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# The Effect of Work Motivation and Promotion on Employee Performance Through Work Discipline of Customs and Excise Supervision and Service Office Type C Manado

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**Abstract:** The Customs and Excise Supervision and Service Office Type C Manado has a Development Vision, namely the realization of good customs services and clean customs supervision. This vision contains the meaning of the duties and functions carried out by the Customs and Excise Supervision and Service Office Type C Manado for service (to serve) and always make improvements to fulfill the needs properly at all levels of society in order to realize a physically and mentally healthy society by involving the active role of the community. The purpose of this study is to analyze the Influence of Work Motivation and Promotion on Employee Performance Through Work Discipline of the Customs and Excise Supervision and Service Office Type C Manado. By using the Census Sampling Technique, the number of respondents was 135 people. The test results showed that there was a positive and significant relationship between work motivation and work discipline. The test results showed that there was a positive and significant relationship between promotion and work discipline. The test results showed that there was a positive and significant relationship between work motivation and performance. The test results showed that there was a positive and significant relationship between work promotion and performance. The test results showed that there was a positive and significant relationship between work discipline and performance. The test results showed that there was a positive and significant influence of work motivation on employee performance at the Manado Customs and Excise Supervision and Service Office through work discipline. The test results showed that there was a positive and significant influence of promotion on employee performance at the Manado Customs and Excise Supervision and Service Office through work discipline.

**Keyword:** *Motivation, Promotion, Work Discipline, Performance*

## INTRODUCTION

The Manado Type C Customs and Excise Supervision and Service Office has a Development Vision, namely the realization of good customs services and clean customs supervision. This vision contains the meaning of the duties and functions carried out by the Manado Type C Customs and Excise Supervision and Service Office for service (to serve) and always making improvements to fulfill the needs properly at all levels of society in order to realize a physically and mentally healthy society by involving the active role of the community. According to Moeheriono (2020) performance is a description of the level of achievement of the implementation of a program of activities or policies in realizing targets, objectives, vision and mission of the organization that are outlined through the strategic planning of an organization. In every job there must be something called work boredom. In the Customs Service for example, there are still many employees who are lazy during working hours. Many also do not know what their obligations are in accordance with the regulations that have been agreed upon together. For this reason, motivation is needed for employees, especially employees of the Customs and Excise Supervision and Service Office Type C Manado.

Work motivation comes from the opportunity to advance and develop, from the type of work, and a feeling of pride in being part of a company or place where someone works. In addition, work motivation is greatly influenced by feelings of security in working, fair and competitive income or salary, pleasant working conditions, awards and recognition for work achievements, and fair treatment from leaders.

How strong a person's motivation is will greatly determine the quality of behavior that he or she displays, both in the context of learning, working and in other life. As has been stated, an individual's motivation is greatly influenced by various factors, both internal and external. Included in internal factors are (a) a person's perception of themselves; (b) self-esteem; (c) personal expectations; (d) needs; (e) desires; (f) job satisfaction; and (g) work performance. Meanwhile, external factors that influence a person's motivation include: (a) type and nature of work; (b) work group where a person joins; (c) organization where they work; (d) general environmental situation; and (e) applicable reward system and how to implement it.

One form of work motivation provided by an organization or leader is promotion. According to Hasibuan (2008:108) job promotion is a transfer that increases the authority and responsibility of employees to a higher position in an organization so that their rights, status and income obligations are greater.

Based on Government Regulation of the Republic of Indonesia Number 53 of 2010 concerning Civil Servant Discipline, namely the ability of Civil Servants to comply with obligations and avoid prohibitions stipulated in laws and/or official regulations which if not complied with or violated will be subject to disciplinary sanctions. Discipline itself is one of several factors that affect employee performance, because without discipline, all activities that will be carried out will produce unsatisfactory results and not in accordance with expectations. This can result in a lack of achievement of organizational goals and objectives and can also hinder the implementation of organizational programs that are made.

The purpose of this study is to analyze the Influence of Work Motivation and Promotion on Employee Performance Through Work Discipline at the Manado Type C Customs and Excise Supervision and Service Office.

## METHOD

This type of research is quantitative research. This research is an observational study conducted on a number of objects according to their actual conditions, without any interval from

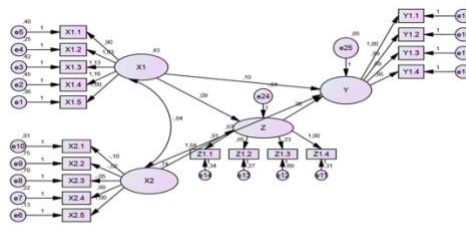
the researcher. This research design uses a cross-sectional method approach. With a population of 135 people, employees and using census sampling techniques where all populations are used as research objects.

#### Analysis Method

1. Descriptive Analysis
2. Classical Assumption Test
3. Multiple Regression Analysis

## RESULTS AND DISCUSSION

Based on the research results, it was found:



#### Research Processing Data Source 2024

Hypothesis 1 (first) is that Work Motivation has an influence on work discipline. The first assumption test presented states that the estimate regression weights value is 0.0887, the standard error is 0.0724, the critical ratio (t-table) is 2.226 and the significance probability (P-value) is 0.020  $\square$  0.05.

Hypothesis 2 (two) is that promotion has an influence on Work Discipline. The test of the first assumption model presented in table 5.10 states that the estimate regression weights value is 1.0438, the standard error is 0.0836, the critical ratio (t-table) is 12.4853 and the significance probability (P-value) is 0.000  $\square$  0.05.

Hypothesis 3 (three) is that Work motivation has an influence on performance. The first assumption test presented states that the estimate regression weights value is 0.0983, standard error 0.0813, critical ratio (t-table) 4.2094 then the significance probability value (P-value) is 0.0028  $\square$  0.05.

Hypothesis 4 (four) is that Promotion has an influence on Performance. The first assumption test presented states that the estimate regression weights value is 0.6745, standard error 0.5647, critical ratio (t-table) 2.1943 then the significance probability value (P-value) is 0.022  $\square$  0.05.

Hypothesis Testing the Fifth (5) is that Work Discipline has an influence on employee performance. Based on the assumption model test, it states that the estimate regression weights value is 0.2855, standard error 0.0562, critical ratio (t-table) 3.5044, then the probability significance value (P-value) is 0.003  $\square$  0.05.

The Sixth Test (6) shows that there is an influence of Work Motivation on employee performance at the Manado Customs and Excise Supervision and Service Office through Work Discipline, this is based on the test of Work Discipline on the performance of the first assumption model which states that the estimate regression weights value is 0.0983, standard error 0.0813, critical ratio (t-table) 4.2094, then the probability significance value (P-value) is 0.0028  $\square$  0.05.

Based on the Work Motivation test on Work Discipline, the first assumption model test states that the estimate regression weights value is 0.0887, the standard error is 0.0724, the critical ratio (t-table) is 2.226, then the significance probability value (P-value) is 0.020  $\square$  0.05. The Seventh Test

shows that there is an influence of Promotion on employee performance at the Manado Customs and Excise Supervision and Service Office through Discipline Work, this is based on the first assumption model test stating that the value of the estimate regression weights is 0.6745, the standard error is 0.5647, the critical ratio (t-table) is 2.1943 then the significance value of the probability (P-value) is  $0.022 < 0.05$ . Based on the assumption model test stating that the value of the estimate regression weights is 1.0438, the standard error is 0.0836, the critical ratio (t-table) is 12.4853 then the significance value of the probability (P-value) is  $0.000 < 0.05$ .

## DISCUSSION

The test results show that there is a relationship between Work Motivation and work discipline is positive and significant. Thus it can be said that the hypothesis of Work Motivation has a positive and significant influence on Work Discipline, accepted.

The test results show that there is a relationship between promotion and work discipline is positive and significant. Thus it can be said that the promotion hypothesis has a positive and significant influence on work discipline, accepted.

The test results show that there is a positive and significant relationship between Work Motivation and Performance. Thus it can be said that the hypothesis of Work Motivation has a positive and significant influence on Performance is accepted.

The test results show that there is a positive and significant relationship between work promotion and performance. Thus it can be said that the promotion hypothesis has a positive and significant influence on Performance is accepted.

The test results show that there is a positive and significant relationship between work discipline and performance. Thus it can be said that the hypothesis of work discipline and performance is accepted.

The test results show that there is a positive and significant influence of Work Motivation on employee performance at the Manado Customs and Excise Supervision and Service Office through Work Discipline.

The test results show that there is a positive and significant influence of Promotion on employee performance at the Manado Customs and Excise Supervision and Service Office through Work Discipline.

## CONCLUSION

- 1 The test results show that there is a relationship between Work Motivation and work discipline is positive and significant. Thus it can be said that the hypothesis of Work Motivation has a positive and significant influence on Work Discipline, accepted.
- 2 The test results show that there is a relationship between promotion and work discipline is positive and significant. Thus it can be said that the promotion hypothesis has a positive and significant influence on work discipline, accepted.
- 3 The test results show that there is a positive and significant relationship between Work Motivation and Performance. Thus it can be said that the hypothesis of Work Motivation has a positive and significant influence on Performance is accepted.
- 4 The test results show that there is a positive and significant relationship between work promotion and performance. Thus it can be said that the promotion hypothesis has a positive and significant influence on Performance is accepted.
- 5 The test results show that there is a positive and significant relationship between work discipline and performance. Thus it can be said that the hypothesis of work discipline and performance is accepted.

- 6 The test results show that there is a positive and significant influence of Work Motivation on employee performance at the Manado Customs and Excise Supervision and Service Office through Work Discipline.
- 7 The test results show that there is a positive and significant influence of Promotion on employee performance at the Manado Customs and Excise Supervision and Service Office through Work Discipline.

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