
EFFECT OF JOB MOTIVATION AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE (STUDY ON EMPLOYEES OF PT ARINDO PRATAMA)

Aldi Faisal Pramudya

Business Management Department, Universitas Widyatama

aldi.pramudya@widyatama.ac.id

ABSTRAK

Sumber daya manusia merupakan faktor yang sangat berpengaruh bagi perusahaan untuk meningkatkan produktivitas dengan selalu menciptakan kinerja yang terbaik dan juga untuk mempertahankan daya saing dengan perusahaan lain, sumber daya manusia sebagai alat penggerak kegiatan bisnis perusahaan. Penelitian ini berlokasi di PT Arindo Pratama Bandung karena mengalami pasang surut kinerja pada tahun 2017-2021. Penelitian ini bertujuan untuk mengetahui gambaran dan pengaruh motivasi kerja dan kepuasan kerja terhadap kinerja karyawan PT Arindo Pratama Bandung. Metode penelitian yang digunakan penulis adalah penelitian deskriptif dan kuantitatif dengan responden 64 karyawan PT Arindo Pratama Bandung. Berdasarkan hasil penelitian deskriptif menjelaskan bahwa motivasi kerja dan kepuasan kerja terhadap kinerja karyawan PT Arindo Pratama Bandung dinilai baik. Kemudian, hasil analisis verifikatif dengan menggunakan uji hipotesis menjelaskan bahwa motivasi kerja dan kepuasan kerja berpengaruh signifikan terhadap kinerja secara parsial dan simultan. Saran untuk PT Arindo Pratama Bandung, yaitu harus dapat memberikan kesempatan kepada karyawan yang berprestasi untuk menjadi lebih maju dan juga memberikan promosi jabatan agar karyawan tersebut menjadi lebih semangat dan juga bertanggung jawab terhadap tugas dan jabatan yang telah diberikan.

Kata kunci : Motivasi Kerja, Kepuasan Kerja, Kinerja Karyawan

ABSTRACT

Human resources are a very influential factor for companies to increase productivity by always creating the best performance and also to maintain competitiveness with other companies, human resources as a means of driving a company's business activities. This research is located in PT Arindo Pratama Bandung for experiencing ups and downs in performance in 2017-2021. This study aims to determine the description and influence of work motivation and job satisfaction on the performance of employees of PT Arindo Pratama Bandung. The research method used by the author is descriptive and quantitative research with 64 employees as respondents of PT Arindo Pratama Bandung. Based on the results of descriptive research explains that work motivation and job satisfaction on the performance of employees of PT Arindo Pratama Bandung is considered good. Then, the results of the verification analysis using hypothesis testing explained that work motivation and job satisfaction had a significant effect on performance partially and simultaneously. Suggestions for PT Arindo Pratama Bandung, which must be able to provide opportunities for outstanding employees to become

more advanced and also provide promotions so that these employees become more enthusiastic and also responsible for the tasks and positions that have been given.

Keywords : *Work Motivation, Job Satisfaction, Employee Performance*

1. INTRODUCTION

In this day and age, a dynamic company will always increase its productivity by continuously creating the best performance and maintaining its competitiveness. Companies will pay attention to a number of factors such as physical resources, financial capacity, marketing and people, these are some of the important factors that organizations need to stay competitive. The factor that is considered most likely to bring a competitive advantage to a company is human resources and is related to how these resources are managed.

Human resources are the most important asset to improve company performance, both private and government. All processes needed to achieve company goals cannot be separated from human resources, from the decision-making process to the evaluation process, all of which cannot be separated from the elements of human resources. Similarly, a company shows that human resources, in this case employees, play an important role in providing services to customers. Therefore, every employee must have the knowledge, skills and responsibilities needed to do the job, to support the improvement of employee performance.

The company must always direct all employees and understand the goals of the company. Goals cannot be achieved without the active role of employees, even though the tools the company has are sophisticated (Hasibuan, 2012:10). Human resources are one of the factors that determine the success of an organization in achieving its goals. This is what managers should do by providing the driving force that leads, distributes, and sustains employee behavior so that they are ready to work in accordance with the wishes of the organization. The driving force is referred to as motivation.

Companies must be able to provide motivation for their employees and also companies must be able to analyze the needs of each employee because motivation must be based on their needs. Motivation can be defined as actions intended to influence others to behave on a regular basis. Low morale is a characteristic of the lack of motivation that the company provides to workers. The influence of motivation will be felt if it is applied according to their needs, because the influence of motivation can not only be felt by an employee, but also affects the company.

According to Ahmed et al (Prabasari, 2013) motivation within the company plays an important role as a tool to create employee morale. The form of motivation is inseparable from the work of every employee with good or bad performance. Companies also need to pay attention to how to maintain and manage employee motivation to stay high and focus on the goals to be achieved by the company. Maintaining employee motivation is very important because

motivation is an attitude of every individual that encourages him to act and do something. People will not do something optimistically if they do not have a strong motivation within them to do it.

McClelland in Mangkunegara (2011) suggests that there is a positive relationship between motivation and performance. Self- development motivation is what will shape a person's strength when coupled with a supportive work environment, the achievement will be maximized. The higher the work motivation of employees, the higher the work efficiency of these employees and vice versa. Self-development motivation is what will shape a person's strength and also when accompanied by a supportive work environment, the achievement will be maximized.

Literature Review

Work Motivation

According to Agung (2012) the notion of motivation is the reason that underlies an act carried out by an individual. Someone who is said to have high motivation can be interpreted that the person has a very strong reason to achieve what he wants by doing his current job. In the relationship between inspiration and motivation, it is related to how dynamic a worker is. According to (Saputra & Andani, 2021) having motivation in employees will certainly make them work seriously, diligently, passionately and have high morale, this will affect work results. Good work results will affect the level of job satisfaction. Based on the two theories above, it can be concluded that work motivation is a person's high desire to achieve his goals, both in a position and achievement in a company agency.

Job Satisfaction

Job satisfaction is a condition that describes a person's level of satisfaction with the work he does because it is in accordance with his abilities and expectations or receives an award from the work done. Employee dissatisfaction can be shown in various ways, such as protesting, being lazy to work, not being obedient, to stopping work. According to (Sandika & Andani, 2020) employees in each part of their work feel that the dimensions of job satisfaction if they can be fulfilled and supported optimally by the company in accordance with employee expectations, will improve their performance in carrying out their work. Based on the explanation above, it can be concluded that job satisfaction is a person's feeling in assessing the good or bad of the work someone has done.

Employee Performance

Basically the performance of an employee is a personal thing because each employee has a level of ability and skill in different fields in carrying out the assigned tasks. Generally, good performance is performance that follows the procedures or in accordance with predetermined standards. To facilitate employee performance appraisal, job standards must be measurable and

clearly understandable. According Torang (2013), performance is the quantity and or quality of the work of individuals or groups within the company in carrying out main tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been determined or applicable in the company. Based on the theory of performance according to some of these experts, it can be concluded that performance is an embodiment made by an employee in improving his work. Employee performance is one of the most important factors in an effort to improve company

Research Objective

1. To determine the conditions of work motivation, job satisfaction and employee performance of PT Arindo Pratama Pratama.
2. To determine the effect of work motivation and job satisfaction on the performance of PT Arindo Pratama employees partially.

2. METHOD

Conducting research, the thing that must be considered is the object of research that has a problem that will be used as material for research by finding solutions to the problem. According to Sugiyono (2018) the definition of the object of research is an attribute or nature or value of a person, object, or activity that has a certain variation determined by the researcher to be studied and then the conclusion is drawn. In this study, the object of research is the influence of work motivation and job satisfaction on employee performance (study of employees of PT Arindo Pratama). The type of research used in this research is quantitative research. Quantitative research is research based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, data analysis is quantitative/statistical, with the aim of testing established hypotheses. The research methodology used in this research is a research method. descriptive . According to Nazir in Ghalia Indonesia (2011: 22) states that the descriptive method is for studies to determine facts with the right interpretation which includes studies to accurately describe the properties of several group and individual phenomena as well as studies to determine the frequency of occurrence of a situation to minimize bias and maximize reliability. This description method is used to answer problems regarding all research variables independently.

According to Nuryaman and Christina in Ghalia Indonesia (2015) it is stated that the definition of population is to show all groups of people, events or things that are of interest to researchers to be investigated. According to Sugiyono (2017) it is stated that the notion of population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. While the population in this study were employees of PT Arindo Pratama so the population was 64 respondents. According to Nuryaman and Christina in Ghalia Indonesia (2015) it is stated that the sample is part of the population, the sample contains several members selected from the population. In

the study the sample used was a saturated sample where all the population was used as a sample, namely PT Arindo Pratama employees so that there were 64 respondents.

3. RESULT AND DISCUSSION

In Table 3.1 it can be seen that the validity test show that the Work Motivation variable (X^1) is all valid items with r count > 0.2461 , it can be concluded that 17 items of Work Motivation variable (X^1) can be said to have a good level of validity, which means it can measure the variables studied. Then, the results of the validity test show that the Job Satisfaction variable (X^2) is all valid items with r count > 0.2461 so it can be concluded that the 30 items Job Satisfaction variable (X^2) can be said to have a good level of validity, which means it can measure the variables studied. Furthermore, the results of the validity test show that the Employee Performance Variable (Y) all items are valid with r count > 0.2461 , it can be concluded that the 12 questions Employee Performance Variable (Y) can be said to have a good level of validity, which means that the variables studied can be measured.

Table 3.1 Validity Test Summary

Variable	Item Count	Min Correlation Coefficient	Max Correlation Coefficient	Critical r Value	Conclusion
Work Motivation	17	0.582	0.762	0.2461	Valid
Job Satisfaction	28	0.497	0.817	0.2461	Valid
Employee Performance	12	0.475	0.763	0.2461	Valid

Referring to Table 3.2, the reliability test results indicate that the Cronbach's Alpha values for all measured variables: Work Motivation (0.760), Job Satisfaction (0.755), and Employee Performance (0.758) exceed the acceptable threshold of 0.60. This signifies that the data collected for these variables is internally consistent and reliable for further statistical analysis. A Cronbach's Alpha value greater than 0.60 demonstrates that the measurement instruments used in the study effectively capture the intended constructs with minimal random error. Consequently, the findings derived from these variables can be considered stable and dependable for hypothesis testing and future research

Table 3.2 Reliability Test Summary

Variable	Cronbach's Alpha	Conclusion
Work Motivation	0.760	Reliable
Job Satisfaction	0.755	Reliable
Employee Performance	0.758	Reliable

Based on the normality test that has been carried out using the Kolmogorov-Smirnov normality test, it can be seen that the resulting significance value exceeds the significance level of $= 5\%$.

It can be concluded that the data used has a normal distribution, so the assumption of normality in the regression analysis has been met.

Table 3.3 one-sample Kolmogorov-Smirnov Test

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
N			64
Normal Parameters ^{a,b}	Mean		0E-7
	Std. Deviation		3.71391442
	Absolute		0.059
Most Extreme Differences	Positive		0.045
	Negative		-0.059
Kolmogorov-Smirnov Z			0.474
Asymp. Sig. (2-tailed)			0.978

a. Test distribution is Normal.

b. Calculated from data.

In the scatterplot graph (Figure 3.1), it can be seen that the data points are randomly distributed and evenly distributed both above and below the number 0 (zero) on the Y axis, thus it can be concluded that there is no heteroscedasticity in the regression model.

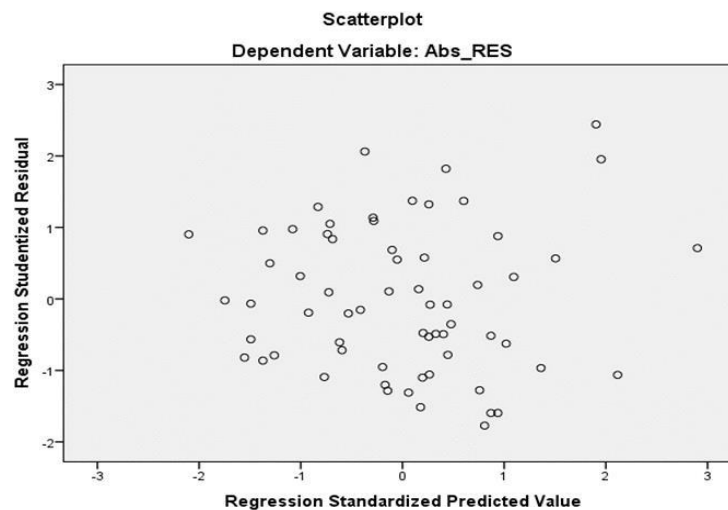


Figure 3.1 Scatterplot

Based on the Table 3.4, it can be seen that the VIF value for all independent variables is not more than 10. Based on these results it can be concluded that all independent variables consisting of work motivation and job satisfaction have no symptoms of multicollinearity.

Table 3.4 Collinearity Test

Coefficients^a

Collinearity Statistics	
Tolerance	VIF
0.223	4.489
0.223	4.489

a. Dependent Variable: TOTALY

From the analysis, it is known that the correlation coefficient (R) is 0.867. It can be concluded that the relationship between work motivation, job satisfaction and employee performance is at a very strong level as seen in Table 3.5.

Table 3.5 Model Summary

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.867 ^a	0.752	0.744	3.774

a. Predictors: (Constant), TOTALX2, TOTALX1

b. Dependent Variable: TOTALY

Based on the F test that has been carried out, it is known that the resulting significance value has a value of $0.000 < 0.05$. It can be concluded that the hypothesis H3 is accepted, the variables of work motivation and job satisfaction jointly affect employee performance (see Table 3.6)

Table 3.6 F Statistic Test

ANOVA^a

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2639.640	2	1319.820	92.649	0.000
Residual	868.969	61	14.245		
Total	3508.609	63			

a. Dependent Variable: TOTALY

b. Predictors: (Constant), TOTALX2, TOTALX1

Process In this equation, it can be seen that the regression of Work Motivation (X^1) is positive, meaning that the higher the work motivation, the better the employee's performance. Job Satisfaction (X^2) also has a positive coefficient, meaning that higher job satisfaction will make

employee performance better.

Table 3.7 Multiple Linear Regression Test

	Unstandardized Coefficients	
	B	Std. Error
(Constant)	7.460	2.937
Motivasi Kerja	0.237	2.089
Kepuasan Kerja	0.210	2.053

Dependent Variable: TOTALY

Based on the results of data processing using SPSS in Table 4.4, the constant coefficient value is 4,947, the confidence coefficient (Z) is 0.465. Then the regression equation can be formulated as follows:

Table 3.8 T-Test

Coefficients ^a		
Model	T	Sig.
(Constant)	2.540	.014
1 Motivasi Kerja	2.665	.010
Kepuasan Kerja	3.951	.000

a. Dependent Variable: TOTALY

Based on the table above, the results of hypothesis testing are as follows:

1. Based on the results of the t-test (partial) in the regression model, it can be obtained that a significant value of the supervision variable is $0.010 < 0.05$, so it can be concluded that H1 is accepted, meaning that the work motivation variable (X1) has a significant effect on employee performance. The better the work motivation, the better the employee's performance.
2. Based on the results of the t-test (partial) in the regression model, it can be obtained that the significant value of the job satisfaction variable is $0.000 < 0.05$, so it can be concluded that H2 is accepted, meaning that the Job Satisfaction variable (X2) has a significant effect on employee performance. The better job satisfaction, the better employee performance.

The results of the descriptive analysis show that work motivation at PT Arindo Pratama Pratama, which consists of 4 indicators on 17 questions distributed to 64 respondents, has a percentage of 77.90% and is in the good category. This shows that the supervision carried out is good but there is still a difference of 22.10% which indicates that there are still problems in motivation so that employee performance is less than optimal, especially the Need for Power indicator still looks low compared to other indicators. Based on the questions in the questionnaire that the company does not give positions to employees who excel, according to

Yeni as HR staff, this is because in the organizational structure of PT Arindo Pratama, namely the existence of a family system where the holders of positions at PT Arindo Pratama are held by a large family of PT Arindo Pratama.

The results of the descriptive analysis show that the job satisfaction of PT Arindo Pratama, which consists of 5 indicators on 30 questions distributed to 64 respondents, has a percentage of 86.34% and is included in the very good category. This shows that the supervision carried out is good but there is still a difference of 24.76% which indicates that there are still problems in satisfaction so that employee performance is less than optimal, especially the Promotion indicator still looks low compared to other indicators. Based on the questions in the questionnaire that the company lacks promotions (increases) in the company, this is because the highest positions are held directly by the PT Arindo Pratama extended family.

The results of the descriptive analysis show that employee performance, which consists of 4 indicators on 12 questions distributed to 64 respondents, has a percentage of 77.84% and is in the very good category. This shows that employee performance is good but there is still a difference of 22.16% which indicates that there are still problems in employee performance at PT Arindo Pratama. The quality indicators agree that the work standards and the quality of employees have been set by the company so far it has been achieved well, but the respondents' answers that employees work are not in accordance with the skills that employees have according to Yeni, the HR staff said that there were some employees who were placed in inappropriate positions. . On the quantity indicator that the performance of PT Arindo Pratama Pratama employees has performed well, all targets set by the company have been well completed. On the time indicator All work tasks have been completed well and on the Work indicator, the same, between employees has been carried out well all employees are able to work together to build the company.

application.

4. CONCLUSION

Based on the results of research, analysis and hypothesis testing that has been done regarding the effect of motivation and job satisfaction on employee performance:

1. Work motivation at PT Arindo Pratama Pratama is very good. The company has recognized and appreciated each employee's work by giving awards to employees so that employees are motivated to build the company together, but the Need for Power indicator is still weak because the company does not give positions to employees who excel, because in the Organizational Structure of PT Arindo Pratama Pratama, namely the existence of a family system where the position holder at PT Arindo Pratama Pratama is held by the extended family of PT Arindo Pratama Pratama.
2. Job satisfaction at the company PT Arindo Pratama. Primary has been very good. In job satisfaction, every employee is satisfied working at this company because all employee rights are fully fulfilled by the company. However, the Promotion indicator is still weak due to the absence of promotion to PT Arindo Pratama Pratama.

3. Employee performance at the company PT Arindo Pratama Pratama has been very good. Every employee has carried out all his responsibilities properly. However, the quality indicators are still weak because some employees are still placed in inappropriate positions.

Based on the results of the research, discussion and conclusions above, the authors provide suggestions aimed at the good and progress of PT. Arindo Pratama Bandung.

1. The company PT Arindo Pratama must provide more opportunities for employees who excel to hold positions in order to improve the company so that it can compete with other companies.
2. The PT Arindo Pratama company must provide promotions so that PT Arindo Pratama employees can be enthusiastic and responsible at work.
3. The company PT Arindo Pratama must be more selective in placing employees according to their expertise so that the company can be managed professionally.

REFERENCES

- Asnawiyah, Mukhtar, A., & Nurjaya. (2020). Pengaruh Motivasi Kerja Dan Kepuasan Kerja Terhadap Kinerja Karyawan. *Mirai Management, Vol. VI No. 2*, 388-401.
- Bakri, S. I. (2020). Pengaruh Gaya Kepemimpinan dan Kepuasan Kerja Terhadap Kinerja Karyawan. *Garuda Digital, Vol 2, No 1*, 1-18.
- Canggriawan, G. S. (2017). Pengaruh Kepuasan Kerja Dan Motivasi Kerja Terhadap Kinerja Karyawan Di One Way Production. *AGORA, Vol. 5*.
- Fransiskus, A., & Wijono, D. (2013). Pengaruh Motivasi Kerja Terhadap Kinerja Karyawan. *Maksipreneur, Vol. II*, 101-112.
- Ghozali. (2011). *Aplikasi Analisis Multivariate Dengan Program SPSS*. Semarang : Badan Penerbit Diponogoro .
- Indrawati, I. A. (2016). Pengaruh Motivasi Dan Kepuasan Kerja Karyawan Terhadap Kinerja Karyawan
- Juniantara, I. W., & Riana, I. G. (2015). Pengaruh motivasi dan kepuasan kerja terhadap kinerja karyawan koperasi di Denpasar. *E-Jurnal Ekonomi dan Bisnis Universitas Udayana, 4(9)*, 611-628.
- Nazir, M. (2017). *Metode Penelitian*. Bogor: Ghalia Indonesia .
- Riftiasari, D. (2016). Pengaruh Motivasi Dan Kepuasan Kerja Terhadap Kinerja Karyawan Pada Perusahaan Baja. *Perspektif, VOL. XIV*, 13- 21.
- Rutumalessy, S. (2013). Pengaruh Motivasi Kerja Dan Kepuasan Kerja Terhadap Kinerja Pegawai Bank Swasta Di Kota Ambon. *Cita Ekonomika, Vol. VII NO. 1*, 1-23.
- Sanuddin, F. P., & Widjojo, A. R. (2016). Pengaruh Kepuasan Kerja Dan Motivasi Kerja Terhadap Kinerja Karyawan PT Semen Tonasa. *Modus, VOL. 25*.
- Suparman, Wahyu, A. D., & Arifin, M. H. (2019). Pengaruh Motivasi Dan Kepuasan Kerja Terhadap Kinerja Karyawan 9 Koperasi Di Muara Teweh. *Bisnis dan*

Pembangunan, Vol. VIII.

Sugiono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.