

ABSTRAK

Badan Pertanahan Nasional atau BPN sebagai lembaga yang seharusnya paling berwenang mengatasi persoalan-persoalan tanah, ternyata seolah-olah tak berjalan sebagaimana mestinya. Bahkan setiap tahun, sengketa lahan terus terjadi dan cenderung bertambah. Hal tersebut dilatar belakangi oleh meningkatnya laporan pengaduan masyarakat terhadap birokrasi pemerintah pada tahun 2012 yang meningkat sebesar 8,41% dibandingkan tahun 2011. Pelayanan di BPN menduduki posisi keempat tertinggi dengan jumlah sebanyak 161 pengaduan atau sebesar 7,95%. Meningkatnya laporan pengaduan tersebut disebabkan adanya penurunan kinerja pegawai BPN. Penelitian ini bertujuan untuk memahami motivasi pegawai dan seberapa besar pengaruh motivasi terhadap kinerja PNS BPN Kanwil Jawa Barat.

Motivasi diukur dengan indikator senang bekerja, inisiatif, kerjasama, tanggung jawab, disiplin, dan prestasi. Sedangkan kinerja dapat diukur melalui kualitas, kuantitas, penguasaan tugas, dan ketepatan waktu. Jenis penelitian yang digunakan adalah *explanatory research* dengan menggunakan pendekatan kuantitatif dan sumber data primer. Teknis analisis data menggunakan analisis deskriptif.

Hasil penelitian ini menunjukkan bahwa motivasi termasuk dalam kategori sangat tinggi dengan persentase sebesar 84,13%, sementara itu kinerja termasuk dalam kategori tinggi dengan persentase sebesar 75,32%. Berdasarkan koefisien determinasi, variabel independen mampu menjelaskan variabel dependen sebesar 49% dan sisanya 51% dijelaskan oleh variabel lain di luar penelitian. Untuk sisanya disarankan memasukkan variabel lain seperti faktor lingkungan kerja, disiplin kerja, dan kompensasi.

Kata kunci : Motivasi dan Kinerja

ABSTRACT

National Land Agency or BPN is an institution that should be the most authorized institution to address land issues, but apparently it does not work as it should. In fact, every year, land disputes continue to occur and tend to increase. This is motivated by the increasing of the society complaints reports against the government bureaucracy in 2012, which increased by 8.41% compared to 2011. The service in BPN gets the highest fourth position with a total of 161 complaints or at 7.95%. The increasing in those complaints reports is due to the decrease of BPN employees' performance. This research aims to understand about the motivation of the employees and how big the motivation affects BPN civil servants' performance in Regional Offices in West Java.

The motivation was measured by the indicators of work passion, initiative, cooperation, responsibility, discipline, and achievement. Meanwhile the performance could be measured by the quality, quantity, duty mastery and punctuality. This type of research was *explanatory research* by using a quantitative approach and primary data source. The data analysis technique used descriptive analysis.

The result of this research shows that the motivation is included in a very high category with a percentage at 84.13%, meanwhile the performance is included in a high category with a percentage at 75.32%. Based on the coefficient of determination, the independent variable is able to explain the dependent variable at 49% and the remaining at 51%, explained by other variables beyond the research. For the remaining, it is suggested to include other variables such as work environment, work discipline, and compensation factors.

Keywords: Motivation and Performance