

The Effect of Work Motivation, Work Discipline and Job Satisfaction on Employee Performance

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ABSTRAK

Penelitian ini bertujuan untuk melakukan pengujian pengaruh motivasi serta disiplin kerja dan kepuasan kerja terhadap kinerja. Jumlah sampel dalam penelitian ini 78 orang karyawan Di PT. Bank Pengkreditan Rakyat Syariah Mandiri Gresik, menggunakan metode teknik Probability Sampling jenis Simple Random Sampling. Pengumpulan data pada penelitian ini adalah menggunakan kuisioner dan wawancara. Teknik analisis data yang digunakan adalah analisis regresi linier berganda. Hasil penelitian ini menyimpulkan bahwa hasil pengujian secara simultan Motivasi, disiplin kerja dan kepuasan kerja berpengaruh signifikan terhadap kinerja karyawan. Hasil pengujian secara parsial Motivasi berpengaruh signifikan terhadap kinerja karyawan, disiplin kerja juga berpengaruh signifikan terhadap kinerja karyawan serta kepuasan kerja berpengaruh signifikan terhadap kinerja karyawan.

Kata Kunci: Motivasi, Disiplin Kerja, Kepuasan Kerja, Kinerja karyawan

ABSTRACT

This study aims to examine the effect of motivation and work discipline and job satisfaction on performance. The number of samples in this study were 78 employees at PT. Bank Pengkreditan Rakyat Syariah Mandiri Gresik, using the technical method Probability Sampling type Simple Random Sampling. Collecting data in this study is using questionnaire and interviews. The data analysis technique used is multiple linear regression analysis. The results of this study concluded that the results of simultaneous testing of motivation, work discipline and job satisfaction have a significant effect on employee performance. Partial test results Motivation has a significant effect on employee performance, work discipline also has a significant effect on employee performance and job satisfaction has a significant effect on employee performance.

Key words: Compensation, Work Environment, Training , Performance.

INTRODUCTION

Human Resources must always improve their competence, in line with the development of the globalization era. In order to compete in business competition, companies are required to acquire, develop and maintain quality Human Resources. By increasing the quality of

Human Resources, it is hoped that employees will be able to work productively and professionally so that the performance they achieve is expected to be more satisfying according to the required work standards.

In order to be able to compete in business competition, companies are required to acquire, develop and maintain quality human resources. By increasing the quality of Human Resources, it is hoped that employees will be able to work productively and professionally so that the performance they achieve is expected to be more satisfying according to the required work standards.

PT. BPRS Mandiri Mitra Sukses has implemented strict discipline which can be seen in the use of a computerized attendance system using the system finger scan. System Finger scans as facility to manage, monitor and generate leave and absence reports that can be used, to view behavior employee absences and see employee performance. The computerization of the absence recap system takes place in the attendance section. The attendance department is responsible for recording or inputting the number of absent employees and the number of employees who will later be included in the list of employee names to be processed and entered into the company database. Based on the description of the background above, the researcher conducted a study with the title: The Effect of Motivation, Work Discipline and Job Satisfaction on Employee Performance

LITERATURE REVIEW

The previous research used by the researcher is the basis for preparing this research. The aim is to find out the results that have been carried out by previous researchers, as well as a comparison and description that can support subsequent similar research activities. In previous studies conducted by researchers who showed several differences including:

Research conducted by Rizki Anna Yanti (2014), with the title "The Influence of Motivation and Work Discipline on Employee Performance at the Gresik Regency Transportation Service". The analysis tool used in this study with use multiple linear regression. The results of this study conclude that the performance variable Influenced by

Motivation and Work Discipline. Discipline Variables have a significant influence on Performance then followed by Motivational Variables. Work Motivation and Discipline Variables have a Simultaneous effect on Performance.

Human Resource Management

Human resource management is one of the areas of general management that includes aspects of planning, organizing, implementing and controlling (Rivai and Sagala, 2013;1). while according to Sutrisno (2014; 6) that human resource management is an activity of planning, procuring, developing, maintaining, and using human resources to achieve goals both individually and organizationally. Mangkunegara (2013; 29) defines human resource management as planning, organizing, coordinating, implementing and supervising the procurement, development, provision of remuneration, integration, maintenance and segregation of workforce in order to achieve organizational goals.

Work motivation

Hasibuan (2011: 143) Work motivation is the provision of a driving force that creates the excitement of someone's work so that they want to Work together, work effectively, and integrated with all its efforts to achieve satisfaction.

Siagian (2009:102) Motivation is the driving force for someone to make the greatest possible contribution to the success of the organization in achieving its goals.

Factors Influencing Motivation

Humans have various and changing forms of nature, character and personality. Because of the various needs and different behaviors, it is very necessary for organizations to pay more attention to changes that directly affect organizational or agency activities. Zainudin (2014) quoted by Manullang, (2003; 151) in the factors that influence employee motivation and satisfy and encourage people to Work well

consists of: Achievement, Recognition, Work itself, and Responsibility

Types of Motivation

Hasibuan (2011;151)explain about the types of motivation, are as follows:

1. Positive motivation (positive incentives)
In motivating, managers motivate (stimulate subordinates) by giving prizes to those who excel above standard performance.
With this motivation, the performance of subordinates will increase because in general humans like to accept what is fine.
2. Negative Motivation (negative incentive).
In motivating, managers motivate subordinates with standards. Then they will be punished. With this negative motivation, the morale of subordinates in the short term will increase because they are afraid of being punished, but in the long term it can be bad.

The two types of motivation must actually be appropriate and balanced in their use, in order to maximize employee performance in a company. McClelland, in Mangkunegara (2011; 94) Motivation is a condition of the soul that encourages a person to achieve his maximum performance. With the above understanding, it can be concluded that motivation is a driving force/encouragement so that someone has the desire to do things that cause, channel and support behavior people to want to work hard to achieve the expected goals.

Motivational Method

Hasibuan (2008; 149), says that there are two motivational methods as follows:

1. Direct Motivation
Direct motivation is motivation (material and immaterial) given directly to each individual employee to meet their needs and satisfaction, so they are of a special nature, such as praise, awards, holiday allowances, bonuses and service stars.

2. Indirect Motivation

Indirect motivation is the motivation that is given only as supporting facilities support enthusiasm for work or the smooth running of tasks so that employees feel comfortable and enthusiastic about doing work, for example a comfortable work space, a harmonious work atmosphere and the like.

Work Discipline

According to Sutrisno (2014; 86) discipline is an attitude of willingness and willingness of a person to obey and comply with the norms of regulations that apply around him. Good employee discipline will accelerate the company's goals, while declining discipline will become a barrier and slow down the achievement of company goals.

Fitriana and Agustina (2012) concluded that discipline is the attitude of employees to fulfill the rules set by the organization or agency. Discipline is the willingness of employees to obey the rules and norms that apply within the company, both written and unwritten rules. Written (Permatasari, et al. 2015).

From some of the opinions above, it can be concluded that discipline is the readiness of an employee to obey and obey the rules and social norms that apply in the environment.

Good employee discipline will accelerate the company's goals, while declining discipline will become a barrier and slow down the achievement of company goals.

Factors Affecting Work Discipline

Singodimedjo in Sutrisno (2014; 89) the factors that influence employee discipline are:

1. The size of the compensation
The size of the compensation can affect the upholding of discipline. Employees will comply with applicable regulations, if they feel that they are guaranteed remuneration commensurate with what has been contributed to the company.

2. Whether there is an exemplary leadership in the company
Leadership exemplary is very important, Because In an organizational or agency environment, all employees will always pay attention to how the leader enforces self-discipline and how he can control himself both through words, actions and attitudes that can harm the disciplinary rules that have been established.
3. Are there any definite rules that can be used as a guideline
Discipline development will not be carried out in an agency or organization, if there are no definite written rules to be used as a common guide.
4. Leadership courage in taking action
When there is an officer who violates discipline, then the leadership must have the courage to take action for swift punishment according to violation Which done.
5. Whether there is leadership oversight
In every activity carried out by an organization or agency there needs to be supervision from a leader, where the leader is expected to be directed the officers to be able to carry out their work accurately and in accordance with what has been done set.
6. Is there any attention to employees
Employees are human beings who have different characters from one another.
7. Created habits that support the establishment of discipline
Notifying coworkers when they want to leave their place, by informing where and for what business, even to their subordinates.

Organize and Manage Work Discipline

Every manager must be able to ensure that employees are orderly in their duties. In the context of discipline, the meaning of justice must be maintained consistently. Supervisors need to practice how to manage good discipline. According to Veithzal Rivai (2011: 833), there are disciplinary standards used to

determine that employees have been treated fairly, namely: 1). Discipline standards; some basic disciplinary standards apply to all rule violations whether major or minor. Every employee and supervisor needs to be familiar with company policies and follow procedures fully. Employees who break the rules will be given the opportunity to correct their behavior. Managers need to gather some evidence to justify discipline. 2) Enforcement of disciplinary standards; If the record is unfair and legal according to law or employment exceptions at will, the court requires evidence from the employer to prove before the employee is prosecuted. These work standards are written in the employment contract.

Job satisfaction

Hasibuan in Sutrisno (2013; 4) defines “Job satisfaction is a pleasant and loving emotional attitude towards his job”. Job satisfaction According to Robbin in Galih (2014; 6) everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply to each individual.

The people who are most dissatisfied are those who have the most desire, but get the least. Meanwhile, the most satisfied are people who want a lot and get it. From the various definitions put forward about job satisfaction, the authors can attract conclusions regarding job satisfaction. Job satisfaction is a person's emotional attitude towards work which shows the difference between the amount of rewards workers receive and the amount they believe they should receive.

Factors Influencing Job Satisfaction

According to Hasibuan in Lenny (2012: 67), employee job satisfaction is influenced by the following factors:

1. Fair and proper compensation
2. The right placement according to expertise
3. Light weight of work

4. Atmosphere and work environment
5. Equipment that supports the implementation of work
6. The attitude of the leader in his leadership
7. The nature of the work is monotonous or not

Job satisfaction is a general attitude towards one's work, which shows the difference between the amount of appreciation they receive and the amount they believe they should receive. According to Robbin in Galih (2014; 6) everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according to the values that apply to each individual.

Performance

Bernardin and Russel in Sutrisno (2014; 149) performance is a record of the results obtained from certain job functions or certain activities over a certain period of time.

Factors Affecting Performance

Mangkunegara (2013; 67) states that the factors that influence performance achievement are as follows: 1) Capability factor; Psychologically, the ability (ability) consists of potential ability (IQ) and reality ability (knowledge + skill). That is, employees who have an IQ above the average (IQ 110-120) with adequate education for their position and are skilled in doing their daily work, it will be easier for them to achieve the expected performance. 2) Motivational Factors; Motivation is formed from attitudes (attitude) an officer in the face of a situation (situation) work. Motivation is a condition that drives self-directed employees to achieve organizational goals (work goals).

Byar and Rue in Sutrisno (2014; 151) say that there are two factors that influence work performance, namely: 1) Individual factors (Effort (effort) which shows a number of physical and mental synergies used in

carrying out task movements, Abilities, namely the personal characteristics needed to carry out a task. 2) Environmental factors (Physical Conditions, Equipment, Time, Materials, Education, Supervision, and Organizational Design)

Relations Between Variables

Relationship between work motivation and employee performance

One of the things that needs to be done to improve the performance of employees is that employees need good motivation so that in carrying out each task and job given they can do it with high self-confidence accompanied by high morale as well. The more they are motivated, the deeper their totality will be Work will increase and will have a positive impact on the increased performance they will achieve

Relationship between Work Discipline and Employee Performance

According to (Hasibuan, 2011; 193) good employee discipline will accelerate company goals, while declining discipline will become a barrier and slow down the achievement of company goals. The application of discipline is expected that employees will have behavior that always obeys all regulations. The better the employee discipline, the higher the performance that can be achieved (Hasibuan, 2011; 193).

Relationship between Job Satisfaction and Employee Performance

According to Mangkunegara (2002; 117) job satisfaction is "a feeling that supports or does not support an employee related to his work or to his condition". Employee job satisfaction is the key to driving morale, discipline, and employee performance in supporting the realization of employee goals. Employee job satisfaction must be created as well as possible so that work morale, the dedication, love, and discipline of employees increases.

Hypothesis

1. Allegedly motivation has a partial effect on the performance of employees of PT. BPRS Mandiri Mitra Sukses Gresik.
2. Allegedly work discipline has a partial effect on the performance of employees of PT. BPRS Mandiri Mitra Sukses Gresik.
3. Estimated job satisfaction influential partial to the performance of employees of PT. BPRS Mandiri Mitra Sukses Gresik.
4. Allegedly Work Motivation, Work Discipline and Job Satisfaction simultaneously influence the performance of PT. BPRS Mandiri Mitra Sukses Gresik

METHOD

The approach used in this research is quantitative. According to Arikunto (2013: 203) The research method is the method used by researchers in collecting research data. The method and type of research used is correlational associative method. The population and sample in this study refer Arikunto (2013; 173) population is the entire research subject. So what is meant by population is individuals who have the same characteristics though percentage the sameness is little, or in other words the whole individual will be made as object research. In accordance with this opinion, the population used by researchers are employees at PT. BPRS Mandiri Mitra Sukses Gresik of 100 people. In this study, sampling using Probability Sampling type Simple Random Sampling which is a random sampling technique without regard to strata in the population this research. The type of data used by researchers is primary data. The data obtained in this study are respondents' answers to statements based on variable indicators of Work Motivation (X1) Work Discipline (X2), Job Satisfaction (X3) and (Y) Performance proposed to respondents. Data collection techniques in this study using the retrieval method questionnaire.

In obtaining the data and information needed to discuss the problem, the object of this research was carried out at PT. BPRS Mandiri

Mitra Sukses Gresik as a research location located at Jalan RA.Kartini No.07 Shophouse Andalusia Square Gresik.

The type of data used is primary data, primary data is data obtained directly collected by researchers from the field or object research according to the variables studied then processed. The data obtained in this study are the respondents' answers to the statements based on variable indicators of Work Motivation (X1) Work Discipline (X2), Job Satisfaction (X3) and (Y) Performance proposed to respondents. The source of the data obtained in this study came from the human resources department at PT. BPRS Mandiri Mitra Sukses Gresik.

Variable measurement in this study use questionnaire method (questionnaire) and a Likert scale, in which respondents were asked to provide answers to the alternative answers. The Likert scale is used to measure attitudes, opinions and perceptions of a person or group of people about social phenomena Sugiyono (2013; 92). Questionnaire are a number of written questions that are used to obtain information from respondents in the sense of personal reports or things that are known to Arikunto (2010; 194). Variable measurement is done with tools questionnaire which is filled in by the respondent. Measurement Questionnaire in this study using Likert scale made in table form. According to Sugiyono (2013; 81). The analysis technique uses multiple linear regression.

RESULTS

Overview of PT. BPRS Mandiri Mitra Sukses Gresik.

The establishment of an BPRS in a district with a religious community as a basis and in a community with a fairly broad level of micro-economic transaction activities, such as in Gresik, is of course in line with local Regional Government policies, especially in relation to increasing the role of financial institutions to support efforts to increase and utilization of the economy in the region. So a team was formed

to establish a Sharia Rural Bank which was coordinated by a team for establishing a Sharia Rural Bank which had sufficient experience as an implementer of Islamic banking to realize the wishes and ambition the. In this regard, the founding team of BPR Syariah collaborated with Bank Syariah Mandiri, Bukopin Syariah and a team of consultants from PT. Rafa Prima Consulting from Jakarta to establish PT BPRS Mandiri Mitra Sukses Gresik (Bank Mitra Syariah) on July 1, 2008 with the address at Jalan Panglima Sudirman Number 103 Gresik. Data analysis used in this study is multiple linear regression with Performance (Y) as the dependent variable. The independent variables are Motivation (X1), Work Discipline (X2) and Job Satisfaction (X3). This analysis is used to determine whether the variables of Motivation, Work Discipline and Job Satisfaction affect the Performance of Employees of PT. BPRS Mandiri Mitra Sukses Gresik. This analysis aims to determine the effect of the independent variable (X) on the dependent variable (Y).

$$Y = a + b_1X_1 + b_2X_2 + b_3X_3 + e$$

Information :

Y	=	Employee performance
a	=	Constant value
X1	=	Motivation
X2	=	Work Discipline
X3	=	Job satisfaction
b1	=	The regression coefficient of X1
b2	=	The regression coefficient of X2
b3	=	The regression coefficient of X3
e	=	Error

Based on research and analysis conducted by researchers use SPSS help tool 22 for windows then researchers can interpret the following results:

1. Partial proof of the regression hypothesis (t test) is shown to determine the effect of each independent variable consisting of motivation, work discipline and job

satisfaction partially on the dependent variable, namely employee performance.

- a. Motivation () obtains t count of (1.990), while t table equals (1.655) at a significant level of 5%, thus the results of statistical calculations show that partially the variable Motivation () proves to have a significant effect on Employee Performance at PT. BPRS Mandiri Mitra Sukses Gresik.
- b. So research according to Hasibuan (2011; 141) concludes that work motivation causes, channels, and supports human behavior, so that they want to work hard and enthusiastically achieve good results. optimal against employee performance PT. BPRS Mandiri Mitra Sukses Gresik is proven to be true.
- c. Work Discipline () obtained a t count of (2,730), while a t table of (1,655) at a significant level of 5%. Based on these results, it is proven that work discipline has an effect on employee performance at PT. BPRS Mandiri Mitra Sukses Gresik. So research according to Cahyo Laksono (2015) concluded that showed a strong relationship between work discipline, work placement and work motivation on the performance of employees PT. BPRS Mandiri Mitra Sukses Gresik's success is proven to be true.
- d. Job Satisfaction () obtained t count of (2,578), while t table of (1,655) at a significant level of 5%. Based on these results that Satisfaction Proven Work effect on the performance of employees of PT. BPRS Mandiri Mitra Sukses Gresik. So according to Robbin in Galih (2014; 6) states that everyone who works expects to get satisfaction from his place of work. Basically job satisfaction is an individual thing because each individual will have a different level of satisfaction according

to the values that apply to each individual.

2. The results of testing the hypothesis simultaneously by using the F test, obtained the regression value has a significance level of 0.000 this value is smaller than 0.05 or a significance value $< \alpha$ and F count has a value of 8.350 while F table has a value of 3.104 this means F count $>$ F table, so that H_0 is rejected and H_a is accepted, meaning that it is simultaneously proven significant effect on motivation (), Work Discipline (), and Job Satisfaction (X3) on Performance PT. BPRS Mandiri Mitra Sukses Gresik. (Y).

CONCLUSION

Based on the results of data processing in this study, the following conclusions can be drawn: first, motivation has a partially significant effect on employee performance. Second, work discipline has a partially significant effect on employee performance. Third, job satisfaction has a partially significant effect on employee performance. Fourth, the results of hypothesis testing through the F test (simultaneous) state that the variables Motivation, Work Discipline and Job Satisfaction simultaneously have a significant effect on employees performance. Managerial implications, that on variables motivation in the first and second indicators has the lowest value on the encouragement to encourage indicator, to achieve company goals encouragement to give encouragement, must pay more attention to employees by providing motivation to work harder so that it can facilitate achieving company goals. The work discipline variable in the second and third indicators has the lowest score on the indicator of adherence to standard operating procedures (SOP) in carrying out work. The variable of job satisfaction in the second indicator has the lowest value on the condition indicator where supervisors are less assertive, it is better for employees to be more assertive so that employees are more disciplined at work. The implications for future research, for future

researchers, the results of this study can be used as a reference for future researchers by increasing the number of variables and using different analytical techniques.

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