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Knowledge Management, Intrinsic Motivation, and Competence Impact on Employee Performance Analysis (Study of Employees in the Technician Section at a Material Handling Company in Jakarta)

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Abstract. This study aims to analyze employee performance which is influenced by knowledge management, intrinsic motivation, and competence in one of the technician parts of the Material Handling company in Jakarta. The mixed methods method used in this study combines qualitative and quantitative analysis, with a technique of determining saturated sampling where all members of the population are used as samples, while data analysis uses the help of the SPSS V25 application. The results showed that the application of knowledge management, intrinsic motivation and competence had a significant effect on the performance of employees partially or simultaneously on the part of the technicians in the Material Handling company. This proves that company performance will increase when knowledge management, intrinsic motivation and competence increase or vice versa if knowledge management, intrinsic motivation and competence decrease then company performance will also decrease.

1. Introduction

Indonesia is currently in a post-covid-19 recovery period. The government is making all kinds of efforts to restore the national economy, including inviting foreign investors to invest in Indonesia. One of the sectors that must begin to improve is the national logistics sector, especially material handling companies engaged in providing reliable supporting equipment to ensure smooth production processes. One of the material handling companies located in Jakarta, it always tries to provide the best service to its customers. The steps taken are to provide training on a regular basis as a medium for transferring the latest media and information technology to improve the performance of its employees. Quoted by [1] Performance is the result of work that has a strong relationship with the organization's strategic goals, customer satisfaction and making an economic contribution. Performance is something that really determines the company's survival in the post-covid-19 recovery period. Therefore, to improve employee performance can be achieved in several ways, including through the provision of knowledge management, providing motivation, and competence of human resources. [2]

Managing knowledge is how an organization manages its employees, and how much time they spend on information technology. knowledge management among employees is very influential in improving the ability to think logically producing something creative and innovative. The management and services in this material handling company must also be increasingly developed, one of which is knowledge management so that performance and service to the community will be more optimal.

Knowledge management is a tool that can be used to improve employee performance in national logistics sector organizations, especially material handling companies, [3] The application of knowledge management has been recognized as an important instrument for achieving the specific goals of an organization and even a country so that it can maintain economic growth and competitive advantage. [3] Some of the results of previous research stated that knowledge management has a significant and positive effect on organizational performance. [4], [5] state that knowledge has a significant positive effect on performance. Meanwhile, according to [6] stated that organizations have an important role in increasing employee knowledge and motivation. Giving motivation is basically the right of employees and the obligation of the company to support the contribution of its employees to achieve predetermined goals, [7]. Employee motivation is needed to improve performance. Organizations that provide opportunities for employees to develop will encourage employee motivation in developing the ability to learn, because according to [8], motivation is important, because motivation will encourage someone to do something more enthusiastically, especially regarding work motivation which plays a role in employee performance, supported by research results [9], where motivation has a positive effect on employee performance.

In addition to providing motivation, competence can affect employee performance. Competence is the ability to carry out or carry out a job or task that is based on skills and knowledge and supported by attitudes work required by the job [9], so that competence has a positive and significant direct effect on employee performance.

2. Method

This type of research is a combination research or mixed methods, there are two types of research, namely qualitative and quantitative, which are used to obtain validation results and product implementation. While the quantitative type is used to understand the process of validation and implementation. While the analytical method used is descriptive and verification. Descriptive analysis was used to describe knowledge management, intrinsic motivation, competency, and employee performance in a material handling company located in Jakarta. Meanwhile, verification analysis is used to prove and seek the truth of the proposed research allegations. The population in this study are all employees of the technician section at the material handling company, the samples used in this study are all populations. The analytical method used is multiple linear regression equations using the SPSS V25 application.

2.1 Data Collection Techniques

Data collection techniques in this study used questionnaires which were distributed to respondents by providing a set of questions or written statements to the respondents to answer.

2.2 Operationalization of Variables

Next Operationalization The variables of this study are knowledge management, intrinsic motivation, and competency on employee performance, so the authors categorize the variables used in this study into independent variables and dependent variables tabel 1.

Table 1. The Concept of Variable Operationalization

Variables	Concept	Indicator
Knowledge Management	A systematic step in managing intellectual assets/knowledge and various information from individuals/individuals (personal) and organizations to create competitive advantage and maximize added value and innovation. [10]	a) Identification of knowledge b) Quantity c) Punctuality d) Effectiveness e) Independence
Intrinsic Motivation	The motivation that drives a person to excel originates within the individual, which is better known as motivational factors. [11]	a) Achievements b) Confession c) Responsibility d) Progress e) Work alone
Competence	Competence shows certain knowledge, skills, and attitudes of a profession in terms of certain skills, which are the characteristics of a professional [12]	a) Understanding b) Attitude c) Interests
Performance	Performance is a result achieved by employees in their work according to certain criteria that apply to a job. [13]	a) Quality of work b) Quantity c) Punctuality d) Effectiveness e) independence

Source: Data Processed

2.3 Measurement Scale

Variable Measurement Scale In this study using a Likert scale, with gradations from very low to very high, generally using 5 research points, namely: Strongly Agree given a score of 5; Agree is given a score of 4; Disagree is given a score of 3; Disagree is given a score of 2; Strongly Disagree is given a score of 1. This Likert scale then scales the individual concerned by adding the weight of the selected answer. The average value of each respondent can be grouped into class intervals. The number of classes is 5, so the interval can be calculated as follows:

2.4 Validity and Reliability Test Results

The following table 2 shows the results of the Validity and Reliability

Table 2. Instrument Reliability Test

Validity	Cronbach Alpha	Critical Value	Conclusion
Knowledge Management	0.868	0.700	Reliable
Intrinsic Motivation	0.915	0.700	Reliable
Competence	0.849	0.700	Reliable
Performance	0.883	0.700	Reliable

Source: Data Processed

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3. Results and Discussion

3.1 Descriptive Analysis

The results of the recapitulation of respondents' responses regarding knowledge management, intrinsic motivation, competence, and employee performance, in the technician section of a material handling company located in Jakarta, all variables are in a fairly good category, where knowledge management has not been fully maximized, as there are still some employees who have not been able to create a more effective way of completing their work, due to the fact that the technicians graduated from vocational schools, so they have not been trained and only follow what has been recorded in the product operational standards, and when faced with new problems they tend to be hampered because they are not used to analyzing something so they don't can create new knowledge to do the job more effectively. This was revealed by [14] the results of his research that, knowledge creation is not only a collection of facts, but a process that is unique to humans which is difficult to simplify or imitate because the creation of knowledge allows a person to carry out a task or work more effectively by giving birth to new innovations and developing everything that already exists to be more efficient, optimal utilization of knowledge can provide opportunities to explore knowledge to gain or create new knowledge so as to increase the competitiveness of a company.

Intrinsic motivation in the employees of the technician section of a material handling company located in Jakarta is in the sufficient category, where some employees feel they do not have high responsibility for their work and are worried about their careers. This phase is a transition from adolescence to young adulthood so that usually someone at that age will be vulnerable to experiencing pressure. [15] Strengthened by the results of [16], that responsibility is a condition of being obliged to bear everything for the actions that have been done, so that someone will give their best to complete the task or job given. The competence of the employees of a material handling company located in Jakarta is not maximized due to the weakest indicator, namely interest, which occurs due to a lack of experience. The research results of [17] state that interest is a condition in which a person pays attention to something, which is accompanied by a desire to know, learn, and prove.

The performance of employees in the technical section still has problems of independence, where most employees cannot complete all the work given without the help of others, making most employees in the technical section not used to working alone if their colleagues are unable to attend, so it takes longer. According to [18] independence is an activity that is driven based on individual initiative, desire, or interest so that it can be carried out independently to solve a problem. It is better for employees to master one area of their work so that they can work independently based on the skills they have, [19].

3.2 Verification Analysis

3.2.1 Validity Test

Based on the results of data processing, it was found that knowledge management, intrinsic motivation, competence, and employee performance had values >0.30 and specifications <0.05 so that all question items in this study were valid.

3.2.2 Reliability Test

Based on the results of data processing, knowledge management, intrinsic motivation, competence, and employee performance have a critical value of >0.70 , it can be concluded that the question items used are reliable.

3.3 Classical Assumption Test

3.3.1 Normality Test ³¹

The following table 3 One Sample Kolmogorov-Smirnov Test.

¹¹ **Table 3.** Normality Test

One-Sample Kolmogorov-Smirnov Test		Unstandardized Residual
N		38
Normal Parameters	Mean	.0000000
	Std. Deviation	1.41560042
Most Extreme Differences	Absolute	.132
	Positive	.078
	Negative	-.132
Test Statistic		.132
Asymp. Sig. (2-tailed)		.094 ^c

Source: Data processed

Based on table 3. a significance result (p value) of 0.094 is obtained, because the result is $0.094 > 0.05$, which means that the regression model meets the normality assumption, or the data is normally distributed. So that the data can be continued to be analyzed using multiple linear regression analysis.

3.3.2 Multicollinearity Test

The following is the Multicollinearity Test as shown in the following table 4.

Table 4. Multicollinearity Test

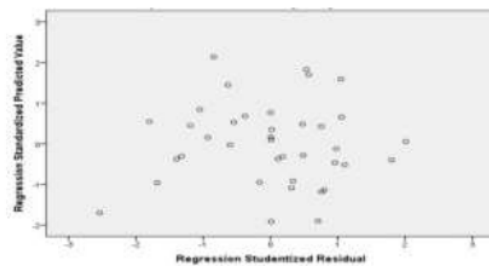
Coefficients		
Model	Collinearity Statistics	
	Tolerance	VIF
Knowledge Management	.168	5.956
Intrinsic Motivation	.339	2.947
Competence	.185	5.412

Source: Data processed

²⁷ Based on table 4. above, the tolerance value for each independent variable has a value > 0.10 and a VIF value < 10 , so it can be stated that the multicollinearity assumption of the data is fulfilled. Therefore, it can be concluded that there are no symptoms of multicollinearity between the independent variables in the regression model.

3.3.3 Heteroscedasticity Test ¹⁹

In the heteroscedasticity test, there is no clear pattern, and the points spread randomly above and below the number 0 (zero) on the Y axis, so it can be stated that there was no heteroscedasticity in this study. Heteroscedasticity itself means that there is an unequal variance of the errors for all observations of each independent variable in the regression model. The following is a Figure 1. of the Employee Performance Heteroscedasticity Test.



Source: Processed data

Figure 1. Heteroscedasticity Scatter Plot Graph

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3.4 Multiple Linear Regression

The multiple linear regression equation model to be formed is as follows table 5.

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Table 5. Multiple Linear Regression Analysis

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.541	1.111		-1.388	.174
	Knowledge Management	.233	.108	.192	2.165	.038
	Intrinsic Motivation	.290	.058	.314	5.037	.000
	Competence	.669	.106	.531	6.289	.000
Dependent Variable: Employee Performance						

Source: Data processed

From table 5. The value of a (constant) is -1.541; β_1 is 0.233, β_2 is 0.290 and β_3 is 0.669. Thus, the multiple linear regression equation to be formed is as follows.

$$Y = -1.541 + 0.233X_1 + 0.290X_2 + 0.669X_3 + e$$

3.5 Partial Correlation Coefficient Analysis

The following table 6. Correlation of knowledge management with employee performance

Table 6. Correlation of knowledge management with employee performance

Correlations			
		Knowledge Management	Employee Performance
Knowledge Management	Pearson Correlation	1	.919**
	Sig. (2-tailed)		.000
	N	38	38
Employee Performance	Pearson Correlation	.919**	1
	Sig. (2-tailed)	.000	
	N	38	38

**. Correlation is significant at the 0.01 level (2-tailed).

Correlations		
	Knowledge Management	Employee Performance
		41

Source: Data processed

Based on table 6, the correlation value obtained between knowledge management and employee performance is 0.919, which means that knowledge management within the company has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value indicates the relationship that occurs between the two is unidirectional. Where the better knowledge management, the better the performance of employees, or vice versa. can be seen in the following table 7.

Table 7. Correlation of intrinsic motivation with employee performance

Correlations			
		Intrinsic Motivation	Employee Performance
Intrinsic Motivation	Pearson Correlation	.881**	.881**
	Sig. (2-tailed)	.000	.000
	N	38	38
Employee Performance	Pearson Correlation	.881**	.881**
	Sig. (2-tailed)	.000	.000
	N	38	38

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Data processed

Based on table 7. it is known that the correlation value obtained between intrinsic motivation and employee performance is 0.881, which means that intrinsic motivation that exists within employees in carrying out work has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value which indicates the relationship that occurs between the two is unidirectional. Where the better the intrinsic motivation, the better the performance of employees, or vice versa. The following table 8. Competency correlation with employee performance

Table 8. Competency correlation with employee performance

Correlations			
		Competency	Employee Performance
Competency	Pearson Correlation	.947**	.947**
	Sig. (2-tailed)	.000	.000
	N	38	38
Employee Performance	Pearson Correlation	.947**	.947**
	Sig. (2-tailed)	.000	.000
	N	38	38

**. Correlation is significant at the 0.01 level (2-tailed).

Source: Data processed

Based on table 8. it is known that the correlation value obtained between competence and employee performance is 0.947, meaning that the competence possessed by an employee has a very strong impact on employee performance in completing work and responsibilities. The positive correlation value indicates that the relationship that occurs between the two is unidirectional. Where the better the competence possessed by employees, the better the performance of employees, or vice versa.

3.6 Analysis of Simultaneous Correlation Coefficients

The following is Table 9 Simultaneous Correlation Coefficient.

Table 9. Simultaneous Correlation Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.977 ^a	.955	.951	1.47673
a. Predictors: (Constant), Competence, Intrinsic Motivation, Knowledge Management				

Source: Source: Data processed

Based on the results of table 9, it is known that the correlation value obtained between the independent variables of knowledge management, intrinsic motivation and competence with the dependent variable of employee performance is 0.977 meaning that if knowledge management, intrinsic motivation and competencies are carried out and owned by employees well then it will result in employee performance which is good, this shows that the level of relationship between the independent variables of knowledge management, intrinsic motivation and competence with the dependent variable of employee performance is at a very strong and unidirectional relationship level. The better knowledge management, intrinsic motivation, and competence, the better the employee performance, and vice versa.

3.7 Partial Determination Coefficient Analysis

The following presents the Partial Determination Coefficient in Table 10.

Table 10. Partial Coefficient of Determination

Coefficients									
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Correlations		
		B	Std. Error	Beta			Zeroorder	Partial	Part
1	(Constant)	-1.541	1.111		-1.388	.174			
	Knowledge Management	.233	.108	.192	2.165	.038	.919	.348	.079
	Intrinsic Motivation	.290	.058	.314	5.037	.000	.881	.654	.183
	Competence	.669	.106	.531	6.289	.000	.947	.733	.228
a. Dependent Variable: Employee Performance									

Source: Processed data

It can be seen in table 10. where the magnitude of the knowledge management variable contributes to the influence of employee performance variables by 17.6%, the intrinsic motivation variable on employee performance variables is 27.7%, and the competency variable on employee performance variables is 50.3%.

3.8 Analysis of Simultaneous Determinant Coefficients

Furthermore, in table 11 the results of the analysis of the Simultaneous Coefficient of Determination.

Table 11. Simultaneous Determination Coefficient

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.977 ^a	.955	.951	1.47673
a. Predictors: (Constant), Competence, Intrinsic Motivation, Knowledge Management				

Source: Processed data

Based on table 11, the results of the contribution to the influence of knowledge management, intrinsic motivation and competence simultaneously are indicated by an R Square value of 0.955 or 95.5%, this reveals that the performance of employees in the technician section can be influenced by Knowledge Management, Intrinsic Motivation and Competence reaching 95.5%, while the remaining 4.5% is the influence or contribution of other variables not examined in this study, such as extrinsic motivation, work environment and commitment.

3.9 Hypothesis Testing

Table 12. The following presents a recapitulation of the results of hypothesis testing seen from the amount of contribution both partially and simultaneously with the following results:

Table 12. Results of Hypothesis Test Recapitulation

Partial	Correlation	Description	Determination	T _{count}	T _{table}	Description
Knowledge management	0.919	Strong and Positive	17.6%	2.165	2.028	Significant
Intrinsic motivation	0.881	Strong and Positive	27.7%	5.037	2.028	Significant
Competence	0.947	Strong and Positive	50.3%	6.289	2.028	Significant
Simultaneous	Korelasi	Keterangan	Determinasi	T _{count}	T _{table}	Keterangan
	0.997	Strong and Positive	95.5%	241.938	2.866	Significant

Source: Processed data

From the recapitulation of the results of the hypothesis testing in Table 12, the results of the hypothesis testing can be described.



Figure 2. Hypothesis Test Results

Based on Figure 2. above, it reveals that the effect of knowledge management is partially 17.6% on employee performance, while the effect of intrinsic motivation is partially 27.7% on employee performance, and the effect of competence is partially 50.3% on performance employee. The highest partial effect on employee performance is competence of 50.3%. Evidenced by the fact that most employees understand the duties and responsibilities that have been given, already understand the concepts related to company goals. So, it can be said that the higher the competency possessed by an employee, the higher the employee's performance will be followed. Simultaneously knowledge management, intrinsic motivation and competence affect employee performance by 95.5%, which means it has a very strong influence, the remaining 4.5% is influenced by variables not examined in this study. Based on the results of hypothesis testing, both partially and simultaneously the application of knowledge management, intrinsic motivation and competence has a significant effect on the performance of employees in the technician section of this material handling company, where competence has a dominant influence compared to knowledge management, intrinsic motivation. This proves that if competence, knowledge management, intrinsic motivation increases, the company's performance also increases, or vice versa.

4. Conclusion

Based on the results of the study it was concluded that Knowledge Management, Intrinsic Motivation and Competence have a significant simultaneous effect on Employee Performance in material handling companies located in Jakarta. This proves that knowledge management, intrinsic motivation and competence have a crucial influence on employee performance. When knowledge management, intrinsic motivation and competence increase, the company's performance will also increase and vice versa if knowledge management, intrinsic motivation and competence decrease, the company's performance will also decrease. With limitations in research in the use of motivator variables (Intrinsic) in measuring motivation, so that in future studies can add motivation to hygiene to obtain better results.

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