

ABSTRACT

The COVID-19 pandemic has had a huge impact on employee motivation, one of which is the employees of the Purwakarta Regency One Stop Integrated Service Investment Service (DPMPTSP). In the period 2019 and 2020, every month the State Civil Apparatus (ASN) of DPMPTSP Purwakarta Regency has a fluctuating absenteeism rate. Motivation is a factor that has an impact on employee absenteeism in an organization.

This study aims to determine the factors of employee motivation in DPMPTSP Purwakarta, especially the intrinsic and extrinsic factors based on Herzberg's Two Factors theory, and to find out what dimensions are the most dominant of each motivational factor.

The method used by the researcher is the quantitative method. Data collection techniques were carried out by distributing questionnaires to all ASN working at DPMPTSP Purwakarta as many as 75 employees. The results of the questionnaire were then processed into data to determine what factors were most prominent in each dimension of employee intrinsic and extrinsic motivation using descriptive analysis techniques.

The findings are that there are factors that exist in the intrinsic and extrinsic motivation of employees with self-responsibility being the most dominant factor in intrinsic motivation, while administration and service policies are the most dominant factors in extrinsic motivation.

The results of this study are expected to help officials in the office to evaluate so that ASN can be motivated to work harder, and to find out what factors appear and are the most dominant in employee motivation.

Keywords: *state civil apparatus, intrinsic motivation, extrinsic motivation*