

The Influence of Knowledge, Ability and Motivation on Organizational Performance in Air Squadron 33 Sultan Hasanuddin Makasar TNI-AU Base



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ABSTRACT: This study explains the influence of knowledge, ability and motivation on the organizational performance of the 33rd air squadron of the Indonesian Air Force Base Sultan Hasanuddin Makasar. The results of the study show that knowledge, ability and motivation gain good perceptions and can improve the performance of members of the 33rd air squadron TNI - AU Sultan Hasanuddin Makasar Base. Knowledge, ability to increase motivation in responding quickly to instructions from leaders has a positive impact on member performance to complete work on time. Ability is the most dominant measuring symptom and has the most influence on member performance.

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KEYWORDS: Knowledge, Ability, Motivation, TNI-AU, Makassar.

I. INTRODUCTION

The Sultan Hasanuddin Air Force Base is the Main Base (type A) which is in the ranks of the Indonesian Air Force Operations Command II, tasked with preparing and carrying out the operations of the air elements for which it is responsible. The success of these duties and responsibilities is greatly influenced by the level of readiness of the defense equipment, where the defense equipment that is the responsibility of the Sultan Hasanuddin Air Force Base (HND Air Force Base) is one of the Boeing 737-200 aircraft. 5th Air Squadron as a line unit. Units within the ranks of the Hasanuddin TNI-AU Base in air operations have the task of strategic aerial reconnaissance and supervision/observation of the EEZ on peaceful sea passages throughout Indonesian waters. The C-130 Hercules aircraft serves for unity, not only as a heavy transport aircraft helping natural disasters,

Apart from this, he is tasked with carrying out operational exercises by making the Rapid Response Response Force (PPRC) effective, such as war training operations, as well as assisting in accelerating the handling of natural disasters, troop shifts and other social work. In addition to the Boeing 737-200 and C-130 Hercules aircraft, there are SU-27 and 30 MK aircraft which are tasked with strategic combat actions in order to maintain the sovereignty of the Unitary State of the Republic of Indonesia.

In realizing the mission and vision of the Sultan Hasanuddin Air Force Base, it can utilize its human resources as optimally as possible, so that it can provide added value for the Sultan Hasanuddin Air Force Base. Agencies, especially the air force in the 33rd air squadron, are required to be able to make decisions in terms of the right strategy in order to compete in an increasingly tight and competitive industrial environment (Musadieg et.all, 2018: 34). The decision concerns decisions in all functional areas. One of the things that must be considered by agencies in managing their management functions is how to manage human resources in order to increase work efficiency and effectiveness.

At present the growth and development of the economy in Indonesia is increasing rapidly so that competition is also getting tougher. So that every agency is required to be able to operate as effectively and efficiently as possible, as well as increase the productivity of its human resources in order to survive against its competitors. (Roscahyo, 2013).

The rapid development of technology and the increasing complexity of business competition demands a bigger role in Human Resource Management. The demand for workers with high knowledge and skills is also increasing. This change in the business environment has led to the recognition of the importance of human resources as a source of competitive advantage for organizations. Therefore, human resources who have high knowledge and abilities are seen as able to support employee performance improvement and contribute to determining the future of the company (Robins and Judge, 2008).

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According to Sugiyono (2018: 52) that "Theory is a set of constructs (concepts), definitions, and propositions that function to view phenomena systematically through the specification of relationships between variables, so that they can be useful for explaining and predicting phenomena." Motivation will arise in a person with stimulation and encouragement from other people such as leaders or fellow employees (Amir, Syafar, and Kaseng, 2016).

In research conducted by Amir, Syafar, and Kaseng (2016) shows that motivation has a positive and significant effect on member performance. So that motivation is always the main concern of the Sultan Hasanuddin Makassar Air Force Base because motivation is closely related to the results of employee performance in an agency (Veronica et al, 2019). Work motivation is also often interpreted as a stimulant of desire and willpower that creates a person's enthusiasm to achieve a desired goal.

Winardi (2016: 11) argues that management is a distinctive process consisting of planning, organizing, actuating and controlling actions carried out to determine and achieve the goals that have been set through the use of human resources and other resources. Others, Meanwhile (T. Hani Handoko 2016: 4) put forward the notion of management as working with people to determine, interpret and achieve organizational goals by carrying out the functions of planning, organizing, personnel or organization, direction, leadership and supervision .

Performance is something that is commonly used to monitor the work productivity of human resources, whether oriented to the production of goods, services or services. According to Safrizal., Said, Musnadi., Syafruddin, Chan. (2014), the factors that influence performance are role clarity, employee knowledge, work environment, value systems, preferences and rewards.

An organization, agency or company is closely related to the human resources in it. Where human resources play an important role for all aspects of the organization. According to Hani Handoko (2001) in (M. Devita, 2017), human resources is a process of planning, organizing, directing and supervising the activities of procuring, developing, maintaining, and deploying human resources in order to achieve various individual, organizational and public. According to Sadili Samsudin (2006) in (M. Devita, 2017), human resource management is a management activity that includes utilization, development, research, provision of service limits for humans as individual organizations or business companies. Furthermore, human resources according to Hasibuan (2003) in (Nawa & Kempa,

According to Sidanti, (2015), states that the notion of performance is the willingness of a person or group of people to carry out an activity and perfect it in accordance with responsibilities with the expected results. According to Marifa N, (2018), performance is a real behavior displayed by everyone as work performance produced by employees according to their role in the company. Performance according to Marifa N, (2018), is the result of work that has a strong relationship with the organization's strategic goals, satisfaction, consumers, by contributing to the economy. From the expert opinion, it can be concluded that performance is a result or achievement of someone who has done it with predetermined standards.

The ability to work for an employee is absolutely owned by employees so that the activity or work that is their responsibility can be completed properly in accordance with predetermined conditions. Employee work ability is determined by knowledge ability, skills ability and attitude ability. Several indications of the work ability of employees by themselves can indicate the existence of overall work ability, where the ability possessed by an employee can indicate the level of work ability possessed. With the work ability possessed by employees, it can automatically reflect the performance that will be produced by employees. The ability possessed by an employee is very important for every employee so that he is able to adjust and adapt to the environment in his company. The work ability of employees is considered important because leaders need to understand the characteristics of the organization, through this effort a more appropriate work atmosphere can be created for efforts to improve organizational performance.

II. THEORY BASIS

According to Lijan Poltak Sinambela, et al (2018: 480) employee performance is the ability of employees to do certain skills. Casio in Lijan Poltak Sinambela (2018: 481) performance refers to achieving employee goals for the tasks assigned to them. Stephen Robbins in Lijan Poltak Sinambela (2018: 480) that performance is defined as the result of an evaluation of the work done by individuals compared to the criteria that have been set together.

According to Mangkunegara (2017) The definition of performance (work achievement) is the result of work in quality and quantity achieved by an employee in carrying out tasks that are in accordance with the responsibilities given to him. According to Mangkunegara (2016: 67) the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by a person). The definition of performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him Mangkunegara (2016: 67).

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Performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements (Edison, 2016: 190). According to Mangkunegara (2016:

According to Priansa (2017) performance is the success rate of employees in completing their work. Employee performance is one of the success factors in determining the achievement of tasks for individuals which can lead to determining the organizational performance of Rivai and Basri in Sinambela's book (2017: 478). According to Edison (2016) performance is the result of a process that refers to and is measured over a certain period of time based on predetermined conditions or agreements. Setyowati and Haryani (2016) also argued that the term performance comes from the word job performance or actual performance (work achievement or actual achievement), namely work results.

According to Sutrisno (2016: 151) explains that, "performance is the result of work that has been achieved by a person from his work behavior in carrying out work activities. Performance itself refers to the level of achievement of tasks that make up an employee's work. According to Sutrisno (2016), performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities or about how a person is expected to function and behave according to the tasks that have been assigned. charged to him as well as the quantity, quality and time used in carrying out the task.

According to Wibowo (2016) performance is important for organizations because an organization is formed to achieve a certain goal. Achievement of organizational goals shows the work or work performance of the organization and shows it as organizational performance. Organizational work results are obtained from a series of activities carried out by the organization. Organizational activities can be in the form of managing organizational resources or the process of implementing work needed to achieve organizational goals. Torang (2016) says "Performance is the quantity and or quality of the work of individuals or groups within the organization in carrying out basic tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been set or that apply in the organization".

Based on the definition above, it can be concluded that performance is a factor in the success of achieving a task or the result of one's work in terms of the quality and quantity of the target to be achieved or the task to be carried out within a certain period of time, both in quality and quantity.

Anwar Prabu Mangkunegara (2016) states that: "Factors that influence performance achievement are ability factors and motivational factors. Meanwhile, according to Keith Davis in Anwar prabu Mangkunegara (2016) it is formulated that the factors that can affect performance are:

Human Performance = Ability + Motivation

Motivation = Attitude + Situation

Ability = Knowledge + Skill

Measuring the results of work on tasks that have been given to employees must have an assessment of these employees. Anwar Prabu Mangkunegara quoted by Lijan Poltak Sinambela (2018:527) is as follows:

- Work quality
- Working quantity
- Responsibility
- Cooperation
- initiative

Indicators for measuring performance according to Hersey, Blacnchard, and Johnson in Wibowo (2016, p.86) there are seven performance indicators, namely:

- Objective
- Standard
- Feedback
- Tools or Means
- Knowledge
- Motive
- Opportunity

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Knowledge is a result of curiosity through sensory processes, especially in the eyes and ears for certain objects. Knowledge is an important domain in the formation of open behavior or open behavior (Donsu, 2017). Knowledge is a result of knowledge from humans on the combination or cooperation between a subject who knows and an object that is known. Everything that is known about a particular object (Suriasumantri in Nurroh, 2017).

According to Notoatmodjo in Yuliana 2017, Knowledge is the result of human sensing, or the result of knowing someone about an object through the senses they have (eyes, nose, ears, and so on). So knowledge is a variety of things that a person gets through the five senses. Science is knowledge that aims to achieve scientific truth about a particular object that is obtained through a particular approach or perspective, method (method), and system. According to Sutrisno (2014) said that knowledge (knowledge) is awareness in the cognitive field. For example, an employee knows how to do learning identification, and how to do good learning according to the needs of the company.

Knowledge according to Sutrisno (2014: 207) is information that someone has for a particular field. Knowledge is complex knowledge and is a very important domain in shaping one's actions (Overt behavior). Yuniarsih and Suwatno (2013) say that knowledge is information that someone has, especially in a specific field. Bagia (2015: 27) argues that knowledge is information that has meaning that a person has in a particular field of study According to Prasetyo in Maspriyadi (2019) knowledge is everything that is in our heads, we can know something based on the experiences we have .

Knowledge is an important factor for organizations to develop their capabilities and competitiveness. To optimally utilize knowledge, it is necessary to carry out optimal knowledge management. However, there are indications of weakness, many managers manage knowledge in organizations (Wibowo, 2016: 71). According to Fitriani in Yuliana (2017), the factors that influence knowledge are as follows:

- Education
- Mass media/information sources Information
- Socio-cultural and Economic
- Environment
- Experience
- Age

The dimensions and indicators used in this study adapt the theory expressed by Yuniarsih and Suwatno (2008: 23) which are divided into dimensions and indicators as follows:

- Education
- Experience
- Interest

The indicators used by the author with the reason the author chose this indicator is because the indicators chosen are in accordance with the concepts and phenomena that occur in the field. So in this selected Knowledge Indicator, namely the Knowledge Indicator according to Notoatmodjo (in Albunsyary 2020) is as follows:

- know
- Understanding (comprehension)
- Applications
- Analysis (analysis)
- Synthesis (synthesis)
- Evaluation

The importance of ability because ability is the thing that causes, distributes, and supports employee performance, so that they want to work hard and enthusiastically achieve optimal results. Capability is increasingly important because managers give jobs to their subordinates to do well and integrate towards the desired goals. To give each employee the ability, managers must know the motives and abilities desired by employees. People want to work is to be able to meet needs, both conscious needs and unconscious needs, in the form of material or non-material, both physical and spiritual needs.

According to Thoha (2013) ability is one of the elements in maturity related to knowledge or skills that can be obtained from education, and an experience. According to Blanchard and Hersey's theory in quotes by Kristiani et al, (2013) Work ability is a condition that exists in workers who are truly efficient and effective in working according to their field of work.

Ability is a current assessment of what a person can do. According to Blanchard and Hersey's theory in quotes by Kristiani et al, (2013) Work ability is a condition that exists in workers who are truly efficient and effective in working according to their field of

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work. While ability according to Robbin (2013: 52): "Ability is the capacity of an individual to perform various tasks in a job. Robbin further stated that ability is an up-to-date assessment of what a person can do.

Work ability (WA) can be seen as a balance between work demands and individual resources. Work ability is also defined as the extent to which the person can work (Haitze et al, 2012). Work ability (WA) is a dynamic aspect, a determination to build, as well as an individual characteristic that has been systematically and negatively correlated with age, and also systematically positively correlated with quality of work life, quality of life, productivity and general well-being (Fernandes et al, 2007).

Robbins and Judge (in Suhartini, 2015) argue that ability is the capacity of employees to perform various tasks in a job. According to Jufrizen (2020) Capability is one of the things that affects the quality of health services. According to I Budiarti (2016) Ability is a trait that is born or learned that allows someone to complete his work, both mentally and physically. Employees in an organization, although well motivated, not all have the ability to work well. Abilities and skills play a major role in individual behavior and performance.

Work ability is also defined as the extent to which the person can work (Harlie, M., 2012). Blanchard and Hersey (2013) state that work ability is a condition that exists in workers who are truly efficient and effective in working according to their field of work. Based on the above understanding, it can be concluded that a person's abilities will be reflected in the knowledge and skills they have supported by their physical and psychological conditions. Therefore, it is not enough to carry out a job if you only have knowledge and skills, but you must also be supported by a strong ability to carry out the job.

Handoko in Binardi (2013: 12) explains that there are factors that determine a person's work ability, namely:

- Formal education factor
- Capability Factor
- work experience factor

In the research of Raharjo, Paramita & Warso (2016) indicators of work ability include:

- Knowledge
- Ability (training)
- Experience
- Skills
- ability to work

In this study, the ability indicators were focused on the theory put forward by Winardi (2002) which consisted of the following dimensions:

- Skills
- Knowledge
- Work Experience

To inspire someone to work, an individual or a group in the best possible way, we need to unlock their own personal motivations. The art of motivating people begins with studying how to influence individual behavior. If we understand, we may get the desired benefits of both the organization and its employees. The following are some definitions of performance according to experts:

Robbins, 1999 (in Widodo, 2016: 322) states motivation as a process that causes intensity, direction and individual continuous effort towards achieving goals. Intensity shows how hard a person is trying. But high intensity is unlikely to lead to good performance results, unless the effort is made in a direction that benefits the organization. Because it must be considered the quality of effort and intensity. Motivation has a dimension of continuous effort. Motivation is a measure of how long a person can keep their efforts. Motivated individuals will carry out tasks long enough to achieve their goals.

Meanwhile, Green and Baron (2003) (in Wibowo, 2016: 322) argue that motivation is a series of processes that generate, direct and maintain human behavior towards achieving goals. Arousing has to do with the drive or energy behind the action. Motivation is also concerned with the choices people make and the direction of their behavior. Meanwhile, the behavior of maintaining or maintaining how long people will continue to try to achieve goals.

According to Terry in 2002 (in Hasibuan, 2017: 145) Motivation is the desire that exists in an individual that stimulates him to take actions. According to Widodo (2015: 187) Motivation is the power that exists within a person, which encourages his behavior to take action. The magnitude of the power incentive in a person to perform a task or achieve a goal shows the extent to which the level of motivation is.

Then Edy Sutrisno (2016: 110) states that motivation is "something that gives rise to work motivation." From some of the meanings above, it can be concluded that motivation is an impulse that moves a person to participate in achieving the goals set by the company.

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The several factors that influence motivation include intrinsic motivation factors, namely factors that come from within the individual and extrinsic motivation factors, namely factors that come from outside the individual. Motivation is influenced by several factors that can be distinguished on internal factors and external factors from a person according to Sutrisno (in Wardani, 2009: 124) including:

- Internal factors
- External factors

Human motivation that has been developed by Maslow through the explanation that motivation is triggered by human efforts to meet the needs of Mathis and Jackson (2001) in Harry Murti (2013: 3) In this theory, Maslow classifies human needs which are sorted into five categories. Maslow's hierarchy of needs consists of:

- Physiological
- Security
- Social
- Award
- Self-actualization

According to Hasibuan (2017: 145), that employee motivation is influenced by the need for achievement, the need for affiliation, the need for knowledge and the need for power. Indicators of Work Motivation according to Anwar Prabu Mangkunegara (2009:93) in Bayu Fadillah, et all (2013:5) as follows:

- Responsibility Having a high personal responsibility for his work
- Job Achievement Doing something / work as well as possible
- Opportunity For Advancement Desire to get fair wages according to work
- Recognition of Performance Desire to earn higher wages than usual
- Challenging work Willingness to learn to master his work in his field

III. RESEARCH METHOD

The research design is quantitative research, namely research that has a hypothesis, which requires statistical tools to prove the hypothesis. This type of research is causal comparative using two independent variables and one dependent variable. The results of the influence between the variables studied will be explained in more depth so that this type of research is *isexplanatory/* explanation.

The scope of this research is in the field of Human Resource Management (HRM) with a focus on knowing the effect of knowledge, ability and motivation both simultaneously and partially have a significant effect on organizational performance in Squadron 33 TNI-AU Base Sultan Hasanuddin Makasar.

Location This research was conducted at Air Force Squadron 33 Sultan Hasanuddin Makasar Air Force Base. The choice of location for this research is based on the field of research Human Resources in serving the community which is satisfying if the 33rd Air Squadron of the Sultan Hasanuddin Makasar Air Force Base has high knowledge, ability and motivation and has responsibility for high organizational performance in the Commander's programs and policies Air Force Squadron 33 Sultan Hasanuddin Makasar Air Force Base.

IV. RESEARCH RESULTS AND DISCUSSION

Sultan Hasanudin Air Base in its journey has undergone several changes which were previously named Mandai Airport. In 1958 it was changed to Lanud Hasanudin in accordance with the decision of the Kasau Number: Kep/167?V/1958 dated 17 May 1958. This was an effort to honor and remember the services of a hero from South Sulawesi, namely; Sultan Hasanuddin, And then perfected through the Kasau regulation Number: Perkasau/68/IX/2008 dated 17 September 2008 concerning Changing the name of the Hasanuddin TNI-AU Base (HND) to the Sultan Hasanuddin TNI-AU Base (HND), hence officially the name Hasanuddin air base changed to Sultan Hasanuddin air base.

Description of Respondents This study was grouped according to gender, age, education and length of work at the Sultan Hasanuddin Makassar Air Force Base. To measure the variables of knowledge, ability, motivation and work performance of members at the Sultan Hasanuddin Makassar Air Force Base.

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Table 1. Distribution of Respondents by Gender

| No | Gender | Amount | Percentage |
|----|--------|--------|------------|
| 1 | Man | 28 | 93,3 |
| 2 | Woman | 2 | 6,7 |
| | Amount | 30 | 100 |

Source: Data processed in 2023

From table 1 above it is known that the working respondents consisted of 28 men (93.3%) and 2 women (6.7%). For the distribution of the number of members is more dominant male, because this field of work requires more energy and time.

The results of the tabulation by age for members at the Sultan Hasanuddin Makassar air base are presented in the table below:

Table 2. Distribution of Respondents by Age

| No | Age | Amount | Percentage |
|----|-------------|--------|------------|
| 1 | < 25 years | - | - |
| 2 | 25-35 years | 13 | 43,3 |
| 3 | > 35 years | 17 | 56,7 |
| | Amount | 30 | 100 |

Source: Data processed in 2023

From table 2 above, it is known that there were 1 person (2.9%) working in the age group under 25 years, 13 people (43.3%) aged 25-35 years and 17 people over 35 years old (56.7%). For the age distribution of members, it is more dominant in the age range > 35 years because this age is the productive age of members at work.

The results of the education tabulation for members at Sultan Hasanuddin Makassar Air Force Base are presented in the table below:

Table 3. Distribution of Respondents Based on Education Level

| No | Age | Amount | Percentage |
|----|--------------------|--------|------------|
| 1 | Senior High School | - | - |
| 2 | D3 | 19 | 63,3 |
| 3 | S1-S2 | 11 | 36,7 |
| | Amount | 30 | 100 |

Source: Data processed in 2023

From table 3 above, it is known that 0 people or 0% of respondents worked based on high school education level, 19 people or 63.3% D3 or S1 - S2 and 11 people or 36.7%. The distribution of members based on education is more dominant at the D3 level because this field of work requires a good level of accuracy and skills.

The results of the tabulation by length of service for members at Sultan Hasanuddin Makassar Air Force Base are presented in the table below:

Table 4. Distribution of Respondents Based on Years of Service

| No | Years of service | Amount | Percentage |
|----|------------------|--------|------------|
| 1 | 6-10 years | 0 | 0 |
| 2 | 11- 20 years | 11 | 36,7 |
| 3 | >20 years | 19 | 63,3 |
| 4 | Amount | 30 | 100 |

Source: Data processed in 2023

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From table 4 above, it is known that 0 people or 0% worked based on 0 years of service, 11 people or 36.7% of 11-20 years of service and 19 or 63.3% of ≥ 20 years of service. For the distribution of members based on years of service between more than ≥ 20 years. This illustrates that members have a good level of experience in carrying out daily tasks.

Knowledge of members of the air squadron of three-three TNI-AU bases Sultan Hasanuddin Makasar. five indicators are measured, namely education, employment, age, environmental and socio-cultural factors.

For education indicators, most respondents tend to strongly agree on the choice. The level of education you have achieved will affect your performance. The higher the level of education you have achieved, the better the performance you will produce. This shows that in the air squadron of three TNI-AU bases Sultan Hasanuddin Makasar. The results of the description analysis show that most members have Diploma three education which shows a good level of understanding in overcoming work problems.

For work indicators, most respondents tend to strongly agree on my choice of carrying out tasks according to time. This shows that in the air squadron of 33 TNI-AU base Sultan Hasanuddin Makasar that most members are able to carry out their duties according to the allotted time. The age indicator of most respondents tends to strongly agree on the choice. Age level is very influential on the work I handle. This shows that the longer the members work, the more able to understand the work. Indicators of environmental factors most respondents tend to strongly agree on the choice I feel comfortable with the work atmosphere that exists in the company. This shows that most of the three-three air squadron members are working in good condition and comfortable. For socio-cultural indicators, most respondents tend to strongly agree on the choice. Always be firm when it is correct in carrying out the tasks and obligations given. This shows that members dare to be assertive in making decisions in completing work.

V. CONCLUSIONS

This study explains the effect of knowledge, ability and motivation on the organizational performance of the 33 air squadron of the Sultan Hasanuddin Makassar Air Force Base, where the conclusions and research suggestions are presented below:

1. Knowledge, ability and motivation to gain good perceptions and can improve the performance of members of the 33 air squadron TNI - AU Sultan Hasanuddin Makasar Base.
2. The results of the study show that knowledge, ability and motivation can affect the performance of members of the 33rd air squadron of the TNI - AU Sultan Hasanuddin Makasar Base. Knowledge, ability to increase motivation in responding quickly to instructions from leaders has a positive impact on member performance to complete work on time.
3. Ability is the most dominant measuring symptom and has the most influence on member performance. Thus the increase in member performance is influenced by the knowledge, abilities and motivation of members.

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