



The Influence of Work Motivation on the Performance of Security Employees at Light Rail Transit PT. Kereta Api Indonesia Division III, Palembang City, South Sumatra

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A B S T R A C T

This research was conducted with the aim of testing and analyzing the influence of work motivation on the performance of security employees at the Light Rail Transit (LRT) in South Sumatra. The variables in this research are work motivation and employee performance. The sample used was 100 South Sumatra Palembang LRT security employees with a sampling technique using cluster sampling. The primary and secondary data used in this research are primary and secondary data. The research method used was quantitative, and the data collection method was questionnaires and documentation. The test equipment used is SPSS version 26, and Amos version 20, with the data analysis techniques used are simple linear regression analysis techniques, t test, and coefficient of determination. The results of this research work show that work motivation influences the performance of South Sumatra LRT security employees. From the results of the research explained in the previous chapter, it can be concluded that the Work Motivation Variable (XI) influences the performance of South Sumatra LRT Security Employees. This is proven by the research results with a calculated t value of 26.339 > t table 1.660 and a significance value of 0.000 < 0.05 with an influence level of 95%.

INTRODUCTION

As time goes by, competition between businesses is becoming increasingly fierce, not only in terms of profits and marketing. In an era that continues to witness technological and information developments, human resources are also the most important resource. It is crucial to manage and empower them, as human resources are the primary driving force of a company. With good human resources, a company will be able to achieve its pre-planned goals more quickly. Human resource management is essential to managing these resources.

Human resources are the resources used to synergize other resources to achieve organizational goals. Without them, other resources are idle and less helpful in achieving organizational goals. Human resources are a key asset crucial for the development and achievement of organizational or company goals. In today's global competition, companies must improve employee performance to encourage the optimization of core company tasks, which in turn can help the company compete globally.

Companies must improve employee work motivation. Providing employee motivation can impact the achievement of company goals. Employees with high work motivation will perform optimally, enabling the company to achieve its targets. Motivation comes from the Latin word "movere," meaning encouragement or the provision of a driving force that creates a person's enthusiasm for work, encouraging them to cooperate, work effectively, and integrate all their efforts to achieve satisfaction. Motivation in management is directed solely at human resources in general and subordinates in particular. Motivation is important because it is what causes, channels, and supports human behavior, encouraging them to work diligently and enthusiastically to achieve optimal results (Hasibuan, 2013).

The importance of treating employees as partners or a solid team, rather than simply as subordinates under leadership, has become a central theme in modern human resource management (Armstrong & Taylor, 2014). Improving employee morale is a crucial strategy a company can implement. However, it is important to remember that each employee's needs and motivation levels can vary, and therefore, companies must be able to understand and respond appropriately to individual needs and motivations (Bintara & Frinaldi, 2021; Sweetman et al., 2011).

According to Soroso (in Putranto et al., 2018), motivation is a set or collection of behaviors that provide the basis for a person to act in a way directed toward a specific goal (specific goal/directed way). It is called behavior because a motivated person can only be directly observed through their behavior. A person's mental process of conation will attempt to generate an attitude through a specific path, which in this context is due to a motive. After conation processes this motive, a motivated attitude emerges, which will then be demonstrated in actual motivated behavior. Work motivation impacts employee performance. Employees will take actions based on the desire to achieve and obtain a higher position within the company.

According to Nawawi (2001), there are two distinct forms of work motivation: (1) intrinsic motivation, which originates from within the employee themselves, and (2) extrinsic motivation, which originates from outside the employee, requiring them to perform their work to their full potential. According to Soeprihanto (2020), motivation is divided into two groups: positive motivation and negative motivation. Positive motivation is how to influence others to do something according to our wishes by promising something. These efforts can include giving rewards, providing information someone wants to know, providing genuine attention, competition, participation, pride,

and money. Meanwhile, negative motivation is how to influence someone to do something we want, but through coercion, threats, and fear.

According to Rivai (2011), work motivation can be influenced by several factors, namely fair, appropriate, and competitive salary or income, incentives, a comfortable work environment, a sense of security in the job, and appreciation or rewards for achievements. Meanwhile, according to Wibowo (2017), motivation indicators include work quality, responsibility, risk, work targets, communication, leadership, friendship, role models, and company ambassadorship.

According to Hasibuan (2013), the goals of work motivation are (1) to increase employee satisfaction and morale, (2) to increase employee productivity, (3) to improve employee discipline, and (4) to maintain employee stability.

Motivation plays a crucial role in a company context because it can drive employee enthusiasm, enabling them to perform optimally (Sitepu & Cahyono, 2019). However, not all employees have the same level of motivation, so companies need to design appropriate strategies to effectively build and maintain employee motivation (Buchanan, D. A., & Huczynski, 2019). Implementing policies and programs that encourage employee work motivation is essential for companies seeking to achieve optimal performance (Anas & Murfat, 2023; Rofik & Sari, 2023).

Affordable and practical public transportation is a key need for Palembang residents today. Palembang is one of Indonesia's major cities experiencing rapid growth in both development and economic activity. The availability of mass public transportation is essential as a preventative measure to address the predicted increase in traffic congestion in Palembang. In accordance with Presidential Regulation No. 116 of 2015 concerning the Acceleration of Light Rail Transit in South Sumatra Province, Palembang City has built a Light Rail Transit (LRT). This Light Rail Transit (LRT) will serve as a means of transportation for Palembang residents and the surrounding area, including supporting the mobility of spectators and athletes during the 2018 Asian Games.

The government, through the Ministry of Transportation, will allocate funding for the project in the 2017 and 2018 State Budgets. Construction of the Palembang LRT infrastructure, spanning 23.4 kilometers, was completed in February 2018, connecting Sultan Mahmud Badaruddin II Airport to the OPI depot. A series of trials was conducted from May to July 2018, including a limited trial with passengers on July 23-31, 2018. The whole operation of the Palembang LRT began on August 1, 2018, with six priority stations opened to serve passengers to and from the 2018 Asian Games venues. Each train set consists of three carriages; each train set can carry up to 722 passengers, 231 passengers in the first and third carriages, and 260 people in the second carriage. Meanwhile, the seating capacity is 78 passengers. The Light Rail Transit (LRT) public transportation system, which operates routes to Sultan Mahmud Badaruddin II Airport, the Hajj Dormitory, Punti Kayu, the Regional General Hospital (RSUD), Garuda Dempo, Demang, Bumi Sriwijaya, the Transportation Agency (Dishub), Cinde, Ampera, the Police Headquarters, Jakabaring, and finally the Directorate General of Railways (DJKA), in collaboration with the Palembang City Government, is expected to provide better public services and support the number of passengers in accordance with the expected targets and the public's desires. The South Sumatra

LRT sets a fare of IDR 5,000 to the station and from any station except SMB II Airport Station, which is IDR 10,000 per passenger. This fare is subsidized by the government to the tune of IDR 200-300 billion annually, so that the number of passengers using this mode can cover operational costs.

As a company that provides transportation services to the public, the number of passengers can be one benchmark for the success of achieving organizational goals. Data from recent years shows that passenger numbers fluctuate. This is the passenger data for the South Sumatra Light Rail Transit (LRT) Palembang transportation in 2018 – 2021. Which can be seen in table 1:

Table 1. List of Number of Visitors

| Year | Target Passengers | Number Passengers |
|------|-------------------|-------------------|
| 2018 | 5.000.000 | 927.432 |
| 2019 | 5.000.000 | 2.619.159 |
| 2020 | 5.000.000 | 1.053.492 |
| 2021 | 5.000.000 | 1.598.665 |

The data above indicates that the South Sumatra-Palembang LRT's target has not been achieved. This is evident in the number of passengers from 2018, 2019, 2020, and 2021. The failure to meet ticket sales or passenger targets is due to many factors, particularly the service provided by South Sumatra LRT employees, including the South Sumatra LRT Palembang security personnel. This can also be due to the suboptimal performance of South Sumatra LRT security personnel in providing passenger services. A factor contributing to the low performance of South Sumatra LRT security personnel is low work motivation.

Based on several opportunities the author has encountered and investigated with several security personnel at the South Sumatra Light Rail Transit (LRT), issues that contribute to employee lack of motivation include salary and compensation, work demands from management (such as prohibiting the use of mobile phones during work), flexible meal break times, lack of communication between management and employees, the lack of recognition or rewards from the company for security personnel who have achieved success or demonstrated creativity, and monotonous or tedious work. Based on the background description above, the author conducted this study to determine the influence of work motivation on the performance of security employees in the Palembang LRT at PT KAI Divre III and to identify the motivational factors (intrinsic and extrinsic) that most dominantly influence security officer performance. The urgency of this research lies in the context of public transportation, where the Palembang LRT, the first mass transportation mode in South Sumatra, plays a vital role in public mobility. Security aspects are crucial for maintaining public trust. Security guards are not only physical guards but also play a role in creating a sense of security, overseeing safety SOPs, handling incidents, and being the frontline of interactions with passengers. Their work motivation directly impacts service quality.

A gap in this research is that most studies on performance motivation focus on financial administration or operational employees, and there are few specific studies on the security department, which has unique work patterns (shift work, high risk, and public interaction).

These problems ultimately impact employee performance, as evidenced by a lack of initiative, minimal involvement in work, and increased levels of burnout. Based on these conditions, the author felt it was important to conduct further research into the influence of work motivation on employee performance, particularly in the security department of the South Sumatra LRT. This research draws on Herzberg's theory in (Hasibuan, 2013), which explains that there are two types of factors that influence work motivation: intrinsic (motivators) and extrinsic (hygiene) factors. To measure employee performance, the author used indicators proposed by Kasmir (2016). The formulation of the problem in this study is how big is the influence of work motivation on the performance of employees in the security department at the Light Rail Transit PT Kereta Api Indonesia Divre III Palembang City, South Sumatra?

METHOD

This research methodology is quantitative, utilizing numerical data and statistical analysis. Data collection was conducted through an online poll using Google Forms. Scores for each indicator obtained from the completed questionnaire served as the data for analysis. The respondents were security guards at PT. Kereta Api Indonesia Drive III, Palembang City, South Sumatra, was selected using a purposive sampling method with predetermined criteria. A total of 265 respondents served as the sample in this study. The questionnaire was given to respondents to complete independently. The variables used in this study were work motivation and employee performance.

This study explains the relationship between the variables being studied and the variables that influence them. A quantitative approach was used because the data used to analyze the relationship between variables are expressed using numbers or a numerical scale (Uher, 2022). According to Sugiyono (2016), a questionnaire is a characteristic or attribute of an individual or organization that can be measured or observed, with certain variations determined by the researcher to be studied and then conclusions drawn. This study used two variables: an independent variable and a dependent variable.

1. Independent variable. The independent variable in this study is Work Motivation (X).
2. Dependent Variable. The dependent variable in this study is Work Performance (Y).

Population and Sample

1. Population

According to (Sugiyono, 2016), a population is defined as a generalized area consisting of objects/subjects with certain qualities and characteristics determined by the researcher to be studied and then conclusions drawn. Populations are divided into two types: finite and infinite. A finite population is a population whose number can be counted. An infinite population is a collection of objects or individuals that are the object of research and whose boundaries are unknown or the total number of individuals in the area is unknown. In this study, the population type used is a finite population, namely all 265 security employees at the South Sumatra Light Rail Transit (LRT).

2. Sampel

According to (Sugiyono, 2016), a sample is a portion of the population and its characteristics. A sample can also be defined

as a person used as a test subject for a variable to be examined in a research or scientific paper. In this study, the sampling technique used was probability sampling. Probability sampling is a sampling technique that provides an equal opportunity for each element or member of the population to be selected as a sample. The method used was simple random sampling. Simple random sampling is the random selection of sample members from the population without regard to the strata within the population. In this study, the sample to be taken came from 265 employees from the security unit at the South Sumatra LRT station. The following formula was used to calculate the sample in this study: the Slovin Formula. The Slovin Formula is a mathematical system for calculating samples whose characteristics are not yet known with certainty. The Slovin Formula is:

$$n = \frac{N}{1 + N(e)^2}$$

Description:

n = number of samples, N = population size

e2 = error tolerance

The margin of error used in this study is 10%. Therefore, here's how to calculate the sample size in this study:

$$n = \frac{N}{1 + N(e)^2}$$

$$n = \frac{265}{1 + 265(0.1)^2}$$

$$n = 99,62$$

Based on the calculation of the formula above, it can be stated that the sample taken in this study was 100 (rounded up to 99.62) employees in the security section at the South Sumatra LRT.

RESULTS AND DISCUSSION

1. Respondent Characteristics

Respondent Characteristics: Based on the data collected through questionnaires administered to South Sumatra LRT security personnel, the characteristics of each security guard can be identified. Respondent characteristics in this study were determined based on gender, age, and education. The respondents in this study were 100 South Sumatra LRT security personnel. The data obtained regarding the respondents' identities are as follows:

Table 2. Respondent characteristics based on gender

| Gender | Jumlah (Security) | Persentase (%) |
|--------|-------------------|----------------|
| Male | 88 | 88 |
| Female | 12 | 12 |
| Number | 100 | 100 |

Source: primary data (2023)

- a. In Table 2 above, namely the characteristics of respondents based on gender, it can be seen that out of 100 respondents, 88 (88%) people are male security guards. Meanwhile, 12 (12%) people are female security guards. It can be concluded that the majority of security guards are male, as many as 88 (88%).

b. Respondent Characteristics by Age

Table 3. Respondent Characteristics by Age

| Gender | Number (Security) | Percentage (%) |
|-------------|-------------------|----------------|
| < 25 tahun | 35 | 35 |
| 25-40 tahun | 25 | 25 |
| 41-50 tahun | 15 | 15 |
| >50 tahun | 25 | 25 |
| Amount | 100 | 100 |

Source: primary data (2023)

Based on Table 3 above, it shows that the respondents based on age of South Sumatra LRT Security are mostly aged <25 years, namely 35 people (35%), while those aged 25-40 years are 25 people (25%), and those aged 41-50 years are 25 people (25%). And those aged 50 years are 25 people (25%).

c. Respondent Characteristics Based on Education.

Respondent The following are the characteristics of respondents in this study based on occupation.

Table 4. Respondent Characteristics by Education

| Jobs | Number (Security) | Percentage (%) |
|-----------|-------------------|----------------|
| SMA / SMK | 73 | 73 |
| D3 / S1 | 27 | 27 |
| Amount | 100 | 100 |

Source: primary data (2023)

In Table 4 above, namely the characteristics of respondents based on education, it can be seen that out of 100 respondents, 73 (73%) people are security guards whose last education is high school/vocational school and 27 (27%) people are security guards whose last education is D3/S1.

1. Validity Test

A validity test is a scale that displays the level of validity of a measuring instrument. Validity tests are typically used to measure the accuracy of an item on a questionnaire or scale. A correlation significance test is generally performed to determine whether an item is appropriate for use. A significance level of 0.05 is used, meaning an item is considered valid if it significantly correlates with the total score. Validity tests were conducted on 30 initial respondents as a pilot test of the questionnaire used in this study. This test was performed using the following criteria:

1. If $r_{count} \geq (0.3061) r_{table}$, then the instrument item is declared valid.
2. If $r_{count} < (0.3061) r_{table}$, then the instrument item is declared invalid.

Table 5. Validity Test of Work Motivation Variable (x) Corrected Item-Total Correlation

| Variable | Description | Cronbach's Alpha if Item Deleted | Table | Results |
|----------|--|----------------------------------|--------|---------|
| | PERFORMANCE | | | |
| | Job promotions and promotions are based on | .925 | 0.3061 | Valid |

| | | | | |
|--|---|--------|--------|-------|
| | employee abilities and achievements. | | | |
| | Does the company care about employee performance? | .918 | 0.3061 | Valid |
| | The company provides rewards for performance in the form of bonuses or incentives. | .919 | 0.3061 | Valid |
| | RECOGNITION | | | |
| | You receive recognition and appreciation from your coworkers when you successfully perform your duties. | .918 | 0.3061 | Valid |
| Work Motivation (X) | My skills and abilities at work are recognized by my superiors. | .915 | 0.3061 | Valid |
| | I am given praise and rewards in the form of bonuses and awards for my work achievements. | .919 | 0.3061 | Valid |
| | THE WORK ITSELF | | | |
| | My job is very interesting and offers a wide variety of tasks. | .917 | 0.3061 | Valid |
| | My supervisor communicates directly with me regarding work matters. | .918 | 0.3061 | Valid |
| | RESPONSIBILITY | | | |
| | At work, I can complete tasks collaboratively with other employees. | .918 | 0.3061 | Valid |
| | I always do my work optimally and finish it on time. | .919 | 0.3061 | Valid |
| | PROGRESSION | | | |
| | The company provides opportunities for advancement through training and coaching tailored to your skills. | .913 | 0.3061 | Valid |
| I am satisfied with the career path available at this company. | .919 | 0.3061 | Valid | |
| The company conducts regular evaluations of employees for promotions based on their performance. | .918 | 0.3061 | Valid | |
| INDIVIDUAL POTENTIAL DEVELOPMENT | | | | |
| My supervisor provides training to employees to improve my skills and abilities. | .918 | 0.3061 | Valid | |
| I am given the opportunity to develop my skills and abilities. | .917 | 0.3061 | Valid | |

Source: SPSS Research Data, 2023

Table 6. Validity Test of Performance Variable (y) Corrected Item-Total Correlation

| Variable | Description | Cronbach's Alpha if Item Deleted | Table | Result |
|--|---|----------------------------------|--------|--------|
| Performance (Y) | My leader creates a conducive work environment. | .928 | 0.3061 | Valid |
| | I am able to adapt to existing regulations at the LRT station. | .930 | 0.3061 | Valid |
| | My leader always plays a role in developing and exploring employee potential. | .931 | 0.3061 | Valid |
| | My leader always communicates the decisions he or she will make. | .928 | 0.3061 | Valid |
| | With my knowledge, I can master the tasks I work on and produce excellent results. | .930 | 0.3061 | Valid |
| | I always strive to complete my work thoroughly. | .929 | 0.3061 | Valid |
| | I am able to complete work on time. | .925 | 0.3061 | Valid |
| | My skills and expertise are appropriate for my duties and work. | .929 | 0.3061 | Valid |
| | I am able to help solve problems that arise within the company, whether requested or not. | .929 | 0.3061 | Valid |
| | I will ensure the station always looks clean and conducive. | .925 | 0.3061 | Valid |
| My superiors always encourage me to work according to established SOPs. | .925 | 0.3061 | Valid | |
| The compensation and initiatives offered by the company motivate me to work. | .928 | 0.3061 | Valid | |
| I always provide services according to customer needs. | .927 | 0.3061 | Valid | |
| I always focus on work even when my superiors are away. | .929 | 0.3061 | Valid | |
| I will ensure the safety of customers and LRT | .925 | 0.3061 | Valid | |

| | | | |
|--|------|--------|-------|
| passengers at the station. | | | |
| I am able to work according to the company's established working hours | .928 | 0.3061 | Valid |
| I am able to serve a variety of customers at the station | .925 | 0.3061 | Valid |
| I always strictly follow company procedures and policies. | .925 | 0.3061 | Valid |

Source: SPSS Research Data (2023)

1. Reliability Test

Reliability testing is used to assess the stability of a measuring instrument, determining whether it is reliable and remains consistent when measurements are repeated. In reliability testing, the instrument used for research uses the Cronbach's Alpha coefficient formula. An instrument is considered reliable if its Cronbach's Alpha value is >0.60.

Table 7. Reliability Test.

| Variabel | N of items | Cronbach | Description |
|---------------------|------------|----------|-------------|
| Work Motivation (X) | 15 | 0,923 | Reliabel |
| Performance (Y) | 20 | 0,931 | Reliabel |

Source: SPSS Research Data, 2023

Based on Table 7 above, the Cronbach's Alpha value for the Work Motivation (X) variable is 0.923 and for the Performance (Y) variable is 0.931. It can be concluded that all variables in this study have a Cronbach's Alpha value greater than 0.60, indicating that all variables are reliable.

2. Simple Regression Analysis

Simple regression analysis is a linear analysis between one independent variable (X) and one dependent variable (Y). This analysis aims to determine the direction of the relationship between the independent variable and the dependent variable, whether positive or negative, and to predict the value of the dependent variable if the independent variable increases or decreases. The research data were processed using SPSS 26, as shown in the table.

Table 8. Simple Linear Regression Test Coefficients

| Model | Unstandar dized Coefficients | | Standar dized Coefficients | t | Sig. | |
|-------|------------------------------|------------|----------------------------|------|--------|------|
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 10.802 | 2.652 | | 4.074 | .000 |
| | Total_X | 1.159 | .044 | .936 | 26.339 | .000 |

Source: SPSS Research Data, 2023

Referring to Table 8, the simple regression analysis yields a coefficient for the Work Motivation variable of 1.159. Column B contains a constant value (a) of 10.802. Thus, the regression equation can be expressed as:

$$Y = \alpha + \beta X_1$$

$$Y = 10,802 + 1,159$$

- a. The constant value is 10.802, meaning that if Work Motivation is constant, then Performance (Y) has a positive value of 10.802.

- b. The constant value of 10.802 indicates that for every one-point increase in the Work Motivation (X) variable, the Performance variable also increases by 1.159. A positive coefficient indicates that work motivation has a positive effect on the performance of South Sumatra Light Rail Transit (LRT) Security Employees.

3. Hypothesis Testing

1. Test t (Partial)

The partial test, or t-test, aims to determine the level of influence of the independent variable on the dependent variable. The criteria for partial significance testing are:

- a. A sig. value <0.05 or a calculated t value < t table indicates an effect.
- b. A sig. value >0.05 or a calculated t value < t table indicates no effect.

Table 9. Partial Test (t Test)

| Coefficients ^a | | | |
|---------------------------|---------------------|--------|------|
| Model | t | Sig. | |
| 1 | (Constant) | 4.074 | .000 |
| | Work motivation (X) | 26.339 | .000 |

Source: SPSS Research Data, 2023

Calculating, t table = (df) = (n-k-1) = 100-1-1= 98

The significance level used is 5% or 0.05.

= t (0,05 ; 100-1-1)

= t (0,05 ; 98)

= 1,660

The results of the partial significant test (t-test) in table 9 above produce a sig. value of the variable X Work Motivation of 0.000 <0.05 and a calculated t value of 26.339 > ttable 1.660. The conclusion from obtaining these values is that the variable X work motivation has a positive and significant effect on the Performance of Security Employees of the South Sumatra Light Rail Transit (LRT)

2. Coefficient of Determination (R2)

Hasan (2017: 236) states that if the correlation is squared, it will become the coefficient of determination (KP), meaning the cause of changes in variable Y that come from variable X is equal to the square of the correlation coefficient. This correlation coefficient explains the magnitude of the contribution of the value of one variable (variable X) to the increase/decrease (variation) in the value of another variable (variable Y). The coefficient of determination (R2) test in his research was conducted using the computer program SPSS (Statistical Package for Social Science) version 26.

Tabel 10. Uji Koefisiensi Determinasi (R2) Model Summary

| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|-------|------|----------|-------------------|----------------------------|
| 1 | .936 | .876 | .875 | 3.531 |

Source: SPSS Research Data, 2023

Table 10 shows an R-squared value of 0.876, indicating that the independent variable, Work Motivation, influences the dependent variable, Performance, by 87.6%. The remaining 12.4% is influenced by variables other than those used in this study.

Discussion

Based on the results of the Simple Linear Regression, the regression coefficient for Work Motivation is positive. This means that Work Motivation has a positive effect on the performance of South Sumatra LRT security employees. This means that if Work Motivation increases, Performance will increase, and conversely, if Work Motivation decreases, Performance will decrease. This is evidenced by the coefficient of determination (R), which indicates that Work Motivation contributes 87.6% to Performance. The remaining 12.4% is influenced by other variables not explained in this study. The Influence of Work Motivation on the Performance of South Sumatra Light Rail Transit (LRT) Security Employees

According to Hartatik (2018), work motivation is what causes, channels, and supports human behavior so that people are willing to work diligently and enthusiastically to achieve optimal results. This refers to a mental process, such as cognitive (reasoning) or affective (feelings). Specifically, motivation is a mental process or phenomenon of the conation soul, meaning a person's will or desire. The partial hypothesis test results show that the calculated t value is 26.339 > t table 1.660 and is strengthened by a significant value of 0.000 < 0.1, meaning that the Work Motivation variable has a significant effect on the performance of South Sumatra LRT security employees.

The results of this study are supported by previous research conducted by Yusa & Rananda (2019), "The Influence of Motivation on Employee Performance at PT Sumber Trada Motor Bandar Lampung," which showed that work performance has a positive and significant impact on job promotions. This motivation variable is one of the factors that subsequently influences the performance of security employees at the South Sumatra Light Rail Transit (LRT) because the motivation provided by respondents or employees is more representative of an increase in employee performance. This indicates that the author's initial assumption was proven correct, which assumes that when motivation is provided correctly and correctly by the company, it will be able to improve employee performance. Therefore, motivation must be continuously supplied to employees and increasingly enhanced to encourage them to be more enthusiastic in their work. This is also clarified in the respondents' answers: more than 87.6% of respondents agreed with the provision of motivation, and the remainder answered strongly agree. Therefore, all employees need motivation to support their work.

CONCLUSION

Based on the results of research on the Influence of Work Motivation on the Performance of Security Employees at Light Rail Transit PT. Kereta Api Indonesia Divre III Palembang City, it was found that work motivation has a positive and significant influence on employee performance. This shows that the higher the level of motivation possessed by employees, the better the performance they show in carrying out security duties. This is proven through the results of a simple linear regression test, which shows that every increase in work motivation will be

followed by an increase in employee performance. The significance value of 0.000 and the calculated t value of 26.339 > t table 1.660 strengthen these results, and are strengthened by the coefficient of determination (R^2) of 0.876, which means that 87.6% of employee performance variations are influenced by work motivation, while the remaining 12.4% are influenced by other factors outside this study. Intrinsic motivation, such as a sense of responsibility, pride in work, and commitment to maintaining passenger safety, is proven to be a dominant factor in improving performance. In addition, extrinsic motivation, such as incentives, rewards, and a conducive work environment, also plays a crucial role in encouraging employees to be more disciplined, punctual, friendly, and professional in serving LRT users.

Therefore, security employee performance can be optimized if company management is able to provide balanced motivational support, both in the form of material rewards such as salary, bonuses, and allowances, as well as non-material rewards such as recognition, opportunities for self-development, and the creation of a harmonious work environment. The results of this study confirm that work motivation is a key factor significantly contributing to the improvement of security employee performance at PT. KAI Divre III Palembang.

A limitation of this study is that the scope of the study was limited to security employees, so the results cannot be generalized to other divisions or similar companies outside of PT. KAI Divre III. The variables studied focused solely on work motivation, whereas employee performance can also be influenced by other factors such as leadership, organizational culture, training, and reward systems. Data were obtained through questionnaires and interviews, which may have been subject to respondents' subjectivity in their responses. The relatively short study period, therefore, does not adequately describe the dynamics of employee motivation and performance over the long term.

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