and Rescue Department workers in Surabaya, the dependent variable, can be explained by the independent variable Employee Development (X1) (Y). When the t value for work motivation (X2) is determined to be 4.079 and the t table value to be 1.684, Ha is acceptable and H0 is refused.

## Discussion

The Fire and Rescue Department in Surabaya has a very noble role in saving people and development assets from the threat of fire. Now the task of the Fire and Rescue Department in Surabaya is even tougher and also even nobler because it is added to the rescue task in an emergency.

The addition of new tasks for employees at the Fire and Rescue Department in Surabaya following a new name plus rescue means that it is necessary to increase the ability of employees through employee development through several methods both domestic and foreign training, as well as increasing work experience and rescue tactical training. This especially needs to be emphasized in terms of the speed of response to threatening hazards that arise suddenly both in city fire rescue and in saving humans, animals, and other assets.

In this analysis, we sought to determine how worker growth and job motivation impacted the productivity of Surabaya's Fire and Rescue Department members. Following the conclusion of the study processes, it is evident that Worker Development and Job Motivation have a significant impact on the Performance of Fire and Rescue Department Workers in Surabaya (Y).



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The findings of this research show worker development has a favorable and considerable impact on performance, according to Sitanggang (2021). Performance is positively and significantly impacted by job motivation. Performance is positively and significantly impacted by employee development and workplace motivation.

Findings from Pratiwi and Julistantio's study (2022) the factors of intrinsic motivation and career growth have a substantial impact on employees' performance.

study finding According to Widiati et al. (2022), the Surakarta Fire Department office's personnel performance is strongly impacted by motivating factors. 7

Worker Development and Job Motivation must be continually improved in order to enhance the performance of the Fire and Rescue Department staff in Surabaya (Y) and to further increase management's role, particularly human resource management, in managing the Fire and Rescue Department in a greater and more professional way. Boost.

Job Motivation needs to be given top importance by the management and the government if they want to enhance the performance of the Fire and Rescue Department workers in Surabaya (Y) by making the activities that have already been, are being, and will be put into place more successful. To fulfill the organizational goals of the Fire and Rescue Service in the City of Surabaya and to progress the establishment of a safety and modern city, the government would provide encouragement through management and an increase in staff morale.

Given that Surabaya serves as the primary engine of growth and the foundation for the growth of other areas of East Java as well as other eastern Indonesia in particular, it is necessary further to promote urban development. Due to the risk of fire and other devastation, urban development may be slowed down. If this happens, other areas' development would also slow down, which will prevent the regional development goal from being met. In order to protect the City of Surabaya from fire and security hazards and ensure the security and efficient functioning of community and regional growth, the Fire and Rescue Service in the City of Surabaya needs to boost staff performance.

## Conclusion

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It is possible to draw the following conclusion from the analysis of the research and discussion that has been made.

1. Since the calculated t value for the worker development variable (X1) is 5.746 and the corresponding t table value is 1.684,  $H_a$  is approved and  $H_0$  is refused. In other words, the performance of Fire and Rescue Department workers in Surabaya is the dependent variable, and the independent variable Worker Development (X1) can explain it (Y).
2. When the t value for Work Motivation (X2) is determined to be 4.079 and the t table value to be 1.684,  $H_a$  is approved and  $H_0$  is refused. Therefore, the effectiveness of Surabaya's Fire and Rescue Department workers is the dependent variable, and the independent variable Work Motivation (X2) can account for it (Y).
3. The F score number is 103.004 according to the findings of the F test. The value of the F table with degrees of freedom =  $n - k - 1 = 40 - 2 - 1 = 37$  is 2.32 in the meantime. In light of the fact that the computed F value is  $103.004 > F_t$  is 2.32,  $H_a$  is approved and  $H_0$  is denied. Job performance is positively and significantly impacted by both job motivation and worker development variables at the same time.

## Research Implications

### Theory Implications

Theoretical implications, as a reference for further researchers' theoretical studies regarding employee performance, especially in employee development variables and work motivation variables.

### Practical Implications

Practical implications, as input to the government for evaluation of employee performance policies within the Fire and Rescue Department in the City of Surabaya and in other offices related to improving employee performance.

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