

The Influence of Employee Characteristics and Behavior on Employee Morale (Study at one of the Cimahi City Government Agency Offices)

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Abstract

This study is driven by decreased employee productivity influenced by inadequate work motivation, possibly caused by a discrepancy between employee expectations and the actual working conditions. Factors thought to influence work excitement include individual traits and employee practices. This study aims to thoroughly examine the direct and indirect effects of individual traits and behaviors on employee work excitement in the Investment and Integrated One-Stop Service Office (DPMPTSP) of Cimahi City. This study employs route analysis to examine a population study of 56 employees in the DPMPTSP of Cimahi City.

The research findings suggest that individual traits (X1) account for 50.00% of the influence. Individual behavior directly influences 32.70% of the whole outcome. The R-squared value indicates that the combined influence of individual attributes, individual behavior, and job excitement accounts for 82.70% of the variability in work enthusiasm. These findings emphasize the significance of comprehending and controlling employees' unique traits and actions to improve their motivation at work and, ultimately, the organization's success.

Keywords : *Individual Characteristics, Individual Behavior, Work Spirit*

INTRODUCTION

The development of public servants is focused on enhancing the caliber of human resources and cultivating attitudes of commitment, integrity, accountability, orderliness, and leadership. As per Government Regulation Number 8 of 2008, local governments and stakeholders are responsible for implementing national development planning based on regional conditions and potentials. The main focus is on regional development planning, an essential national development planning system component. During the period of regional autonomy, the central government delegates authority to regions to handle governance issues that are not within its jurisdiction. This is done to improve the public sector's efficiency, effectiveness, and accountability. Implementing

regional autonomy should focus on enhancing the community's well-being, considering emerging desires, and providing opportunities for community involvement in development. A fundamental change in perspective and applying principles in managing regional finances, particularly following financial reforms, are necessary.

In order to attain effective governance, it is imperative to uphold three fundamental principles: participation, transparency, and accountability. Enhancing public trust in government relies heavily on public accountability, the foundation for financial reporting. The performance of employees, particularly those in the civil service, is crucial in achieving effective government. To accomplish optimal public service goals, it is imperative to

prioritize recruitment, training, and enhancing the quality of human resources. The significance of human resources in an organization, regardless of whether in a government or other setting, necessitates focused consideration, particularly in personnel administration. Employees are crucial as valuable assets, necessitating awareness, loyalty, discipline, and accountability to attain optimal organizational performance. The progress and achievement of a business are closely tied to the people resources responsible for its management, so training and enhancing employee performance are vital.

The intricate progression of society, the influence of globalization, and the evolving era necessitate organizational innovation to sustain performance and deliver optimal services. When evaluating the performance of organizations, particularly public ones, it is essential to evaluate measures such as productivity, service quality, responsiveness, responsibility, and accountability. Identifying employee performance concerns suggests a requirement for enhancement, particularly regarding human resources, finances, and insufficient infrastructure. Meeting public expectations is a challenge in enhancing service quality and responsiveness through innovation, including using technology.

The viability of job activities is contingent upon the level of excitement exhibited by employees. Having a high level of work excitement guarantees the efficiency of work processes and facilitates the organization in accomplishing its intended objectives. In contrast, a lack of motivation can detrimentally affect an employee's level of performance. The strong correlation between work enthusiasm and

performance fulfills the expectations of both employees and businesses since work enthusiasm substantially impacts job performance. Institutions play a vital role in enhancing employee motivation, and one way they achieve this is by focusing on work discipline. Job discipline is crucial for attaining optimal job outcomes. The passion for work is closely linked to employee absenteeism, complaints, critical institutional matters, and the commitment to executing tasks effectively and with discipline to attain optimal job performance. Employees are a vital production component for an institution and attaining institutional objectives would only be possible with their involvement. An institution benefits from having skilled, eager, and well-disciplined personnel. Humans, as subjects and objects of development, have a vital role. Enhancing the quality of human resources is of utmost importance in attaining institutional objectives. Work excitement refers to an individual's emotional and mental response towards their work. Manik & Sidharta (2017) states that enthusiasm impacts both the amount and the level of excellence in an individual's job. According to Rizky et al., (2023), job excitement is a component that affects work productivity. From the standpoint of educational administration, enthusiasm refers to individuals' inclination to actively and productively participate in an organization's or educational institution's goals and objectives. Sidharta & Foste (2019) further elaborates on work enthusiasm in a separate publication, describing it as the motivation to complete tasks with greater diligence, resulting in improved efficiency and quality.

Individual qualities significantly influence personal, professional, and social development. Every person possesses distinct qualities, including their personality, values, and abilities, which significantly determine their achievements in different areas of life. An individual's personality is of utmost importance in determining their interactions with others, their response to obstacles, and their ability to handle stress. Furthermore, the personal values that individuals uphold significantly impact their decision-making processes, ethical considerations, and life objectives. Within a professional setting, personal attributes such as practical communication abilities, ingenuity, and tenacity can significantly influence one's achievement in job performance and aspirations for career advancement. Concurrently, within a social framework, distinct personal attributes generate variety and enhance favorable dynamics in interpersonal connections. Hence, comprehending and cultivating unique traits are essential for fostering personal advancement, professional enablement, and establishing a heterogeneous and all-encompassing community.

Humans consistently assume a proactive and influential position in all aspects of public and business organizations, as they are responsible for planning, executing, and achieving the objectives of these entities. These objectives are attainable with the active involvement of individuals, specifically employees. The effectiveness of the tools possessed by public and business organizations is contingent upon the active involvement of employees in their performance.

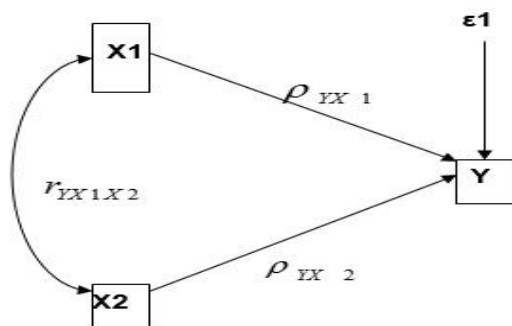
Managing employees may be challenging and complex due to the diverse range of thoughts, emotions, positions, aspirations, and backgrounds that differentiate one person from another. The primary responsibility of a leader or manager is to manage these "distinctive" personnel effectively through human resource management, ensuring their contribution to the operations of public and business organizations aligns with the organization's vision, purpose, strategy, and values. Acquiring individuals with the correct attributes is crucial in organizations/companies that entail human resource management. According to Wantania et al., (2021), an individual's traits play a crucial role in developing a high level of performance. Hersona & Sidharta (2017) argues that individual performance is closely linked to the characteristics possessed by individuals. According to this perspective, those with superior characteristics exhibit more excellent performance.

Implementing distinct individual attributes generates anticipations for personnel to meet established objectives. Regrettably, this can also incite uncontrolled behavior from individuals who struggle to reach these objectives. In order to tackle such unruly conduct, companies make efforts to enforce regulations and relevant standards, which may involve issuing warnings to the personnel involved and applying fines as penalties. These initiatives will enhance staff adherence to the company's work protocol. Aryani et al., (2022) research findings indicate that human behavior, work environment, and organizational culture substantially impact the work environment. Djafarova & Rushworth, (2017) research demonstrates that the combined

impact of human behavior and organizational features has a considerable influence on employee work enthusiasm. Hustia, (2020); Juhana & Haryati (2013) research highlights a notable correlation between individual behavior, work environment, and enhanced performance. Hadian, (2018) research findings, individual traits substantially impact employee career advancement. However, organizational features do not have a significant influence.

METHOD

The research was conducted at the Cimahi City Investment and One Stop Integrated Services (DPMPTSP). The research analyzes all 50 employees of the One Stop Investment and Integrated Services (DPMPTSP) in Cimahi City. This includes six individuals in Group IV and 56 individuals in Group III. Due to the relatively modest population size, researchers categorize the population as either respondents or a census. The employed analytical method is path analysis. Below is the path diagram utilized in the study:



Y equation function

$$Y = \rho_{YX1} X1 + \rho_{YX2} X2 + \epsilon 1$$

where:

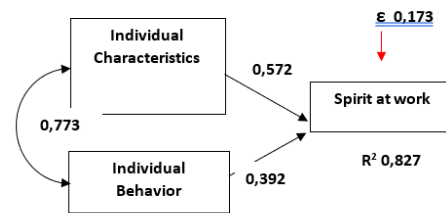
X1 = Karakteristik Individu

X2 = Perilaku Individu

Y = Semangat Kerja pegawai

ϵ = Variabel epsilon

RESULT AND DISCUSSION



The study found that individual attributes directly impact 32.70% of job enthusiasm. Moreover, individual traits also indirectly impact 17.30% by their association with individual conduct. The aggregate impact of personal attributes on work excitement amounts to 50.00%. This suggests that personal traits play a substantial role in determining work motivation directly and by influencing individual actions. Additionally, the variable of individual behavior also has a role in influencing job excitement. Individual conduct has a direct impact of 15.40% on job enthusiasm. In addition, individual behavior indirectly influences 17.30% through its association with individual characteristics. The overall impact of individual conduct on job excitement is 32.70%. Individual behavior significantly influences the level of job enthusiasm, both directly and through its interplay with individual traits.

Moreover, the computation of the coefficient of determination reveals that the combined influence of individual attributes and behavior accounts for 82.70% of the variation in work excitement. This number represents the degree to which two independent factors may account for

the variability in employees' job enthusiasm. Therefore, these findings highlight the significance of personal traits and individual actions as crucial determinants of job passion. In summary, this study emphasizes the significance of comprehending the influence of personal traits and actions on developing strong job passion. Organizations can enhance their strategy for optimizing employee work excitement and fostering a productive and good work environment by accurately assessing the degree to which these elements contribute.

The Influence of Individual Characteristics on Work Morale

The impact of personal traits on work excitement can be elucidated through many arguments about employees' psychological and behavioral dimensions. First and foremost, individual characteristics include elements such as personality, values, and work preferences. Engagement and work enthusiasm can be enhanced by possessing a proactive personality, having beliefs corresponding with corporate aims, and having job preferences matching the assigned activities.

In line with motivation theories, individual traits can also impact the degree of employee contentment and innate drive toward their job. When there is a match between the specific qualities of an individual and the duties required by a profession, employees are more likely to experience higher levels of satisfaction and motivation, leading to increased passion for their work. Moreover, psychological theories propose that achieving equilibrium between job objectives and individual traits can foster a favorable work environment. Employees who perceive equitable treatment and recognition in

their jobs, aligned with their unique attributes, are prone to exhibit elevated work excitement. Furthermore, synchronizing individual values with organizational ideals can have a pivotal impact. When individuals possess personal traits that align with the organization's values and objectives, they will experience a stronger sense of connection to the organizational goals. This result, in turn, will boost their passion and engagement in their work.

Organizations can enhance their human resource management methods by comprehending individual characteristics, enabling them to create individualized and targeted approaches that cater to individual needs. This result fosters a work atmosphere that facilitates individuals' personal and professional growth, instills them with internal drive, and eventually boosts general work enthusiasm. According to Manik & Sidharta (2017), an organization's employees possess distinct qualities such as talents, abilities, personalities, and behaviors.

The Influence of Individual Behavior on Work Morale

The impact of individual conduct on work excitement signifies the correlation between employees' behaviors and attitudes and their degree of motivation and commitment toward their employment. Here are various arguments elucidating the favorable influence of individual behavior on work enthusiasm:

1. **Motivation and Engagement:** Personal inclination, sense of duty, and active participation in work can benefit job enthusiasm. Employees who demonstrate initiative, excitement, and dedication
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toward their tasks typically exhibit high work enthusiasm.

2. The quality of interpersonal interactions: Engaging in workplace behavior that promotes positive interpersonal relationships might enhance work excitement. Employees with excellent communication skills, actively assisting their colleagues, and fostering a cohesive work environment are likelier to exhibit robust job passion.
3. Employees who possess adaptability and resilience, demonstrating the capacity to overcome problems, typically exhibit high job excitement. Developing the capacity to adjust to alterations, resolve challenges, and maintain a positive mindset when confronted with barriers can amplify one's excitement toward work.
4. Organizational Commitment: Demonstrating individual conduct that aligns with organizational values and goals can enhance job excitement. Employees who experience a sense of connection to the company's vision and objective and demonstrate loyalty to the firm are more likely to maintain a high level of work excitement over time.
5. Innovation and originality in individual behavior also impact work excitement. Employees willing to engage in novel endeavors, offer inventive concepts, and receive recognition for their imaginative efforts are more inclined to sustain their motivation.

Individual conduct not only serves as a reflection of one's work ethic but also directly influences one's level of passion toward work.

Integrating positive and supportive behavior in the workplace fosters an environment that cultivates employee excitement, motivation, and engagement, enhancing organizational productivity and performance.

The Influence of Individual Characteristics and Individual Behavior on Work Morale

The Coefficient of Determination (R-squared) is a measure expressed as a percentage that quantifies how the independent variables, namely Individual Characteristics and Individual Behavior, contribute to the variation in Work Enthusiasm. In this case, the R-squared value is 82.70%. This research further demonstrates that extrinsic incentive has a more significant impact on employees' Work Enthusiasm than Individual Behavior. This condition corresponds to the assertion made Machmud & Sidharta (2021) that Work Enthusiasm is influenced by various elements, such as strong motivation, effective leadership, enough compensation, and the Individual Behavior exhibited by the firm towards its employees.

CONCLUSION

Research indicates that individual qualities and behavior significantly impact employee job excitement, leading to a heightened level of motivation in the workplace. Personal attributes, such as values, personality traits, and job preferences, directly influence one's level of work excitement. Employee work enthusiasm can be enhanced by an upbeat personality, values that connect with company goals, and job preferences that align with assigned tasks. Organizations can cultivate an environment that fosters and incentivizes employees by considering their specific traits. Moreover, the

behavior of each individual also has a substantial impact on the development of work excitement. Individual behavior can be enhanced by intrinsic motivation, active engagement in work, positive interpersonal relationships, adaptability, and strong organizational commitment, all of which contribute to increased work excitement. The organization's success in cultivating positive employee conduct can generate a vibrant and efficient work environment.

Within human resource management, possessing a deep comprehension of individual traits and behaviors can facilitate the development of tailored personnel strategies that effectively address individual requirements and motivations. Therefore, firms may attain their objectives by optimizing the capabilities and motivation of every individual. Ultimately, aligning suitable personal traits and favorable individual conduct will establish a robust basis for cultivating enduring work motivation among employees. Organizations may foster growth, productivity, and employee satisfaction by implementing management practices that consider these characteristics.

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