THE EFFECT OF WORK MOTIVATION AND JOB SATISFACTION ON EMPLOYEE PERFORMANCE AT BANK SULUTGO TOMOHON

PENGARUH MOTIVASI KERJA DAN KEPUASAN KERJA TERHADAP KINERJA PEGAWAI PADA PT. BANK SULUTGO TOMOHON

Andika Palar

International Business Administration (IBA) Program, Jurusan Manajemen
Economi and Business Faculty, Sam Ratulangi, University, Manado, 95115, Indonesia
E-mail: dropking9@gmail.com

ABSTRACT

The relationship between Job Satisfaction and Motivation have influence on employee performance in PT. Bank SulutGo Tbk Tomohon. This study aim to explain the simultan and partial effect of job satisfaction and work motivation on employee performance at PT. Bank SulutGo Tbk Tomohon. The population in this study were all employees at PT. Bank SulutGo Tbk Tomohon totaling 120 people, consisting of 76 men and 44 women. By using a purposive sampling method the sample is 80 respondents. Using multiple regression as a data analysis tool, this study found that job satisfaction and motivation have a significant effect on the performance of employees at PT. Bank SulutGo Tbk, Tomohon.

Keyword: Job Satisfaction, Motivation, Employees Performance.

ABSTRAK

Hubungan antara Kepuasan Kerja dan Motivasi Kerja mempunyai pengaruh terhadap performa pegawai di PT. Bank SulutGo Tbk Tomohon. Penelitian ini bertujuan untuk menjelaskan efek dari kepuasan kerja dan motivasi kerja terhadap performa pegawai di PT Bank SulutGo Tbk Tomohon. Populasi pada penelitian ini adalah semua pegawai PT Bank SulutGo Tbk Tomohon dengan total 120 orang , yang terdiri dari 76 pria dan 44 wanita. Dengan menggunakan purposive sampling method dengan jumlah sampel 80 responden. Dengan menggunakan multiple regression sebagai alat data analisis, hasil dari penelitian ini menunjukan bahwa kepuasan kerja dan motivasi mempunyai efek signifikan terhadap performa pegawai di PT Bank SulutGo Tbk Tomohon.

Kata Kunci : Kepuasan Kerja, Motivasi, Kinerja Pegawai.

1. INTRODUCTION

Background

Employees are valuable company assets that must be managed properly by the company in order to contribute optimal. One thing that should be a major concern of companies is the job satisfaction of their employees, because employees in their work they do not feel comfortable, less appreciated, can't develop all the potential they have, then automatically the employees are unable to focus and concentrate fully on the job. According Hariadja (2002), employee satisfaction, it can be seen that "the work does not only about the job, but also related to other aspects such as interaction with co-workers, bosses, following the rules - the rules and particular work environment is often inadequate or lacking preferred. "

Giving a boost in a form of motivation is necessary to improve the morale of employees so as to achieve the outcomes desired by management. The relationship between motivation, morale and optimal results in the sense of having a linear shape with the provision of a good motivation to work, then the morale of employees will be increased and the work will be optimized in accordance with the performance standards set. Morale as a form of motivation can be seen among others from the level of employee attendance, responsibility for working time has been set. Mangkunagara (2005) argues that there are two techniques to motivate employee, namely: (1) Mechanical fulfillment of the needs of employees, meaning that the fulfillment of the fundamental underlying employee work behavior. (2) Techniques of persuasive communication are one of the techniques to motivate employees to do the work by affecting all employees extra logical. This technique is defined by the term "AIDDAS" which are Attention, Interest, Desire, Decision, Action, and Satisfaction.

The problem of motivation in the company should serve as a serious concern in Human Resources Management. Modern enterprises today must make employees as assets and not just as a mere means of production. For that companies need to create a conducive environment that can make employees feel comfortable, unmet needs, so expect their motivation is also maintained to jointly achieve the vision and mission of the company. The conditions conducive to a wide - range, depending on the characteristics of the company respectively. But in general such facilities can be provided, adequate welfare level, a clear career path, opportunities for self-actualization, comfort and safety at work, old age guarantee and others. Job satisfaction and motivation will be studied because of the benefits, both for employees and for the company, employees researched the causes and sources of job satisfaction, as well as efforts to improve employee job satisfaction. As for companies, research carried out for the achievement of corporate objectives. Besides that, it will examine whether the motivation is also an effect on employee performance.

Work on the field the same task for a long time will easily make employees feel bored. Monotonous routine work every day, at a time will surely come to the point of saturation, which can result with maximum employees cannot eject capabilities to the company's progress, because they may no longer have enough motivation to have to do that. Because they know their position will not change, it could lead to the employee no longer has an interest and willingness to develop themselves, and at some point may be unconcerned with the product or program that want to be exposed by the company, because for them it did not affect the position and their careers. Conditions that if not addressed and managed well by the Human Resource Management in the company, will be able to become a boomerang that could hurt the company. Because as the spearhead, the real front liners employees are the storefront companies in the eyes of consumers (clients). For ordinary people, the behavior and the display shown by the front liners is a representation of the company in their minds. Therefore, the management at the front liners should

be used as a strategic thing by all agencies, including the Bank SulutGo. So is the case with employees who work in the back office.

Literature Review

Human Resource Management

Human resource management leads to policies and actions that are needed someone (the manager) to organize or carry out aspects of human resources in a management task. Thus, human resource management is management that focuses its attention to the human factor of production with all their activities to achieve company goals. Human resource is an investment that plays an important role for the company. In the absence of human resources, other factors of production cannot be run with the maximum to achieve company goals. Human resource management also involves the design and implementation planning, employee, employee development, career management, performance evaluation, compensation of employees and labor relations are good.

Job satisfaction

Job satisfaction is a form of people's feelings toward his work, work situation and relations with colleagues. Thus job satisfaction is something important to be owned by an employee, where they can interact with their work environment so that work can be carried out properly and in accordance with company objectives. According to Handoko (2000) "Job satisfaction is an emotional state that is pleasant or unpleasant how the employees view their job. Job satisfaction reflects one's feelings toward his work.

Motivation

Robin and Judge (2008), defines motivation as a process that explains the intensity, direction and persistence of an individual to achieve his goal. From these definitions can be observed that the motivation to become a very important part of the underlying individual or a person performing a task or achieve a particular goal desired.

2. RESEARCH METHODS

Location and Object Research

Location of study is PT. Bank SulutGo Tbk in Tomohon city, while the object of this study is the of employee PT. Bank SulutGo Tbk, Tomohon.

Data Collection Methods

1. Library Research. That is by studying the book - a book, a variety of literature, articles, and written materials that have a relationship to the issues discussed.
2. Field Research. Namely to directly examine the object under study by interviewing the parties involved with the issue at hand and providing questionnaires to employees.
3. Data Analysis. This research is quantitative, the data obtained from the respondents through the questionnaire then tabulated using statistical analysis using SPSS. The data collected will be analyzed in several stages, the first test validatas and reliability of research instrument, the classical assumption, and the final multiple linear regression analysis.

3. RESULT AND DISCUSSION

Validity Test and Reliability Test

In this study we tested variables consist of two (2) independent variables (independent variable), which consists of job satisfaction and motivation and 1 (one) dependent variable is the performance of employees.

Validity Test

Validity test is done to determine whether the measurement tools that have been developed really able to measure what should be measured. Testing the validity of each item used item analysis, which correlate the scores of each item with the total score is the sum of each score point (corrected item total correlation) and its value can be seen in the results of processing using SPSS 18 in the table item-total statistics in the column corrected item-total correlation, A question declared invalid if the value is the value of r calculate the corrected item-total correlation is greater than r table. Questionnaires were declared invalid means that the questionnaire actually able to measure what should be measured. Beads of instruments are considered valid if the correlation coefficient (r count)> r table / r critical (0.30) (Sugiyono and Wibowo: 2004). The validity of the test results can be seen in the following table:

Table 1. Validity Item

No.	Variable	Number of Item	Valid Item	Explanation
1.	Job Satisfaction(X1)	16	11	2,3,4,9,13 not valid
2.	Work Motivation(X2)	13	12	1 not valid
3	Employee's Performance (Y)	4	4	-

Source: Data processed, 2016

From the summary of the validity of the above items, grains valid statement can be seen in the processing of SPSS 18 total items in the table statistics in the column corrected item-total correlation for each - each item statement is as follows:

Table 2. Validity Test Results of Variables

No.	Questions	r count	r tabel	Explanation
1.	**Job Satisfaction(X1)**			
	1.	0,571	0,30	Valid
	2.		0,30	Not Valid
	3.		0,30	Not Valid
	4.		0,30	Not Valid
	5.	0,894	0,30	Valid
	6.	0,644	0,30	Valid
	7.	0,628	0,30	Valid
	8.	0,524	0,30	Valid
	9.		0,30	Not Valid
	10.	0,860	0,30	Valid
	11.	.732	0,30	Valid
	12.	0,334	0,30	Valid

			0,30	Not Valid
	13.		0,30	Not Valid
	14.	0,628	0,30	Valid
	15.	0,6.93	0,30	Valid
	16.	0,808	0,30	Valid
2.	**Work Motivation (X2)**			
	1.	0,548	0,30	Valid
	2.		0,30	Not Valid
	3.	0,497	0,30	Valid
	4.	0,700	0,30	Valid
	5.	0,809	0,30	Valid
	6.	0,713	0,30	Valid
	7.	0,841	0,30	Valid
	8.	0,577	0,30	Valid
	9.	0,544	0,30	Valid
	10.	0,673	0,30	Valid
	11.	0,663	0,30	Valid
	12.	0,899	0,30	Valid
	13.	0,895	0,30	Valid
3.	**Employee's Performance (Y)**			
	1.	0,507	0,30	Valid
	2.	0,609	0,30	Valid
	3.	0,740	0,30	Valid
	4.	0,568	0,30	Valid

Source: Data processed, 2016

Based on the above table, it can be seen that 16 grains statement items for job satisfaction variables 5 of them are not valid, the statement item numbers 2, 3, 4, 9 and 13 and for the fifth item is deleted / removed and were not included in further testing, after re-tested 11 items declared valid statement as seen from the value of r count corrected item total correlation greater than 0.30 r table as described by Sugiyono and Wibowo (2004). Where item valid questionnaires can be used as a reference for future research. As for motivation consists of 13 point statement also declared one of them is not valid because the value of r count visits from corrected item total correlation r tables smaller than 0.30, that is to the statement item No. 2. For the first item that statement deleted / removed and not included in subsequent testing. And the test repeated again for 12 more items of work motivation statement and declared invalid, the results can be seen in the table above. Then, for the performance of employees consisting of a 4-point declaration is valid for the whole corrected item total correlation value is greater than 0.30 and a valid item questionnaire can be used as a reference for future research.

Reliability Test

Reliability test aims to determine whether the data collection tool basically shows the level of precision, accuracy or consistency of the stability of the tool in revealing certain symptoms of a group of individuals, although done at different times. In determining the level of reliability of an instrument of research. In general reliability in a range of> 0.60 s / d 0.80, as well as in the range of> 0.80 s / d 1:00 considered excellent. (Santoso, 2001). To determine the reliability of a grain of variable expression was examined by SPSS 18.0. For windows 7 with Cronbach's Alpha formula. Based on the level of reliability, the test result reliability coefficient (r Alpha) to the three variables tested instruments can be summarized in the table below:

Table 3. Reliability Test

No.	Variable	Number of Item	Cronbach Alpha	Explenation
1.	Job satisfaction (X1)	11	0,806	Very good
2.	Work Motivation(X2)	12	0,906	Very good
3.	Employee's performance (Y)	5	0,767	Good

Source: Data processed, 2016

Based on the summary table, the reliability test results above, the value of Cronbach alpha for job satisfaction is 0806, work motivation 0906, and the performance of employees 0.767 This means that the expression for the entire item statement is very good for job satisfaction and motivation as well as good for the employee's performance as proposed by (Santoso, 2001).

Discussion of Results of Multiple Linear Regression Analysis

To see the effect of job satisfaction and work motivation on employee performance, we used multiple linear regression analysis. Based on the results of data processing with SPSS 18.0 viewable summary of the results of empirical research as follows:

Table 4. Summary of Empirical Test

Independent Variable	Coefficient Regression	Constanta
Job Satisfaction (X1)	0.094	8.161
Work Motivation (X2)	0.116	

Source: Data processed, 2016

From the data can be created as a multiple linear regression in following equation:

$$Y = a + b1x1 + b2x2$$
$$Y = 8.161 + 0.94 \ x1 + 0.116 \ x2$$

From the equation it can be concluded that:
1. Constants of 8161 states that if there is job satisfaction (x1), and Motivation (x2), the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon amounted -8161.
2. The regression coefficient of job satisfaction (x1) of 0094 states that any additions (as a positive sign) 1 point job satisfaction will improve the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon for 0094 on the assumption of work motivation (x2) remain.
3. The regression coefficient of work motivation (x2) of 0116 states that any additions (as a positive sign) 1 point work motivation will improve the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon for 0116 by the notion a stable of job satisfaction (x1). In this study turned out to work motivation (X2) which is the most dominant variable / influence on the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon, further influenced by job satisfaction (X1), in which to determine which are the most dominant sorted to the smallest visible from the regression coefficient value of each variable.

So the regression coefficient that is positive (+) indicates the direction a unidirectional relationship, whereas if the regression coefficient is negative (-) indicate the direction inverse relationship between the independent variable (X) to the dependent variable (Y).

Hypothesis Testing
Partial Test with Test T-

Statistical Test T is basically used to see the effect of independent variable and dependent variable partially. Where in this research is to see the effect of job satisfaction and work motivation on employee performance at PT. Bank SulutGo Tbk Tomohon partial / individual.

Table 5. Partial Hypothesis test with T-test

Independent Variable	T-Hitung	Probability	Explanation
Job satisfaction (X1)	3.452	0.001	Significant
Work motivation (X2)	5.632	0.000	Significant
T table = 2.052			

Source: Data processed, 2016

By using t-test, t values obtained arithmetic variable X1 Job Satisfaction for 3,452 while t table at the level of 95% (significance 5% or 0.05) and degrees of freedom (df) = Nk-1 = 50-2-1 = 47 where N = number of samples, and k = number of independent variables thus amounted to 2,052 T count = 3452> T table = 2,052 and a significance value of 0.001 (sig <0.05). Based on the above analysis concluded that job satisfaction have a significant effect on the performance of employees at PT. Bank SulutGo Tbk Tomohon so that the null hypothesis (Ho) is rejected and Ha accepted, so that this hypothesis has been tested empirically. While to obtained t count X2 work motivation at 5,632 while t table amounted to 2,052 thus count = 5,632 T> T table = 2,052 and a significance value of 0.000 (sig <0.05). Based on the above analysis concluded that motivation significantly influence employee performance at PT. Bank SulutGo (Persero) Tbk Tomohon so that the null hypothesis (Ho) is rejected and Ha accepted, so that this hypothesis has been tested empirically.

Simultaneous Test with F-Test (Anova)

F-test to determine whether simultaneous / independent variables together were able to explain the dependent variable as well or whether the independent variables together have a significant effect on the dependent variable. Anova table can be seen on the independent variable influence job satisfaction and motivation to variable dependent on the performance of employees of PT. Bank SulutGo (Persero) Tbk Tomohon simultaneously.

Table 6. Hypothesis Testing Results For
Simultaneous Test with F-Test

ANOVAᵇ

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	23.161	2	11.580	26.118	.000ᵃ
	Residual	20.839	47	.443		
	Total	44.000	49			

Source: Data processed, 2016

Simultaneous significance test / together (statistical test F) yields calculated F value of 26 118. At degrees of freedom 1 (DF1) = number of variables - 1 = 3-1 = 2, and the degrees of freedom 2 (DF2) = nk-1 = 50-2-1 = 47, where n = number of samples, k = number of independent variables, the value of f tables at the level of 0.05 is 3,354 thus count = 26 118 F> F table = 3,354 with a

significance level of 0.000. because the probability of significance is much smaller than sig <0.05, the regression model can be used to predict the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon or it can be said that job satisfaction (X1), and motivation (X2) jointly affect the performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon.

Coefficient Determination Test (R Square)

Table 7. Coefficient Test of Determination (R Square)
Model Summary[b]

R	R Square	Adjusted R Square
.726[a]	.526	.506

Source: Data processed, 2016

Correlation means the relationship, as well as correlation analysis is an analysis that used to see the relationship between the two variables. Nugroho (2005), correlation does not distinguish between types of variables (no dependent and independent variable). The correlation value can be grouped into Nugroho, (2005) as follows: 0.41 s / d closeness strong correlation of 0.70, 0.71 s / d very strong 0.90 and 0.91 s / d 0.99 is very strong once and if 1 means perfect, the research found that the relationship between job satisfaction and motivation to work with employees performance in PT. Bank SulutGo (Persero) Tbk Tomohon is very strong for (r = 0.726). The coefficient of determination or R square figure amounted to 0,526. Nugroho (2005), stating for linear regression should use R square that has been adapted or written Adjusted R square, as adjusted for the number of independent variables used, whereby if the independent variable 1 (one) then use the R-square, and if it has exceeded 1 (a) using the adjusted R-square. Adjusted R square is equal to 0506 this means that 50.6% of the variation of the dependent variable performance of employees at PT. Bank SulutGo (Persero) Tbk Tomohon which can be explained by the independent variables job satisfaction and motivation while the rest of 0.494 or 49.4% (1-0.506 or 100% - 50.6%) is explained by variables other than the existing variable. But the value of the other variable is small in the amount of 49.4%. Rated R Square the range of 0 to 1, with a record number R square gets smaller, the weaker the relationship between the two variables (and vice versa).

4. CONCLUSION AND RECOMMENDATION

Conclusion

Based on the description and explanation that has been raised in the previous chapters, it can be concluded as follows:
1. Partially job satisfaction has a significant influence to the employee performance at PT. Bank SulutGo Tbk Tomohon.
2. Partially motivation has a significant influence to the employee performance at PT. Bank SulutGo Tbk Tomohon.
3. Simultaneously, job satisfaction and motivation have a significant inluences to the employee performance of at PT. Bank SulutGo Tbk Tomohon.

Recommendation

To achieve the goals of PT. Bank SulutGo Tbk Tomohon on the performance of its employees are some suggestions to be conveyed as follows:

1. It is suggested to the company to always provide opportunities in the form of a salary increase, to facilitate the employees to strengthen the relationship of co-workers, create a work environment that is relatively more comfortable for employees, develop the skills and capabilities to its employees so that employees improve their performance and profitable for the company.
2. It is recommended to the company to always pay attention to the attendance of employees, improve the delivery of training, maintaining good welfare, conduct periodic motivation, and provide greater opportunities for promotion to employees so that employees improve their performance and profitable for the company.
3. To study in the future should expand the variable and variable measurement research so as to further improve the performance of employees at PT. Bank SulutGo Tbk Tomohon.
4. It is expected that further research could examine more deeply about the job satisfaction and motivation in this research influence the performance of employees at PT. Bank SulutGo Tbk Tomohon in order to obtain a more complete picture again so hopefully the results will come more perfect than this study.

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