



SELF-MOTIVATION IN IMPROVING LIBRARIAN PERFORMANCE AT UNIVERSITAS SARI MUTIARA INDONESIA LIBRARY

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Abstract

Self-motivation is the driving force behind taking action and achieving high performance. An individual must be motivated by his own desire to pursue the goals of the organization or agency. The problem in this study is how to describe self-motivation in improving the performance of librarians in the library of Sari Mutiara University, Indonesia. The purpose of this study was to determine the role of self-motivation in improving the performance of librarians in the library of Sari Mutiara University of Indonesia. In this study, the research approach to be carried out is qualitative research with a descriptive approach. This research method aims to precisely describe individual traits, circumstances, and other factors to solve problems. The result of this study is that the self-motivation of librarians at the University of Sari Mutiara Indonesia Library is formed from motivational factors supported by hygiene factors. This can be seen from the work achievements achieved by librarians, the recognition of their existence as librarians, completing the work given, having a great sense of responsibility, and the desire to develop their potential. In addition, other things that support the magnitude of self-motivation of librarians in improving performance are policies and administration that do not burden librarians, harmonious relationships between fellow librarians, income that can meet the needs of life, evaluations aimed at performance appraisals, and pleasant, comfortable, and conducive workplace conditions.

Key words: *self-motivation; performance; librarian; two factors theory*

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INTRODUCTION

One significant source of information in the field of information management and distribution is libraries. Librarians as people working in libraries are encouraged to provide the best service to visitors due to strong competition in the library service industry. A library that puts the needs of its customers first will offer up-to-date sources of information, keeping its customers happy. Its implementation in libraries requires qualified and reliable human resources so that these facilities can meet the needs of users of information resources in addition to functioning as a place to store and lend books.

In Law of the Republic of Indonesia No. 43 of 2007 states that a librarian is someone who is an expert in the field of libraries. A librarian is someone who has the skills needed after completing librarianship training and is in charge of running a library. Every librarian must perform better if the library wants to be oriented and focus on how to provide good service to more and more consumers who use its services. The ability of librarians to work alone is also influenced by the work environment, pleasant and dynamic atmosphere, and the position of the workforce.

One of the success of libraries that are intended to benefit organizations is to hire librarians who perform well. According to Rai, performance is when someone for an organization or agency tries to complete a job or task and produces two things: the process and the results achieved (Kristiyaningsih, 2019). Performance thus must be considered as it is related to the development of the organization. According to Mangkunegara, performance is influenced by two factors, namely psychological ability, which consists of the potential and actual ability of working individuals and motivation determined by how a working individual responds to conditions at work (Fuadi et al., 2023). Running something more efficiently is no doubt if you have to improve the achievement of optimal performance.

Self-motivation is the driving force behind taking action and achieving high performance. An individual must be motivated by his own desire to pursue the goals of the organization or agency. The level of motivation has a significant impact on the actions taken by librarians to produce quality work. The level of self-motivation in an individual in an organization has a significant

impact on performance. In carrying out their duties in the library, librarians must have good self-motivation so that their duties can run optimally. Regarding the library, if the condition of the library is not good, it will affect the motivation of the librarian who works so that it will have an impact on the performance he does.

Sari Mutiara Indonesia University Library is one of the libraries under the auspices of the university, precisely Sari Mutiara Indonesia University which is located in the city of Medan. Librarians in the library of Sari Mutiara Indonesia University come from different backgrounds, there are librarians with library science backgrounds and there are also those with other science education backgrounds. Based on initial research, researchers see that the librarian's self-motivation can be seen from the services provided to users which are carried out swiftly, librarians also have a sense of enthusiasm to work and are responsive to users and the head of the library who is friendly in receiving the arrival of researchers at the Sari Mutiara Indonesia University Library. In addition, there is open access for librarians to increase their knowledge and competencies by attending training.

Based on this background, the researcher took a research case regarding self-motivation in improving librarian performance. Therefore, the problem in this study is how to describe self-motivation in improving the performance of librarians in the library of Universitas Sari Mutiara Indonesia. And the purpose of this study was to find out the picture of self-motivation in improving the performance of librarians in the library of Sari Mutiara University of Indonesia.

Based on the explanation above, the author is interested in discussing the theme of librarian's self-motivation. Thus, the researcher chose to delve deeper into the journal entitled "Self-Motivation in Improving Librarian Performance at Sari Mutiara University Library Indonesia with Herzberg's Two Factors Theory"

METHODOLOGY

In this study, the research method used was qualitative research with a descriptive approach. Qualitative research is the study of ordinary and/or extraordinary individuals, communities, societies, and/or organizations, with extensive and/or continuous contact of participants in a

naturalistic environment (Miles et al., 2014). A descriptive approach is an approach that uses data obtained (in the form of words, images, or behavior) expressed qualitatively that has a deeper meaning than just numbers or frequencies, rather than in the form of numbers or statistical numbers (Dr. Umar Sidiq, M.Ag Dr. Moh. Miftachul Choiri, 2019). In this study, researchers observed the self-motivation of a librarian. The level of self-motivation shown by librarians will have an impact on librarian performance. Based on this, the definition of descriptive methods in this study is research that aims to describe precisely both individual nature, circumstances, and other factors to solve problems.

RESULT AND DISCUSSION

1. Theoretical study on self-motivation in improving librarian performance in libraries

1) Self-Motivation

Etymologically, the term "motivation" comes from an English word meaning "inner strength" or "drive". Motivation is anything that inspires or encourages an individual to do something a certain way or achieve a goal (Syamsuddin, 2018). According to Michel J. Jucius, motivation is an activity that can inspire someone to do the desired activity or someone else. The urge to perform actions with a specific purpose in mind is one way motivation appears as a psychological symptom. Activities that encourage another person or a specific group of people to act to achieve their goals or feel good about what they are doing are another form of motivation (Prihartanta, 2015). Motivational actions have three characteristics, including:

- a. Motivation serves as an impetus to achieve satisfaction but takes a long time.
- b. Motivation is a way to show someone the goals they want to achieve which is used to achieve a goal and achievement.
- c. Motivation is a consequence of feeling a need and directs someone to be driven to meet that need (Munir, 2022).

So, in this study it can be said that motivation is basically everything regarding the mental state that drives the performance of an individual in performing an activity (action) so that the individual voluntarily offers abilities that allow to be able to meet

requirements, reduce imbalances, or both.

2) Theory of Motivation

There are several motivational philosophies. According to some ideas, losing something can motivate people to take action to achieve their goals. One of the theories of motivation is the two-factor theory developed by Frederick Herzberg. This theory is known as the model of two motivational factors, namely motivational factors (satisfaction) and hygiene factors (dissatisfaction). This two-factor theory affects a person at work, including:

a. Motivational Factors

Motivational factors are factors used to encourage someone to be motivated and morale, including achievement, recognition, work itself, responsibility and progress or development of potential. Because it can improve performance, the element of motivation is considered to be a factor for someone to feel job satisfaction (Wibisono et al., 2017). This component arises from a person's desire to act and the intention to continue the action so that he can successfully carry it out (Yashak et al., 2020).

b. Hygiene Factors

This factor is an extrinsic factor. This factor is used to encourage a person to overcome dissatisfaction (Prihartanta, 2015). According to Herzberg, several factors such as policy and administration, supervision, salary, interpersonal relationships and adequate working conditions in a job will make working individuals feel at ease. However, when these factors are inadequate then an individual will not feel satisfied. This dissatisfaction factor is not the opposite of motivational factors, but if these factors are not met, it causes a decrease in performance.

According to Herzberg, there are several factors that must be considered in motivating someone, including:

- a. Motivation comes from hard work that offers emotions of accomplishment, accountability, and progress as well as the ability to enjoy the work itself and possibly receive recognition for it all.
- b. The mere element of frills in work, job boundaries, lighting, rest, and similar issues are what make a working

individual feel most dissatisfied.

- c. When there are few prospects for success, an individual will feel dissatisfied. So they will begin to notice mistakes and become sensitive to their surroundings (Firmansyah, 2017).

3) Motivational factors

In the two-factor motivation theory developed by Frederick Herzberg, there are several factors that can make an individual feel motivated in doing something, namely motivational factors and hygiene factors. Some indicators of motivational factors and hygiene factors, including:

a. Motivational Factors

Some indicators in motivational factors, including:

a) Work Performance

According to Rahmanto, work performance is the level of work implementation that a person can achieve in a unit or division by utilizing his innate abilities. Work performance refers to the results that a person achieves when performing certain work tasks within a predetermined period of time (Purba et al., 2022).

b) Acknowledgment

According to Maslow, recognition illustrates that every human being must have a need to be valued (Gilbert et al., 2022).

c) The work itself

An individual's motivation in work must start from the work itself. This is due to the fact that, for example, motivation depends on the type of responsibility assigned to them, so the workers will feel happy to do the work. In addition, an individual who works will be satisfied with the results and develop self-confidence that allows them to carry out their duties in a more professional way (Yashak et al., 2020).

d) Responsibility

Responsibility is an internal drive of a person to work diligently and well to deliver high-quality results.

e) Advancement or Development of Potential

The development of the potential or progress of an individual is the impact of the people around us, such as family and co-workers, the evolution of perspectives

or how we improve ourselves as a result of experience, and reflection on experiences throughout our lives (Zulkafli & Mahbob, 2020).

f) Hygiene Factors

Some indicators in hygiene factors, including:

i. Policy and Administration

Policy and administration are rules or directions that superiors in an organization or agency will refer to when making choices. They define laws, regulations, and objectives. All working individuals are required to be able to easily understand and adapt to predetermined policies and administration.

ii. Interpersonal relationships

To achieve organizational goals, harmonious collaboration must ultimately be achieved through the development of interpersonal relationships, which are good common interactions that must be fostered within an organization. Relationships with superiors, subordinates, and co-workers. In this situation, everyone in the organization needs to feel valued and valued in order to foster a positive work environment.

iii. Salary

Salary is a person's income that he receives as a result of the assignment of work to be completed or has been completed in order to work more vigorously and effectively. It can take the form of money, commodities, or other facilities. An individual is entitled to his salary, and institutions and organizations are obliged to pay it. One of the fundamental demands of everyone who works is their salary. The satisfaction of the individual concerned will be achieved when these requirements are met. If the fulfillment of these fundamental requirements will not lead to job dissatisfaction and poorer performance and motivation in the workplace (Gunawan & Kusniawati, 2019).

iii. Supervision

According to Hasibuan, supervision is the process of overseeing how all organizational activities are carried out to collect information about the success of any implementation goals and challenges (Rizal & Radiman, 2019).

iv. Working Conditions

According to Nitisemito, working conditions are the status of the place or location where workers work, which allegedly has an impact on morale on an individual who works (Purba et al., 2022).

4) Types of motivation

a. Intrinsic Motivation

Internal factors are a source of motivation that exists in a person. Intrinsic motivation results from a person's desire to have responsibilities and achievements in his life. The aspects of intrinsic motivation are aspects of feelings, interests, knowledge, skills, satisfaction and needs.

b. Extrinsic Motivation

Extrinsic motivation refers to active motivation that results from external or external stimuli of a person. The aspects of extrinsic motivation are aspects of reward, competition or competition, prizes, praise, environment and interpersonal relationships.

5) Librarian Performance

a. Understanding Librarian Performance

Performance comes from the English word "performance" which means the level of achievement of results on the implementation of certain tasks which refers to individual and collective performance. According to Wibowo, performance is a result of work that is closely related to the strategic goals of the company or organization, customer satisfaction, and contribution. As a result, performance is about running tasks and achieving results and about what is done and how it is done (Prasetyo & Ismiyati, 2021). Performance is a collection of tasks completed using inputs, procedures, outputs, outcomes, benefits, and inputs. In other words, it is impossible to separate the actions of work dynamics from the requirements for the best work in the situation (Wijayanti, 2021). And a librarian is someone who is responsible for managing and providing library services and who has the necessary skills from school and/or librarianship training (Bahgia & Hasbi, 2023). Thus, it is concluded that the performance of librarians is the result of the activities and responsibilities carried out by librarians in carrying out their work to achieve predetermined goals and is supported by their

expertise, attitudes, and work results.

2. Observations and interviews with librarians at the University of Sari Mutiara Indonesia Library regarding self-motivation in improving librarian performance

1) Motivational Factors

a. Work Performance

Work achievements achieved by librarians at the Sari Mutiara Indonesia University Library consist of work achievements that are assessed internally and externally. In aspect, work performance contained in the internal environment refers to work performance in a team rather than personal. And work performance contained in the external environment refers to work performance regarding the existence of a librarian as a speaker or resource person for an activity but still within the scope of the library.

The achievement of work achievements carried out by librarians certainly gets support from libraries and universities with the aim that librarians can channel their knowledge as a form of responsibility. Achievement of work performance is usually given at the beginning of the year. However, to form a work achievement, libraries and universities do not facilitate librarians to achieve work results.

b. Acknowledgment

Internally, every librarian who works in the library gets recognition through a Decree (SK) issued by the University of Sari Mutiara Indonesia as a legal guarantor and determines a person's official legal status in working in an agency. And externally, the way librarians recognize themselves is one of them is by the way when they communicate about their profession they recognize that they work as librarians not as admins and others. Thus, recognition is formed from a person's desire because of the urge to admit himself.

c. The work itself

The existence of a perspective on the librarian profession that was originally abstract and rare causes librarians to feel

a challenge to undergo the profession so as to bring out the motivation that exists in them as a librarian to develop and complete the responsibilities given to get appropriate results. The results of the work itself are also supported by the professional attitude, skills (abilities they have) and the confidence they have to be able to maximize performance as librarians.

d. Responsibility

The librarians at the Sari Mutiara Indonesia University Library already have their main duties and functions in accordance with their abilities so that librarians already know their duties and responsibilities that will be carried out. The division of duties is carried out by the head of the librarian, while the purpose of this division of responsibilities is so that librarians can do their work responsibilities well so as to provide quality and desired results. However, the responsibility given also does not require a librarian to complete his work because the librarians in the library collaborate with each other to complete each other's work provided that the work they are responsible for has been completed. So that the overall achievement of the work of all librarians can be completed simultaneously if there are targets that they must achieve. In addition, having responsibilities regarding their respective jobs, there are other more crucial responsibilities that must be carried out by librarians, namely serving users as a concrete form of library service performance.

e. Advancement or Development of Potential

Librarians develop their potential by trying something outside the comfort zone of their duties and responsibilities to become a librarian or by learning new things so that there are challenges and encouragement for themselves with the aim of improving self-quality, making new experiences and as a form of evaluation of themselves in order to optimize their potential to improve librarian performance.

2) Hygiene Factors

a. Policy and Administration

In this case, policies and administration in the library are set by the head of the library where the rules adjust to the rules set by the university. The policy set can be in the form of written or oral policies. This established policy aims to make librarians form a disciplined attitude at work so that they can improve the performance of the librarians themselves. In the case of work, librarians are still given targets for achievement. However, this is not burdensome for librarians because these achievements are done not personally but in teams. In the library of Universitas Sari Mutiara Indonesia, librarians are divided into contract employees and permanent employees in accordance with the decree, the needs of the library and the assessment of work carried out by the university.

b. Interpersonal relationships

The relationship between the head of the library and the librarian, as well as fellow librarian colleagues at the library of Sari Mutiara Indonesia University is quite harmonious with one another. This relationship is built so that librarians can collaborate in completing work that is the target or goal of an achievement. The relationship created is certainly to foster a sense of positivity in the work environment and mutual respect for each other. The way that is done so that this interpersonal relationship is harmonious is that every time there is a decision or innovation that is considered good will be discussed together so that communication is created well and its existence is appreciated.

c. Salary

According to librarians, the income they receive for completing the work they have completed to date is still considered satisfactory enough to meet the needs even though the income earned by librarians is based on their length of service and position because the Sari Mutiara Indonesia University Library has librarians who are divided into contract employees and permanent employees. In

addition, in the form of income such as basic salary, librarians also get bonuses, benefits and incentives such as comparative studies.

d. Supervision

Supervision of librarian performance is carried out by the University of Sari Mutiara Indonesia and the library, especially the head of the library. Supervision is usually carried out periodically or annually in the form of questionnaires or written questionnaires made by the university. Supervision has also been carried out by the library, especially the head of the library such as the discipline of librarians, but for other assessment indicators have not been determined.

e. Working Conditions

The conditions where they work are considered comfortable enough with adequate space so that they can do their duties and responsibilities freely and do not have to share space with other librarians. In addition, conducive and pleasant working conditions also make librarians volunteer if they have to collaborate with the duties and responsibilities of other librarians.

CONCLUSION

Based on the discussion above, it can be concluded that the self-motivation of librarians at the Sari Mutiara Indonesia University Library is formed from motivational factors supported by hygiene factors. This can be seen from the encouragement from within to perform duties and responsibilities by doing an achievement to obtain work achievements, completing work well so as to get recognition for the profession, having confidence in the work done so as to create a professional attitude at work, having full responsibility to complete the work given and the desire to improve self-quality which is where it can improve the performance of librarians. In addition to self-willed motivation, there are other factors that support the performance of librarians at the Sari Mutiara Indonesia University Library, including policies and administration set by the library and Sari Mutiara Indonesia University do not burden librarians in

completing their work, harmonious relationships are formed by the head of the library and fellow librarians so as to foster a positive environment, There is mutual respect for each other, the income received as a result of the work they do can meet needs, there is an evaluation to improve the quality of librarian performance and the working environment conditions of librarians are comfortable, conducive and pleasant.

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